

Stakeholder Engagement Policy

Version number	1
Approved by	Corporate Governance Board
Date of approval	13/11/2017

Purpose

Sydney Institute of Higher Education (SI) acknowledges that maintaining positive relationships with stakeholders is essential to the good health of its business operations, providing cash flow, diverse perspectives, and accountability.

This *Stakeholder Engagement Policy* outlines the principles underpinning stakeholder engagement processes, then details the process of establishing and maintaining open lines of communication with stakeholders.

Scope

This policy applies to all internal and external stakeholders.

Principles

SI values the contributions of all internal and external stakeholders. The provision of feedback, expert advice, and services is integral to SI's key business operations.

SI considers the following to be the primary categories of stakeholders:

- Students and staff of SI
- External advisors, if current
- Business and research partners
- Community organisations such as cultural and sporting organisations
- Individuals who own shares of, or donate to, SI

The procedures outlined below will align with SI's strategic goals, contributing to quality and improvement processes across SI's higher education operations.

SI is committed to establishing transparency and integrity in all processes.

Procedures

Stakeholder Nomination

Any member of staff or members of the *Corporate Governance Board* or *Academic Board* are permitted to nominate potential stakeholders.

Potential stakeholders may also self-nominate.

All potential stakeholders will be vetted for suitability by the *Corporate Governance Board*.

Stakeholder Feedback

SI aims to establish open lines of communication with stakeholders.

It will do so by:

- Administering an annual stakeholder feedback survey, including student and staff feedback surveys
- Establishing a point of contact at SI dedicated to stakeholder queries
- Integrating stakeholder feedback and advice into decision-making
- Providing annual reports on business operations, including an explanation of how previous feedback was integrated.

Policy Implementation and Monitoring

The *Corporate Governance Board* delegates responsibility for the day-to-day implementation of this policy to President.

The *Corporate Governance Board*, in accordance with the *Compliance Calendar*, will review all periodic reports from relevant committees and staff members.

Additionally, the *Corporate Governance Board* will review all relevant student complaints, concerns raised by staff members, and instances of student or staff misconduct on an ongoing basis.

The *Corporate Governance Board* must ensure that findings from these monitoring activities are taken into account in planning, quality assurance and improvement processes.

Definitions

Academic Board: the governing body responsible for academic matters, including teaching and learning, program approval, workforce planning, academic staff appointments, research and professional development, academic policies and procedures, overseeing student grievances and appeals processes. The *Academic Board* reports to the *Corporate Governance Board*.

Corporate Governance Board: the governing body responsible for oversight of all higher education operations, including the ongoing viability of the institution and the quality of its higher education delivery. The *Corporate Governance Board* guides Management and delegates responsibility for academic matters to the *Academic Board*.

External stakeholder: an individual, group or organisation not within SI who have a vested interest in SI,

financial or otherwise.

Internal stakeholder: entities within SI, such as employees, managers, or board members, with an interest in SI financial or otherwise.

Review schedule

This policy will be reviewed by the *Corporate Governance Board* every three years.

Version History				
Version number:	Approved by:	Approval date:	Revision notes:	Next review date:
1	Corporate Governance Board	13/11/2017		13/11/2020

▲ Related Documents

- [Academic Staff Supervision and Performance Review Policy](#)
- [Community and Industry Engagement Policy](#)
- [Student Feedback Policy](#)

End of document: "Stakeholder Engagement Policy"

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