

PROCEDURE DOCUMENT

COURSE MONITORING AND REVIEW PROCEDURE

1 Purpose and Scope

This procedure defines the process at ACPE by which accredited courses are monitored and reviewed. This procedure ensures these processes comply with legislation and the requirements for national registration of graduates and/or membership of graduates in professional bodies. It provides the College with the framework to ensure that the outcomes of the internal process align with external requirements whilst conforming to College quality assurance processes.

Scope:

- All accredited courses
- CEO and Dean
- Heads of Department

2 Procedure

All accredited courses are subject to ongoing monitoring and review of content and course delivery mechanisms to ensure currency of scholarship within the course content, and that students gain a qualification which will be meaningful after graduation.

2.1 Feedback

The College conducts regular and cyclical reviews of all courses and subjects to ensure compliance, relevance, currency and the quality of teaching, learning and outcomes.

A range of quality assurance practices and mechanisms are used to inform the process of continual improvement to course content and delivery. These practices are formal and informal, internal and external.

Mechanisms for monitoring the quality of courses and subjects include:

- Academic Board
- Course Advisory Committees
- Subject Advisory Committees
- The Assessment / Examiners' Committee
- Moderation of assessment processes and outcomes
- Cyclical reviews of courses and subjects

Information and data is collected through a range of instruments including:

- Quality Feedback Monitor – QFM – students and staff can submit their feedback and first stage of grievance or complaints process to feedback@acpe.edu.au
- Staff Feedback (through surveys and Course Reports) – staff satisfaction surveys, informal feedback to Heads of Department, annual Course Reports
- Student Feedback (through internal and external surveys) – internal surveys include end of Semester surveys for each subject specific to mode of delivery; external surveys include Quality Indicators for Learning and Teaching (QILT) surveys – Student Experience Survey (annually), Graduate Outcomes Survey (including course experience questions).

Data collected through formal feedback mechanisms such as surveys and the QFM is analysed by the Director of Student Services and Campus Wellbeing and escalated to the CEO and Dean, as required. Regular reports are submitted to the Academic Board for review, along with recommendations for changes arising from student and staff feedback. Implementation of recommendations arising from reports is the responsibility of the CEO and Dean and relevant Heads of Department.

2.2 Regular Review Processes

ACPE conducts a number of formal regular review processes throughout the cycle of accreditation.

2.2.1 Subject Review – Biannual or Annual

The College is committed to the annual review (minimum) of each subject offered in accredited courses. Heads of Department may conduct such reviews every Semester if deemed necessary. This review is usually conducted by the Subject Coordinator in consultation with the Head of Department.

Along with content review based on feedback (see process below), subject delivery and assessment methods will also be monitored and reviewed at least annually to ensure continued appropriateness of delivery method and assessment items for students to achieve the learning outcomes of each subject.

Monitoring and reviewing course delivery and assessment enables the College to:

- Evaluate the quality of delivery methods;
- Monitor and review the assessment methods and instruments;
- Identify areas of strength and areas for improvement, and strategies to address these;
- Document improvements over time.

The College is committed to ensuring that the methods of course delivery and the monitoring of assessment lead to continuous improvement. This is achieved through four quality assured procedures:

- The provision to students of fair and regular feedback on progress;
- The provision to students of opportunities to give feedback on subject delivery and assessment arrangements;
- The inclusion of input from student feedback in quality assurance mechanisms;
- The use of internal and external benchmarking of assessment procedures and instruments.

Subjects will be evaluated at least once each year according to the following procedure:

- Student feedback will be collated on each subject every time it is delivered;
- Teacher feedback will be collated on each subject annually;
- Feedback results will be collated and analysed by the Head of Department (HOD) who will generate subject-specific reports which will be presented to CEO and Dean.
- The Heads of Department in consultation with Subject Coordinators make recommendations to the Subject Advisory Committee (SAC) for endorsement (where relevant), Course Advisory Committee (CAC) for endorsement (where relevant), and to the CEO and Dean for approval (where relevant) or endorsement;
- The CEO and Dean makes recommendations to the Academic Board for approval (where relevant)
- Endorsed / approved recommendations will be implemented by the relevant Head of Department and Subject Coordinator/s.

Endorsement and approval of changes will be required according to the delegated approvals outlined in the relevant Terms of Reference.

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2.2.2 Course Review - Annual

The College is committed to the annual review of accredited courses.

The objective of these reviews is to ensure that a particular course's aim, structure, subjects, learning objectives, assessment activities, resources, study modes and delivery methods are monitored and changed when and where necessary according to the principles of continuous improvement and quality assurance.

A system of individual Course Reports has been replaced by the Academic Operations Report, in which information concerning courses was aggregated and combined.

The Academic Operations Report includes collected data concerning course performance (including enrolments, retention/attrition, student academic performance, student evaluations of courses). The report is disseminated to internal (Senior Management Team and Academic Board) and external (TEQSA) stakeholders.

It should be noted that if recommendations arising from the Academic Operations Report require additional resourcing, the report is presented to the ACPE Board of Directors for funding approval.

2.2.3 Benchmarking Review

The College endeavours to form partnerships with similar higher education institutions to develop and implement ongoing benchmarking relationships.

A report with recommendations is presented to the Academic Board for approval. Recommendations arising from the review are to be implemented by the CEO and Dean in consultation with the relevant Head/s of Department.

2.2.4 In-Depth Review of Courses for Re-Accreditation

The College is committed to an in-depth cyclical review of its courses at least once every accreditation period in preparation for the submission of a re-accreditation application to TEQSA.

The Review is conducted by the relevant Course Advisory Committee (CAC) approximately 4 years for NESAC accredited courses and 6 years for TEQSA accredited courses after accreditation has been granted.

The objective of these reviews is to ensure that a particular course is adhering to the principles of continuous improvement and quality assurance.

The review encompasses all aspects of the course including – its structure (graduate outcomes, subjects and learning outcomes), content assessment, resources and activities; delivery modes student outcomes teaching and scholarship.

The review report with recommendations is presented to the Academic Board for its approval as part of the re-accreditation process; this may include recommendations for re-accreditation for continuing teaching, or for teach-out purposes only. In some cases, this may include recommendation for non-re-accreditation.

Recommendations arising from this review process will be implemented by the CEO and Dean in consultation with the relevant Head/s of Department and presented to the Academic Board for its approval.

Where renewal of accreditation is not sought for a course or suite of courses, the Head of Department's review report must include information on:

- Transition arrangements for enrolled students in the course(s) to equivalent courses in other institutions (note: equivalent courses will have the same or similar outcomes and will enable the same professional outcomes and registration where appropriate)
- Teach-out arrangements to be made where there are no equivalent courses available or proposed, and relevant regulator applications (in consultation with the Compliance team) (note: teach-out arrangements may be subject to restricted subject offerings and pathways and the student maintaining satisfactory academic progress in all subjects.)

2.3 Principles for Changes to Courses within an Accreditation Period

Departments may propose changes to courses within a period of accreditation. This may be in response to changes in market demands and trends, professional bodies and/or registration requirements, advice from stakeholders such as the CAC or students, as a result of moderation of assessment, or through the annual review process.

When changes of this nature are considered, a proposal for the change must be brought to the Course Advisory Committee (CAC) for endorsement and then to the Academic Board (AB) which will consider the advice of the Compliance team to determine if the change is a material change requiring notification of the Tertiary Education Quality and Standards Agency (TEQSA) and the appropriate professional registration bodies. The Academic Board will determine whether the change should be approved or held until the reaccreditation review process.

Where the AB approves changes within a period of accreditation and TEQSA approval is not required, changes may be implemented as soon as appropriate so as not to disadvantage any students in their studies.

Where the AB approves changes within a period of accreditation and TEQSA approval is required, the Compliance team will be responsible for submitting the notification of material change to TEQSA in a timely manner following AB approval. Changes acknowledged / approved by TEQSA will be implemented as soon as appropriate so as not to disadvantage any students in their studies, or in line with the timeline proposed to TEQSA (if relevant).

2.4 Principles of Accreditation Renewal

All courses are reviewed annually through Departmental and Course Reports and an in-depth review is conducted approximately 4 years for NESA accredited courses, and 6 years for TEQSA accredited courses after accreditation has been granted.

Accredited courses are reviewed and prepared for a renewal of accreditation application as required by TEQSA. This is a major process and should be approached and managed as a project.

The relevant Head of Department is responsible, in consultation with the CEO and Dean, for ensuring that a project structure and methodology is put in place that:

- Provides for appropriate academic input from all relevant academic departments at the College
- Provides for input from students and graduates, where relevant
- Provides for input from external stakeholders
- Addresses external accreditation requirements, including those of relevant professional bodies
- Provides for key support services and administrative areas to contribute to the project
- Ensures that the strategic priorities of the College are given due consideration
- Ensures that resource implications are addressed in parallel with academic developments
- Includes a project timetable that indicates specified milestones and deliverables
- Includes an itemised list of documents required for the approval process
- Includes policies and/or formal agreements
- Outlines the arrangements for implementing the course, or changes to the course, such as transition arrangements, subject equivalencies
- Provides for purchase of required resources, which ensure that the course can be implemented according to the project timetable.

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The main committees for providing advice to the Department regarding course review are:

2.4.1 Course Development Working Group

It *is* established and works collaboratively to implement recommendations and advise from the Course Advisory Committee (CAC) in course review and development and to monitor the course once accredited. Where a relevant Course Advisory Committee already exists for another course, this Committee may be tasked with advising on the development of the new course. Where the course is proposed to include specialist subject/s, one or more Subject Advisory Committees (SACs) may also be formed by the Head of Department to provide input in to the course development process.

2.4.2 Course Advisory Committee (CAC)

It is a standing committee of the College overseeing a particular Department / Course. The role of the CAC in course review is to:

- Advise on course development
- Ensure that courses continue to fulfil professional norms and registration requirements
- Ensure that changes in social contexts and knowledge in the field are taken into account
- Provide external advice concerning trends and developments and professional and fields of study.

2.5 Internal Approval Processes

2.5.1 Preliminary Approval

When a course or suite of courses has been reviewed in preparation for re-accreditation, the relevant Department will recommend this course or suite of courses to the CAC for endorsement. The CAC will review the revised course structure/s and subject outlines.

Once endorsed by the CAC, the course or suite of courses will be submitted to the Compliance team for final review to ensure the course/s comply with academic standards and policies, and for preliminary approval.

2.5.2 Final Approval

The submission will be completed by the Compliance Manager in the required template and will include all appendices as appropriate to be presented to the Academic Board (AB).

The AB will undertake a rigorous review process that examines all aspects of the course or

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suite of courses, including detailed subject outlines. The AB will determine whether proposed changes are material in context of all changes to the course to date, and will either:

- a. Approve the course or suite of courses for submission to TEQSA for the external accreditation process
- b. Request amendments to the submission for subsequent approval for submission to TEQSA for the external accreditation process
- c. Reject the course or suite of courses

The Department must meet any requests for amendments within the timeframe set by the Academic Board. This is to ensure that the submission is lodged with TEQSA by the required date.

Any courses or suites of courses that are not approved may be resubmitted at a later date. It should be noted that, if a course is to be submitted to TEQSA for re-accreditation, the application must be received by TEQSA and the requisite fee paid at least six (6) months prior to its accreditation expiry date. If this deadline is not to be met due to ongoing internal review processes, the CEO and Dean and the Compliance team will liaise with TEQSA regarding extension of timelines at least two (2) months prior to the submission due date.

Upon approval from the AB, the final documentation for the course or suite of courses will be prepared for lodgement at TEQSA for the external approval process.

2.6 External Approval Processes

Courses for renewal of accreditation must be lodged with TEQSA no less than 6 months prior to the expiration of the previous period of accreditation.

Upon the approval of a course or suite of courses by TEQSA, the CEO and Dean will inform the Academic Board.

Upon approval of a course or suite of courses by TEQSA, the Department, after review by the CEO and Dean, will provide the Compliance Office with the following:

- Updated information on entry requirements,
- Course Guides, Student Handbooks and other publications as required.

The Compliance team will prepare documents for:

- Commonwealth HELP approval
- Course Assurance Arrangements with partner institutions
- Tuition Assurance Arrangements through the College agreements with various bodies such as ACPET.
- Any professional bodies or registering bodies as appropriate.

2.7 Marketing of Courses

Courses for renewal of accreditation may be marketed while the application is being assessed by TEQSA, however only under the previously-approved course name and structure (any revisions to name or structure included in the re-accreditation application are unable to be marketed until approved).

The relevant Department will liaise with Marketing and Student Recruitment to achieve the required enrolment targets, and implement the marketing strategies outlined in the Business Plan.

2.8 Renewal of Course Accreditation

18 months prior to submission to/approval by TEQSA:

Date of Action	Action Required
Month 1	<p>Proposal to the CEO and Dean by the relevant HOD to include:</p> <ul style="list-style-type: none"> • List of course(s) proposed for renewal of accreditation, redesign and the extent of the design, 'teach-out' and the period of the 'teach out' proposed, and those course(s) for which renewal of accreditation is not being sought • Enrolment projections based on past three years • Critical path for meeting the submission deadline; Milestones (including dates such as CAC meetings). <p>If the CEO and Dean approves, the proposal forward to the Academic Board for approval. Course Review to commence.</p>
Months 2-7	<p>Internal College's processes for the improvement of the course as per the approved critical path. This includes Course Development Working Group meetings, CAC meetings, Department meetings and the development of the course and subjects.</p>
Month 7	<p>Department to prepare the 1st draft of the submission, including subjects, for the CAC to review.</p>
Month 9	<p>Final CAC meeting to approve the final draft for submission to the AB (if required).</p>
Month 11	<p>Department and Compliance team to finalise the collation of the final draft of the submission for submission to the AB.</p>

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Month 12	Academic Board Review Final draft of the submission presented to the AB for revision and approval.
Months 12-13	Additional meeting/circulation to consider any revisions requested by the AB from the 1st meeting as required.
Month 13-15	Revisions to the documentation to AB (2nd meeting).
Month 17	Final approval by the AB of the documentation (3rd meeting if required). This allows time for the final collation of any revisions that may be made at this meeting.
Month 18	Submission to TEQSA
Month 2X	Approval granted by TEQSA
Month 2X	Delivery: February the year of the new period of accreditation

3 Definitions

- **AQF** – is the Australian Qualifications Framework, which sets out the levels of education offered in Australia and outlines the expected skills, knowledge, application and volume of learning for each level of course.
- **Course** - A course is an entire program of study that spans several years and is made up of multiple subjects.
- **Postgraduate course** - any course offered at level 8 or above on the AQF. The following courses are considered to be postgraduate by the College:
 - Bachelor Honours Degree (Level 8)
 - Graduate Certificate (Level 8)
 - Graduate Diploma (Level 8)
 - Master's Degree (Level 9)
 - Doctoral Degree (Level 10)
- **Subject** - A subject refers to a 15 – 16 week unit of study centred around a specific theme or topic.
- **Student** – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

- **Undergraduate course** at the College means any higher education course offered at levels 5 to 7 on the AQF. The following higher education courses are considered to be undergraduate by the College:
 - Diploma (Level 5)
 - Associate Degree (Level 6)
 - Advanced Diploma (Level 6)
 - Bachelor Degree (Level 7)

4 Related Documents

- Course Development and Review Policy
- Course Development Procedure

Legislation:

- Higher Education Standards Framework 2015
- Tertiary Education Quality and Standards Agency Act 2011
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

5 Policy Administration

Policy Name & Code			Course Review Procedure (PRO-03)
Document Owner:			CEO and Dean
Approval Authority:			Academic Board (ACPE)
Date for Next Review:			September 2023
Revision Date	Effective Date	Version	Summary of changes
01 Jun 17	02 Jun 17	1	Document fully revised and harmonised. Approved by Academic Board.
26 Jun 18	27 Jun 18	2	<ul style="list-style-type: none"> • Revision includes rebranding to apply to only ACPE, from former SGA harmonised UG Policy of 2016. • Document format changed in line with the new document template for ACPE policies, procedures and ToRs. • References to other SGA colleges have been removed. • References to Director of Education have been replaced with Dean & Operations Director. • References to Executive Director replaced with CEO

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			<p>and Dean.</p> <ul style="list-style-type: none"> • Changes made to policy format include: • Old logo with references to Study Group removed. • Document code, version and dates moved to 'Document Administration' section. • Paragraphs numbered. • Previous 'Further Information Section' with references to related policies moved to new 'Related Documents' section. This section includes a list of related policies, procedures, and other documents. • Policy Administration table reformatted. • Numbering system updated. • Footer updated to include document title, document code, and document version only. • The following paragraph has been re-written in the <i>In-depth Course Review and Accreditation</i> section, to include revision time for TEQSA accredited courses: <i>"The Review is conducted by the relevant Course Advisory Committee approximately 4 years for NESA accredited courses, and 6 years for TEQSA accredited courses after accreditation has been granted"</i>.
04 Oct 18	05 Oct 18	3	<ul style="list-style-type: none"> • Original document content revised to reflect current ACPE practices. • Quality Feedback Monitor section updated to include feedback@acpe.edu.au
14 Mar 19	14 Mar 19	3.1	<ul style="list-style-type: none"> • References to Dean and Operations Director replaced with CEO and Dean. • References to Student Services and Learning Support Manager replaced with Director of Student Services and Campus Wellbeing.

* Unless otherwise indicated, this policy will still apply beyond the review date.