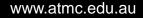


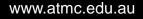
# "Quality and compliance: the influence of the National Code of Practice"

# Professor Graham Bowrey ATMC





- Introduction
- The National Code
- Quality and compliance
- ATMC's experience
- Conclusion





Introduction

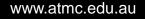
- Australia offers a high-quality education experience to overseas students
- Australia has a reputation as a popular education destination.





### Introduction

- ESOS Act 2000:
  - sets out the legal framework governing delivery of education to international students
  - protects and enhances the experiences of overseas students studying in Australia





### Introduction

- TEQSA Act (2011) outlines that TEQSA:
  - conduct compliance and quality assessments
  - collect and analyse information relating to quality assurance practice and quality improvement in higher education





The National Code of Practice.

- National Code of Practice (2018) are consistent standards and procedures for the delivery of education services
- The objective is to protect international students and in turn protect Australia's reputation for high quality education





#### The National Code of Practice.

- 11 standards
- Providers need to demonstrate compliance with National Code





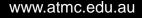
Quality and compliance

- Quality is more than just the quality academic programs
- High quality academics
- High **quality** support staff
- High quality policies and procedures
- The above are all evaluated in **quality** assurance reviews



Quality and compliance

- Quality assurance reviews demonstrate compliance
- Not focused on finding faults but on identifying opportunities for improvement (ie improve the quality of the education experience of international students)





Quality and compliance

- To demonstrate **compliance** there are two key prerequisites
  - the characteristics of **quality** are defined
  - a judgement of being compliant needs to be made





ATMC

- Managed Campus Solution (MCS) is an ATMC service, which provides our university partners with an all-inclusive **quality** academic and management partnership.
- Deliver our university partners' programs
- **Quality** is at the forefront of our planning and activities



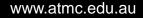


- The main objective of the **quality** assurance reviews undertaken by university partners:
  - to assess the processes used in meeting the partner university's obligations (ESOS, TEQSA, National Codes, HE Framework)





- Scope of the **quality** assurance review
  - Desktop
  - Onsite





- Areas under review
  - Promotional Material
  - Admission of Students
  - Enrolment
  - Education Agents
  - Transferring Between Providers
  - Orientation and Student Support
  - Deferring or Taking Leave
  - Student Records

(NCS 1) (NCS 8) (NCS 3) (NCS 4) (NCS 7) (NCS 6) (NCS 9) (NCS 3)



- Areas under review (cont)
  - Student Feedback (NCS 9)
    Program Information/Learning Resources (NCS 3)
    Assessment and Moderation (NCS 3)
    Monitoring of Academic Progress (NCS 8)
    Exams (NCS 3)
  - Staff Academic
  - Facilities





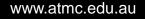
- Fully **compliant** with each area under review
- **Compliance** and **quality** assurance reviews seen as business improvement activities
- Continuous improvement





### Conclusion

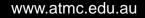
- What is really important is not **compliance**
- But the outcome to which ATMC contributes: A **high-quality** education experience





Conclusion

- The National Codes provide the thresholds which providers aim to exceed
- **Quality** is not a static position to hold
- National Codes characteristics





# Conclusion

 By interpreting the National Codes of Practice as characteristics of quality, higher education providers to international students have the opportunity to improve the quality of the education outcomes of their students.





# Thank you for listening

