

# “Quality and compliance: the influence of the National Code of Practice”

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ATMC

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## 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

## ATMC's experience

- 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)

## ATMC's experience

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

## ATMC's experience

- Areas under review
  - Promotional Material (NCS 1)
  - Admission of Students (NCS 8)
  - Enrolment (NCS 3)
  - Education Agents (NCS 4)
  - Transferring Between Providers (NCS 7)
  - Orientation and Student Support (NCS 6)
  - Deferring or Taking Leave (NCS 9)
  - Student Records (NCS 3)

## ATMC's experience

- 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

## ATMC's experience

- 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