



Australian Government

Tertiary Education Quality and Standards Agency

Leading the way through regulation: The role of TEQSA's ESOS/CRICOS team

Presented by Cris Vega
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TEQSA

TEQSA's ESOS/CRICOS Team

Then and now

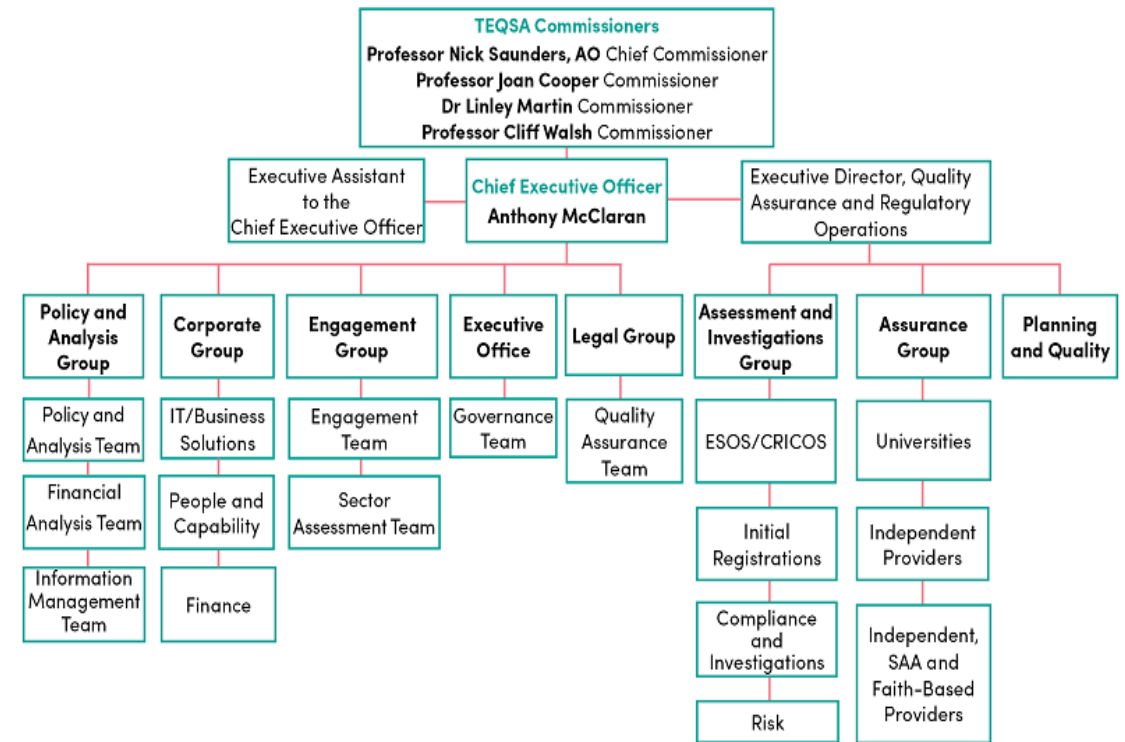
- Prior to April 2018, assessment of CRICOS applications rested with TEQSA case managers who were responsible for Higher Education Standards, ELICOS, Foundation Standards and the National Code.
- In April 2018, TEQSA established a dedicated CRICOS team
 - » Assess applications received under the ESOS Act (CRICOS) including, ELICOS and Foundation Studies;
 - » Manage the provider liaison function for all stand-alone ELICOS providers;
 - » Work collaboratively with provider case teams to ensure cohesive and effective liaison with registered higher education providers;
 - » Engage and foster strong relationships with sector stakeholders, including other agencies to ensure effective implementation of TEQSA's responsibilities under the ESOS Act;
 - » Provide guidance to TEQSA staff and sector on ESOS applications and associated assessments

Meet the ESOS/CRICOS Team



- Cris Vega - Assistant Director
- Alexandra Phan - Senior Assessment Manager
- Kimberley Harrison - Senior Assessment Manager
- Fouli Christmann - Senior Assessment Manager
- Baraka Nahdi – A/g Senior Assessment Manager
- Deepa Mathews – Assessment Manager
- Nohelia Hain - Assessment Support Officer

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TEQSA's ESOS/CRICOS Team

Our assessments

- CRICOS registration
- Renewal of CRICOS registration
- Add a course to CRICOS (excluding ELICOS and Foundation Programs)
- Add an ELICOS course to CRICOS
- Add a Foundation Program to CRICOS
- Exemption to enrol U17 students (Foundation Program)
- Increase to student capacity
- Intention to relocate/add a new delivery site
- Change arrangements with other providers (Third Party Arrangements (TPA))
- Changes to ownership or management
- Other CRICOS changes (Change duration of a course; course name change)
- Withdrawing courses on CRICOS
- Cancelling CRICOS registration
- Course fee updates – via PRISMS
- Linking existing courses and locations – via PRISMS

TEQSA's ESOS/CRICOS team

Our regulatory approach

Overarching regulatory philosophy

- Respectful partnerships with providers and the sector
- Standards-based, risk-reflective and transparent
- Intervention is no greater than what is required to achieve a necessary regulatory purpose
- Promote and facilitate a culture of effective self-assurance as an integral part of a provider's ordinary operations

Risk-based approach to regulation

1. Necessity
2. Risk
3. Proportionality

TEQSA's ESOS/CRICOS team

Assessment findings

Assessments completed in the last 18 months found providers to be:

- Aware of ESOS responsibilities
- Generally compliant with ESOS legislative framework
- Willing and able to comply with legislative requirements
- Transparent in their dealings with TEQSA
- Actively engage with TEQSA

Also identified providers at risk of non-compliance or non-compliant

- Failure to fully reflect requirements of NC Standards
- Practices that are not reflective of documented policy or procedures

TEQSA's ESOS/CRICOS team

Assessment learnings

- “Kaizen”
- Opportunity to improve the way we:
 - ✓ Provide guidance and support providers to ensure compliance with ESOS legislative framework, particularly the Standards of the NC
 - ✓ Request for information from providers
 - ✓ Communicate with providers
- Opportunity to improve internal processes
 - ✓ Increase efficiency and consistency
 - ✓ Reduce regulatory burden on providers



TEQSA's ESOS/CRICOS team

Leading the way through regulation

- Simple, clear and user-friendly CRICOS applications
 - Reflects requirements of the Standards
- Application guides
 - CRICOS registration
- Evidence requirements
 - Tailored and comprehensive
 - Reflects requirements of the ESOS Act and Standards
- Guidance notes
 - Practical application of the National Code Standards
 - TEQSA's expectations
- Open and on-going engagement and dialogue with providers
 - Notification of concerns
 - Supporting and working collaboratively with providers