“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 (i.e., 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
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