University Policy Library Rejuvenation & Impact on Partners

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Federation University – Policy and Quality Assurance Services

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Federation University Policy Library
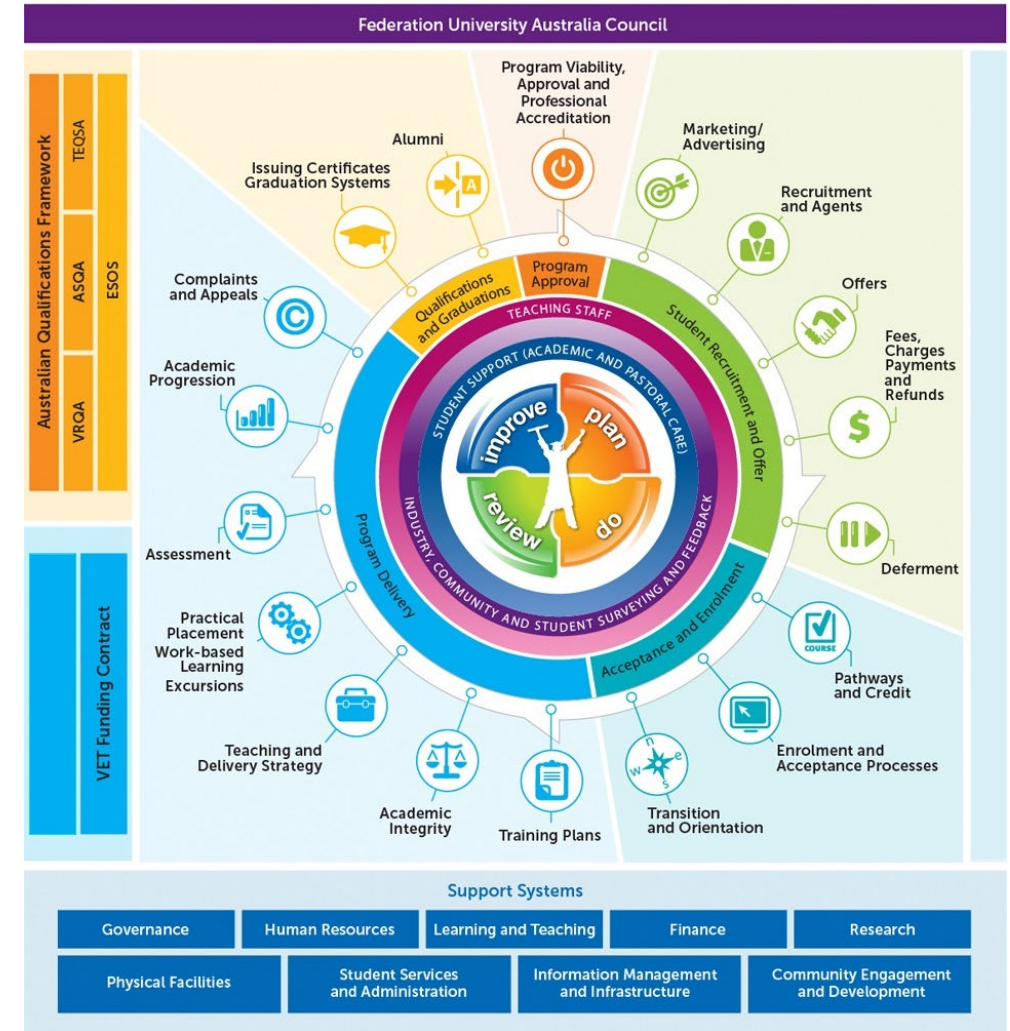
The current status:

Policy Central – the primary source for all policies and procedures

Policy Wheel (Student Life Cycle) – provides an interactive, visual aid for finding policies and procedures.

However, a Policy Library should:

- Provide information and guidance
- Support best practice
- Meet regulatory needs
- Be easy to navigate

Time for a change….

Policy Library Changes

Creation of seven (7) new policies

- Academic Governance

- Corporate Governance

- Global Partners and Community Engagement

- Operations Governance

- People and Culture

- Research and Research Training

- Students
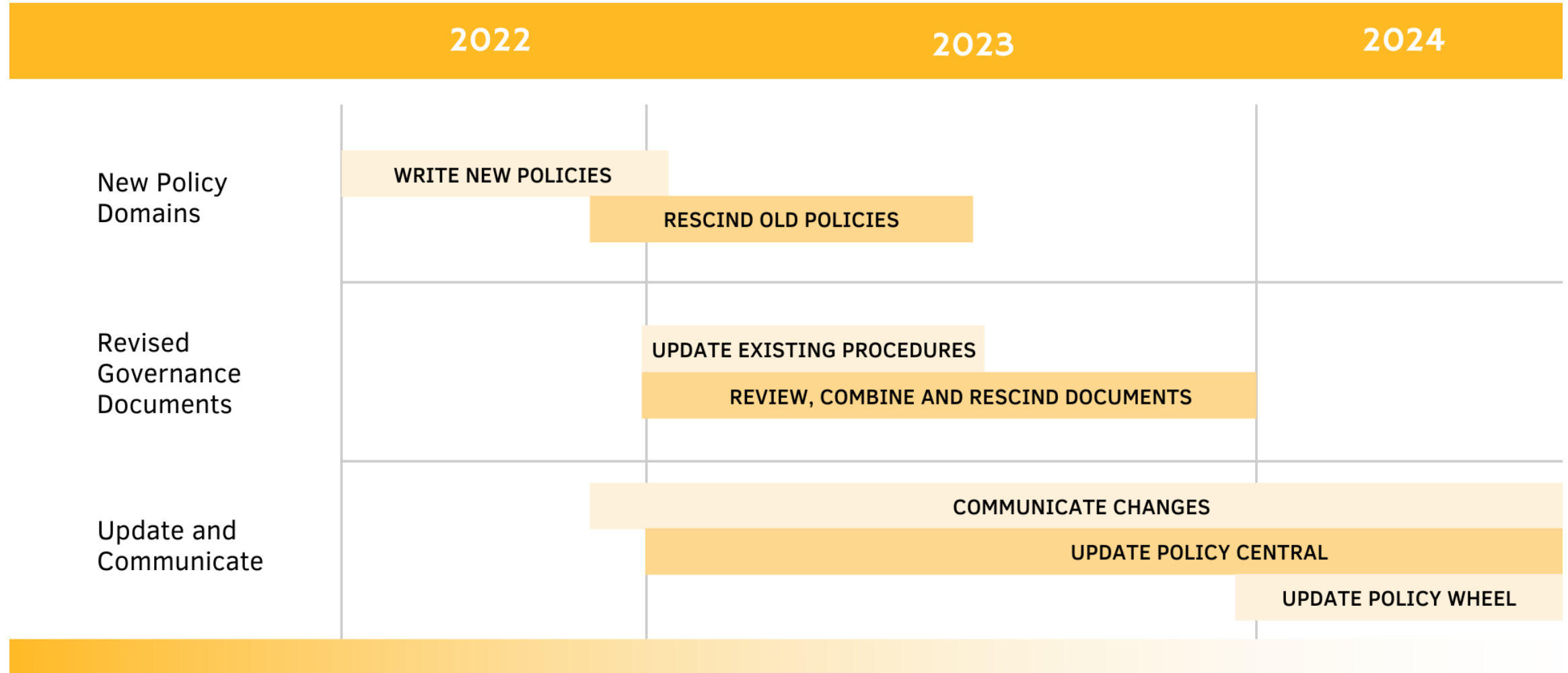
These will replace over 130 existing policies.

Mandated governance documents will link directly from each of the policies.
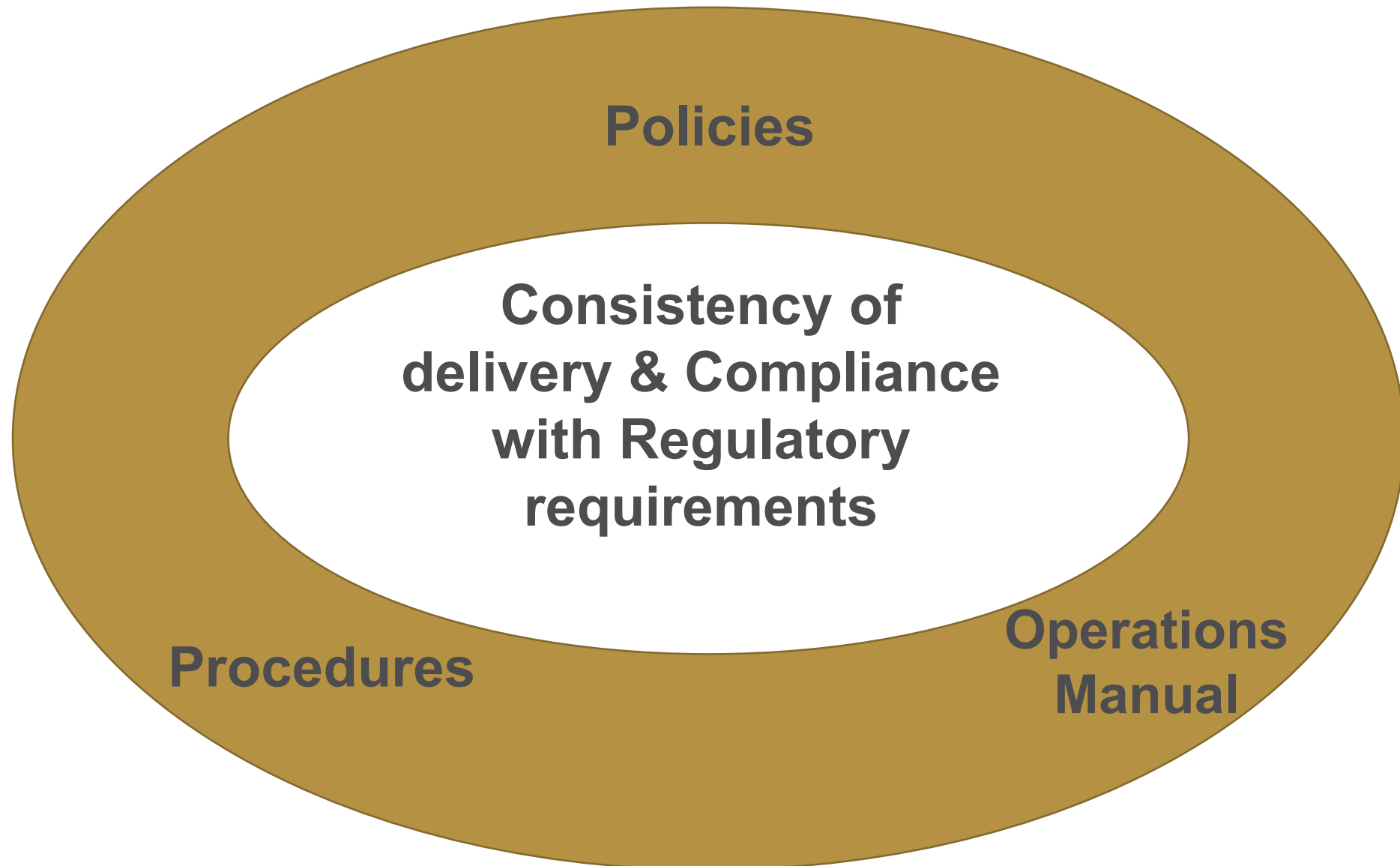
Mandated Governance Documents

	Document Purpose	Review Timeframe
Procedures & Guidelines	Guide decision-makers and establish procedures to be followed in making and implementing decisions. Coordinated by the relevant senior manager.	Every three (3) years
Manuals	Operational documents that contain critical information and direct readers to related procedures and work instructions. May apply across specific functional areas. Approved by the relevant senior manager.	Annually
Work Instructions	Describe specific tasks for a localised audience or team, often in support of a procedure or business process. Approved and managed within organisational units.	Annually

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Policy Library – rejuvenation timeline

Partner Providers and Federation University policies

Policies

Consistency of
delivery & Compliance
with Regulatory
requirements

Procedures

Operations
Manual

TEQSA Compliance Priorities

- Recruitment and Enrolment

- Course Progression

- Reporting

- Complaints and Appeals

Partner Providers – Audit Process

Primary Policies for Partner Consideration

Current Key Student Lifecycle Policies and Procedures that will be considered in Partner Audits are as follows:

Student Recruitment & Offer	
Phase	***Policy / Procedure***
Marketing & Advertising	• Intenational Marketing Material Approval Process Procedure
Recruitment & Agents	• Agent Appointment Monitoring & Termination Policy
	• Partner Provider Agent Appointment, Monitoring & Termination Procedure
Offers	• International Admissions Procedure
Fees, charges, payments and refunds	• Refund for International Students Policy • Refund for International Students Procedure • Refund for Higher Education Domestic Students Policy • Refund for Higher Education Domestic Students Procedure
Deferment	• Deferment, Suspension or Cancellation of a Student's enrolment (ESOS specific) Procedure

Primary Policies for Partner Consideration (continued)

Acceptance & Enrolment	
Phase	***Policy / Procedure***
Pathways and Credit	• Higher Education Academic Credit Transfer Policy • Higher Education Academic Credit Transfer Procedure • Program Credit Application for International Students Procedure
Acceptance and Enrolment	• International Admissions Procedure
Transition and Orientation	• Student Support and Orientation for International Students Guidelines • Transfer Between Registered Providers Procedure • Transfer Between Teaching Locations Procedure

Primary Policies for Partner Consideration (continued)

Program Delivery	
Phase	**_Policy / Procedure_**
Academic Integrity	• Academic Integrity Policy • Academic Integrity Procedure • Academic Misconduct Procedure • Student Plagiarism Policy • Student Plagiarism Procedure
Teaching and Delivery Strategy	• Appointment and Assessment of Partner Teaching Staff Procedure • Higher Education Partner Provider Delivery Policy • Learning and Teaching Policy • Student Evaluation of Learning & Teaching Policy • Student Evaluation of Learning & Teaching Procedure (Higher Education)
Work Integrated Learning	• Work Integrated Learning (WIL) Placement Policy • Higher Education Work Integrated Learning (WIL) Placement Requirements Procedure
Assessment	• Higher Education Assessment Policy • Higher Education Assessment (inclusive of FedTASKs) Procedure • Higher Education Examinations Procedure • Higher Education Special Consideration Procedure • Supplementary Assessment Procedure

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TEQSA Provider ID PRV12151 -
Provider Category: Australian
University

CRICOS Provider No. 00103D
RTO Code 4909

Primary Policies for Partner Consideration (continued)

Program Delivery continued	
Phase	**_Policy / Procedure_**
Academic Progression	• Completion Within the Expected Duration of Study Procedure • International Student Attendance Requirements Procedure • Intervention Strategy - Monitoring Course Progression Guidelines • Monitoring Program/Qualification Progression Procedure • Withdrawal from All Studies Procedure (Higher Education)
Complaints and Appeals	• Appeals to the University Appeals Committee Procedure • Complaints Management Policy • Complaints Management Procedure • Pre-enrolment Appeal Procedure • Student Appeal Policy • Student Appeal Procedure • Complaints Management Policy • Complaints Management Procedure • Student Code of Conduct Policy • Student Sexual Harm Procedure

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Primary Policies for Partner Consideration (continued)

Support Systems	
Phase	**_Policy / Procedure_**
Governance	• Operational Requirements for Partner Provider Agreements Procedure • Quality Framework
Student Services & Administration	• Deceased Student Procedure • Critical Incident Management - International Students Procedure • Student Access, Progression and Wellbeing Policy • Disability Learning Access Plan (LAP) Procedure
Information Technology Services – Records Management / Library	• Information Security Policy • Records Management Policy • Records Management Procedure • Library Services at Partner Providers Policy • Library Services at Partner Providers Procedure

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"All of these compliance rules and regulations are such a bother. I never thought we actually had to read our policies and procedures."

Any
Questions