University Policy

Quality Framework
Policy Code: CG1700

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Purpose

Federation University Australia is committed to quality across its federated network of campuses and partner-provider institutions and will achieve the statutory quality standards of its regulatory bodies through a system of compliance auditing.

The University will provide a quality tertiary education experience that inspires its students to succeed, serves its regions and communities and is international in its outlook and impact.

Scope

This policy applies to all organisational units, all staff and all functions of the University, inclusive of the entire University community including students and partners of the University located locally, interstate or overseas.

Legislative Context

- Federation University Australia Act 2010
- Education Services for Overseas Students Act 2000 (ESOS)

The statutory requirements of the following regulatory bodies are adhered to:

- Australia Skills Quality Authority (ASQA)
- Victorian Registration Qualifications Authority (VRQA)
- Tertiary Education Quality and Standards Agency (TEQSA)
- Department of Education; VET Funding Contract

Definitions

Term	Definition
Academic Board	The principal academic body of the University whose purpose is twofold: firstly to provide academic oversight of prescribed academic programs and courses of study of higher education and VET in the University; and secondly to provide advice to Council on the conduct and content of those programs and courses. Specific responsibilities in the context of this Quality Framework are: • creating awareness of and providing leadership in relation to contemporary educational issues; • establishing a quality assurance framework for learning, teaching and research; • recommending and reporting to the Vice-Chancellor on matters relating to learning, teaching and research; • regularly reviewing and evaluating the performance of the Academic Board and reporting outcomes to Council. Academic Board is supported in these duties by its Standing Committees. Please refer to http://federation.edu.au/staff/governance/academic-board/standing-committees for further detail on these committees.
Act	Federation University Australia Act 2010 provides the legislative framework that the University is required to operate under
Benchmarking	The process of measuring and monitoring outcomes against predetermined (usually best practice) standards
Continuous improvement	The ongoing process of change for the purpose of improvement to practices and processes
Council	The Council is the governing authority of the University and is responsible for the direction and superintendence of the University
School	Federation University Australia has a number of Academic Organisational Units – click here for details
Governance	The processes by which the University is controlled and held to account. It encompasses authority, accountability, stewardship, leadership, direct and control exercised in the organisation (Standards Australia AS 8000-2003/Amdt 1-2004)
Partner-provider organisation	An approved educational institution that delivers University programs/courses as part of an agreement
Policy	A formal statement of principle that regulates University operations
Procedure	Describes the operational processes/steps to be adhered to in order to maintain effective adherence to the prescribed principles outlined in the associated policy
Quality assurance	The program of activities to ensure products and services are of the desired quality.
Quality framework	The system in which activities used to carry out Quality Control, Quality Assurance and Continuous Improvement are completed at the University.
Quality cycle	The cyclic process of planning, quality improvement, quality control, quality and data reporting and quality improvement, including but not limited to benchmarking, audits, reviews and program or course review

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Term	Definition
Regulation	Made by Council under a University Statute to regulate interpretation and implementation of the Statute
Regulator Standards	The Higher Education Standards Framework (TEQSA) and the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011
Standing Committees	Permanent committees established under and reporting to Council – refer http://federation.edu.au/staff/governance/academic-board/standing-committees
Statute	The subordinate legislations related to the governance of the internal affairs of the University under the Federation University Australia Act 2010 (as listed in Part 5 Section 29 of the Act). Statutes can only be made, amended or revoked by Council and must be approved by the relevant State Minister with responsibility for tertiary education. A University Statute comes into operation on the day on which the Minister approves it (unless otherwise specified in the Statute).

Policy Context

Federation University Australia is established under the Federation University Australia Act 2010. Under the Act, the decision making powers of the University lie with Council as its governing body, Academic Board and the Vice-Chancellor. The University is responsible to comply with the statutory requirements as listed under Legislative Context.

University Governance Structure

UNIVERSITY GOVERNANCE	
Council and Standing Committees of Council	
MANAGEMENT/OPERATIONS Vice-Chancellor Vice-Chancellor Senior Team (VCST) Operational Leadership (Deans, Heads of Operational Areas, Directors) All employees Students and other members	**ACADEMIC GOVERNANCE** Academic Board and Standing Committees of Academic Board

This tripartite governance structure in which management and academic board contribute to academic decision-making, within the context of Council's overall responsibility and decisions ensures a clear distinction between governance and management responsibilities and clear separation between corporate and academic governance.

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Policy Statement

The University's quality framework is whole-of-institution, linking strategic principles and strategic directions with planning and best practice in quality management.

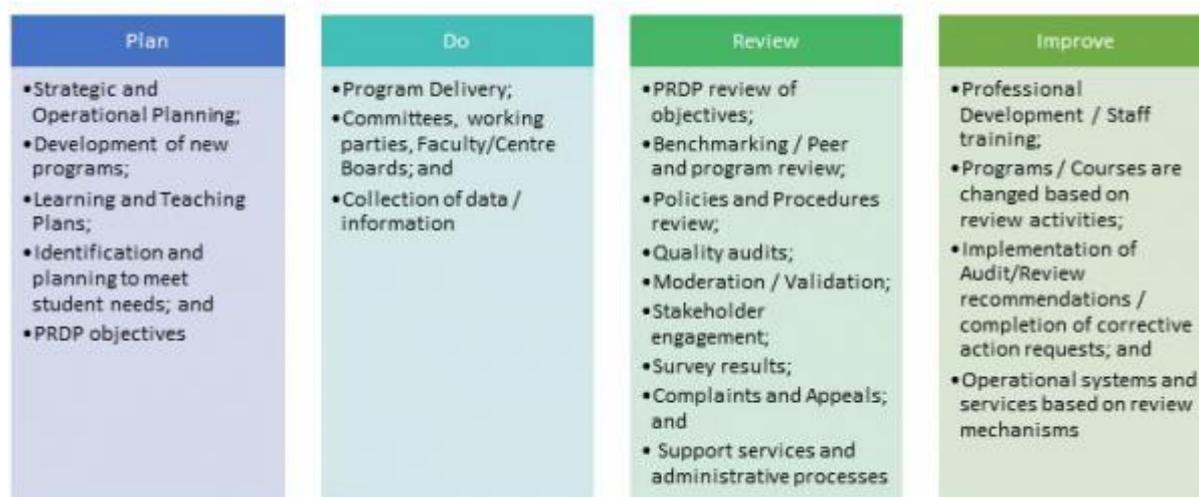| University Principle	Demonstrated through the **Quality Framework** by:
Excellence	• Implementing quality control processes to ensure the minimum standards required by the Regulators are achieved • Adopting agreed methodologies to capture, record and evaluate key outcomes to enable appropriate management responses • Providing clear and consistent leadership in the implementation and maintenance of quality systems • Establishing quality assurance processes to ensure that University activities are being completed or delivered in a consistent and timely manner. This includes the reporting of the results of all reviews, audits, feedback, complaints to the relevant standing committee.
Responsibility	• Utilising a planned approach with measurable controls and processes • Ensuring a consistent institutional approach across all operational areas in measured areas of quality control • All employees are responsible and accountable to their supervisor, for implementing the University's quality system, quality assurance and improvement processes, and for compliance with relevant standards as they pertain to each employee's work and area of operation. • Students and other members of the University community also have a responsibility to contribute to quality assurance and improvement at the University.
Access	• Ensuring each phase of the academic experience is underpinned by current relevant University policy, procedure and relevant legislation • Aligning all functional, organisational unit and individual staff member plans with the current Strategic Plan, in particular its goals and priorities • Ensuring employee operations are well managed and human resources are appropriate • Implementing appropriate professional development and scholarship to ensure academic quality and integrity is maintained • Providing a safe and well maintained environment across all organisational units which are sufficiently and equitably resourced (physical and electronic resources)
Respect	• Acting as role models, sharing experiences and expertise for staff within organisational unit as each works to meet quality requirements • Informing fully, supporting and treating all students equitably
Engagement	• Providing opportunities for appropriate internal and external involvement in the maintenance of quality and standards, including through the use of feedback from students, graduates, employers, staff and other stakeholders

Quality Cycle - Continuous Improvement

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Quality and the continuous improvement of processes is a planned activity. Federation University Australia has adopted the Continuous Improvement Cycle of Plan, Do, Review and Improve to drive the process for self-review, reflection and improvement.

Plan	Do	Review	Improve
• Strategic and Operational Planning; • Development of new programs; • Learning and Teaching Plans; • Identification and planning to meet student needs; and • PRDP objectives	• Program Delivery; • Committees, working parties, Faculty/Centre Boards; and • Collection of data / information	• PRDP review of objectives; • Benchmarking / Peer and program review; • Policies and Procedures review; • Quality audits; • Moderation / Validation; • Stakeholder engagement; • Survey results; • Complaints and Appeals; and • Support services and administrative processes	• Professional Development / Staff training; • Programs / Courses are changed based on review activities; • Implementation of Audit/Review recommendations / completion of corrective action requests; and • Operational systems and services based on review mechanisms

Responsibility

- Deputy Vice-Chancellor (Learning and Quality) is responsible for monitoring the implementation, outcomes and scheduled review of this policy and its accompanying procedure/s
- University Registrar is responsible for maintaining the content of this policy as delegated by the Deputy-Vice Chancellor (Learning and Quality)

Promulgation

The Quality Framework will be communicated throughout the University via:

1. an Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website to alert the University-wide community of the approved Policy;

Implementation

The Quality Framework will be implemented through the University through the following mechanisms;

1. an Announcement Notice via FedNews website and on the 'Recently Approved Documents' page on the 'Policies, Procedures and Forms @ the University' website to alert the University-wide community of the approved Policy