

# Regulatory Bodies Point of Contact Procedure

*Policy Code: CG1728*

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## Purpose

With the development of a point of contact process, the University's aim is to consolidate all queries to the University's regulatory bodies: Australian Skills Quality Authority (ASQA), the Tertiary Education Quality and Standards Agency (TEQSA), the Victorian Registration and Qualifications Authority (VRQA) and the Higher Education Skills Group (HESG) to one contact point within the University.

This process will result in a streamlined practice where one area provides all contact and information in relation to the regulatory bodies.

The benefits of this process will include:

- Single point of contact within the University for all regulatory body enquiries;
- Queries that may have been submitted to a regulatory body previously by a School/Department will not be resubmitted unknowingly by another School/Department;
- Consistency in the advice provided to all staff;
- The recording of all queries to ensure they are followed up; and
- The circulating of responses to all relevant areas and staff to assist others who may have the same or similar queries.

To ensure the University is receiving and providing consistent advice and to minimise the confusion with the interpretation of the relevant standards and regulations, the Regulatory Bodies Point of Contact Process has been developed.

## Scope

The following procedure applies to all staff and to communication between staff and state and commonwealth regulatory bodies that the University maintains regulatory compliance with.

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This procedure does not encompass licensing or accrediting bodies including but not limited to, the Australian Health Practitioner Regulation Agency (AHPRA) or the Australian Health Practitioner Regulation Agency (ANMAC). Any queries regarding licensing or program accreditation should be lodged through the individual School that the query relates to.

This procedure will not prevent or interfere with the responding or submission of information to regulatory bodies by various University Departments.

## Legislative Context

- Higher Education Standards Framework (Threshold Standards) 2015
- National Vocational Education and Training Regulatory Act 2011
- Standards for Registered Training Organisations (RTOs) 2014
- VET Funding Contract (HESG)
- VRQA Guidelines to Minimum Standards 2016

## Definitions

Term	Definition
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's vocational education and training sector - <a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a> .  ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
Regulatory Bodies	Regulators that register and regulate education providers RTOs which deliver training and education to students.
Tertiary Education Quality and Standards Agency (TEQSA)	Australia's independent national quality assurance and regulatory agency for higher education - <a href="https://www.teqsa.gov.au/">https://www.teqsa.gov.au/</a> .
Victorian Registration and Qualifications Authority (VRQA)	Is Victoria's education and training regulator.  They are an independent statutory authority that works to assure the quality of education and training in Victoria. They apply standards to education and training providers and accredit courses and qualifications.  Registering education and training providers in senior secondary education — both school and non-school - <a href="https://www.vrqa.vic.gov.au/Pages/default.aspx">https://www.vrqa.vic.gov.au/Pages/default.aspx</a> .
Higher Education and Skills Group (HESG)	Facilitates participation and achievement in senior secondary and tertiary education and training by supporting partnerships between providers, employers and the community and advising on public funding and regulation.  It manages the Government-funded training market in Victoria, public provider governance and accountability, and the apprenticeship system.

## Actions

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	ACTIVITY	RESPONSIBILITY	STEPS
A.	Any queries regarding regulatory matters from University staff to be forwarded to Quality Services.	All Staff	1. All queries regarding ASQA, TEQSA, VRQA and HESG should be directed to Quality Services in the first instance via <a href="mailto:quality@federation.edu.au">quality@federation.edu.au</a> .
B.	Quality Services will forward queries via the appropriate channels to the relevant regulatory body.	Quality Services	1. Initially Quality Services will attempt to respond to queries referencing the applicable Standards / legislation. If unable to satisfactorily respond to the query it will be forwarded to the relevant regulatory body via the appropriate means.  The means of lodging will depend on which regulatory body the query is intended for.
C.	Any queries for HESG will be forwarded in writing from Quality Services to the Manager, Data Reporting and Compliance for lodging with HESG.	Quality Services / Manager, Data Reporting and Compliance	1. Queries for HESG must be lodged through the SVTS system which is managed through Data Reporting and Compliance.  2. The Manager will lodge any query and return responses received from HESG to Quality for implementing.
D.	Query responses received from the regulatory body will be processed by responding to the University staff member initiating the query.	Quality Services	1. Once the University staff member who initiated the query has been notified of the response received from the regulatory body, the Quality Service Team will circulate responses to all other relevant areas and staff.  2. Any relevant University, body such as committees, will also be sent copies of responses for noting and any required action.

## Supporting Documents

Nil

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## Responsibility

- Chief Operating Officer and Chief Financial Officer has responsibility for the monitoring of this procedure.
- Manager, Policy and Quality Services has responsibility for the maintenance of this procedure.
- Specific responsibilities are included under [Actions](#).

## Promulgation

The Regulatory Bodies Point of Contact 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 Procedure;
2. distribution of e-mails to Deans of School / Head of Department / University staff;
3. documentation distribution, eg posters, brochures
4. Notification to Schools; and/or
5. Inclusion on the University's online Policy Library.

## Implementation

The Regulatory Bodies Point of Contact will be implemented 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 Procedure;
2. Staff induction sessions
3. Training sessions

## Records Management

Nil

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