

Summary Guidelines for Quality Assurance of UWS Offshore Programs

These summary guidelines can be read in conjunction with the
Quality Assurance Implementation Guidelines from UTS

| 1. Selecting Reputable Partners Offshore | Comments |
|---|----------|
| a) Commercial viability of offshore partner and reputation. | |
| b) Offshore partner meets UWS tests for probity. | |
| c) Relevant experience. | |
| d) Ability to register UWS programs in host country/ies with appropriate authorities. | |
| e) Agreements do not compromise existing or anticipated agreements, with other providers. | |
| f) All financial, legal, educational and other arrangements with offshore partner are signed off in a contract approved by the appropriate UWS delegate. | |
| g) A clear, agreed schedule of both partner's responsibilities and accountabilities. | |
| h) Offshore partner is able to provide support for the delivery of UWS programs, appropriate standards for recruitment consistent with UWS standards, codes of conduct and other requirements. | |
| i) Offshore partner can provide appropriately located, suitable and safe student facilities and support services (premises, administrative support, teaching equipment, library and computing facilities) in host country which have been viewed and approved by UWS and College representatives. | |
| j) Offshore partner agrees to quality assurance management system and procedures guiding the delivery of courses in line with UWS requirements for onshore courses and an appropriate process for monitoring performance. | |

Summary of documentary evidence required for offshore courses:

Offshore Partners and Business Plans

- Memoranda of understanding
- Due diligence reports (where appropriate)
- Partner agreements (contracts)
- Feasibility studies (where appropriate)
- Business plans
- Operations manuals

Or other supporting documentation relevant to the above processes.

| 2. Developing effective Business Plans | Comments |
|---|----------|
| a) Rationale and broad objectives (both quantitative and qualitative) for offshore program. (See Courses and Units Approval Policy). | |
| b) Market analysis of target market/s. | |
| c) Process and procedures for how the program will be promoted offshore. | |
| d) Identification of who will promote and market these programs. | |
| e) Measures for monitoring and evaluating these marketing efforts are established. | |
| f) Details of the respective roles and responsibilities of UWS College and offshore partners for the program. | |
| g) Detailed risk assessments, potential impact and proposed management. | |
| h) Identification of resources required for the delivery of programs offshore (human and non human). | |
| i) Assess the financial viability of the program. | |
| j) Course fees and other income generated can be repatriated to Australia and issues such as relevant taxation liabilities have been checked. | |
| k) Fees for individual programs are agreed to between UWS and partner institutions and revision timelines and income splits. | |
| l) All financial arrangements and disbursements have been agreed to, documented and signed off. | |
| m) Quality assurance framework to ensure the program delivered offshore is equivalent to courses delivered by UWS in Australia leading to the same qualification. | |
| n) An exit strategy has been identified and documented for each program. | |

**Summary of documentary evidence required for offshore courses:
Business Plans**

- Business plans
- Operations manuals
- Feasibility studies (where appropriate)
- Approvals – commercial
- Approvals – course approval and accreditation (including any course changes and approvals for these)
- Marketing plans
- Promotional and marketing materials (in LOTE of appropriate)

Or other supporting documentation relevant to the above processes.

| 3. Promotion and Marketing | Comments |
|--|----------|
| a. The nature of the award, who grants it and the UWS rules pertaining to this are agreed to by the offshore partner organisation and are made clear in all course accreditation and promotional documents. | |
| b. Rules for the advertising of the program are articulated including regulation of the use of each other's name or logo. | |
| c. All intending students have received appropriate information about the course. | |
| d. All promotional materials to include an itemised list of fees payable and the refunds policy. | |
| e. College consults with UWS International Office on processes and procedures for program promotion offshore in each of the markets assessed as appropriate targets in the market analysis. | |
| f. College to consult UWS International Office on updates on country markets and opportunities for cross marketing. | |
| g. College to establish with offshore partner measures for monitoring and evaluating these marketing efforts. | |
| h. In liaison with offshore partner, College to develop a marketing/recruitment plan which includes a time line for activities. | |
| i. College to provide offshore partner with tangible documentary evidence (eg certificates, photographs of joint ceremonies etc) of their association with UWS for public display in offices, exhibitions etc. | |

Summary of documentary evidence required for offshore courses:

Promotion and Marketing

- Marketing plans
- Promotional and marketing materials (in LOTE of appropriate)

Or other supporting documentation relevant to the above processes.

| 4. Admissions Standards and Procedures | Comments |
|---|----------|
| a. Criteria or tests used for admission to offshore programs are equivalent to those used when the course (or its equivalent) is delivered by UWS in Australia. | |
| b. Students admitted to offshore courses have appropriate language proficiency as indicated by the <i>UWS Admissions Policy</i> . | |
| c. Assessment of all applicants' qualifications is undertaken when these are a prerequisite for admission. | |
| d. UWS and offshore partner to agree to minimum and maximum number of commencing students for a cohort to be financially viable. | |
| e. Appropriate documentary evidence of set standards and procedures. | |
| f. Advanced Standing criteria and assessment is established as indicated in <i>Part B of the Admissions Policy</i> . | |

**Summary of documentary evidence required for offshore courses:
Admissions Standards and Procedures**

- Processes, time lines for managing admissions, enrolment etc
- Set of criteria for admission to each offshore course
- Handbook entry (in LOTE if applicable)
- Records of student response rates, offers, acceptance rates.
- Guidelines and procedures for RPL, advanced standing (in LOTE if applicable), records of RPL, exemptions.
- Enrolment and re-enrolment materials sent to students (in LOTE if applicable)
- Standard UWS enrolment /proxy enrolment forms (in LOTE if applicable) completed, checked by the College, lodged with Student Administration.
- Accurate data elements uploaded into Callista.
- Course orientation program outlines and copies of all materials distributed to students in language of instruction including UWS overview and rules, course outlines, delivery approach, requirements.

Or other supporting documentation relevant to the above processes.

| 5. Effective Management and Coordination | Comments |
|---|-----------------|
| a) Overall accountability for the management of the quality of College programs delivered offshore rests with the Dean of the relevant College. | |
| b) Responsibilities, roles and accountabilities of relevant staff are communicated in writing to all members of offshore teams and other interested parties. | |
| c) Clear lines of accountability and supervision are established within each UWS College and between College and offshore partner at academic, administrative and operational levels. | |
| d) Individual offshore programs and subjects are accredited by UWS, comply with the University's <i>Courses and Units Approval Policy</i> . | |
| e) The curriculum of the UWS offshore course is to be equivalent to that of an onshore course leading to a similar qualification (content, structure, credit points, assessment etc). | |
| f) The UWS course has been recognised by the relevant in-country professional associations and/or Statutory Authorities. | |

Summary of documentary evidence required for offshore courses:

Business Plans, Promotion and Marketing, Effective Management and Co-ordination

- Person and job descriptions for all staff involved in offshore delivery (UWS and partner organisations)
- Diagram showing roles, lines of responsibility and accountabilities (UWS and partner organisations)
- Records of Program Co-ordination/Management meetings
- Operations manuals
- Business plans
- Person and job descriptions of all staff involved in offshore delivery (UWS and partner organisation)
- Diagram showing roles, lines of responsibility and accountabilities (UWS and partner organisation)
- Records of Program Co-ordination/Management meetings
- Quality management processes and plans, results of these, action taken.
- Approvals – course approval and accreditation (including any course changes and approvals for these)
- Outlines of briefing sessions for staff (UWS and partner organisation)
- Audit reports of each offshore location (facilities etc) for UWS course delivery, and on going monitoring of these.
- Records of qualified and experienced translators/interpreters used for courses delivered in LOTE, and verification of any translated materials.

Or other supporting documentation relevant to the above processes.

| 6. Effective Resourcing | Comments |
|--|-----------------|
| a. Identification of appropriately qualified and experienced College teaching staff available and committed to deliver offshore courses according to agreed upon selection criteria. | |
| b. In liaison with partner organisation, identification of appropriately qualified and experienced local teaching staff in-country available and committed to deliver UWS courses. | |
| c. Administrative staff appointed by offshore partner to assist in delivery of UWS programs are approved by the College and have been inducted. | |
| d. All non-human resources, services and facilities in host country meet appropriate standards as approved by UWS and partner institution. | |
| e. Partner offshore is able to provide safe, clean, ventilated premises suitable to the conduct of a UWS undergraduate, post graduate or research degree. | |
| f. Consultations have been held and agreement reached with University Librarian regarding requirements and costings for provision of offshore services (at multiple locations if the same UWS offshore course is to be delivered in a range of locations in the same country). | |
| g. In designing the curriculum structure, adequate administrative resources are provided and costed by College to support offshore courses which offer a wide range of subject choices. | |

Summary of documentary evidence required for offshore courses:

Effective Resourcing

- Operations manuals
- Business plans
- Person and job descriptions of all staff involved in offshore delivery (UWS and partner organisation)
- Quality management processes and plans, results of these, action taken.
- Approvals – course approval and accreditation (including any course changes and approvals for these)
- Outlines of briefing sessions for staff (UWS and partner organisation)
- Audit reports of each offshore location (facilities etc) for UWS course delivery, and on going monitoring of these
- Records of qualified and experienced translators/interpreters used for courses delivered in LOTE, and verification of any translated materials

Or other supporting documentation relevant to the above processes.

| 7. Staff Quality, Support and Development | Comments |
|--|-----------------|
| a. Procedures and criteria for ensuring appropriate staff appointment comply with UWS requirements. | |
| b. All staff (UWS or partner institution) have appropriate qualifications and demonstrated experience in teaching the subject (s) to which they are allocated. | |
| c. All staff have a suitable level of intercultural sensitivity. | |
| d. All staff have a clear understanding of their responsibilities in supporting students, including, but not solely in the area of prompt and detailed feedback on learning. | |
| e. UWS teaching and coordination staff have been fully briefed on the relevant educational, social, cultural, economic, cultural and historical context prior to commencement of teaching and are aware of resources and support available to them within UWS. | |
| f. Host country staff fully briefed on all relevant aspects of UWS institutional culture and the UWS teaching and assessment standards prior to commencement of teaching. | |
| g. Appropriate work visas and permits are organised for UWS staff before programs commence. | |
| h. Appropriate processes to ensure on going interaction between UWS and host country staff are set up and monitored by Program Co-ordinator. | |
| i. All staff associated with each program are available for student consultation by phone or email as required. | |

Summary of documentary evidence required for offshore courses:

Staff Quality, Support and Development

- Recruitment procedures and job/person specifications (consistent with UWS procedures and standards for staff recruitment)
- List of all staff currently involved in offshore delivery (UWS and partner organization) with CVs, and roles, responsibilities and lines of accountability
- Outlines of staff induction programs (UWS and partner organization) (in LOTE if applicable); effectiveness of these
- Plan for interactions between UWS and partner organization staff; effectiveness of this
- For LOTE courses, annual reports through the responsible College Board of Studies to UWS Academic Board detailing the specific LOTE ability of all teachers, as well as qualifications of translators and interpreters involved in course delivery

Or other supporting documentation relevant to the above processes.

| 8. Assessment and Student Learning | Comments |
|---|-----------------|
| a. There is a written explicit assessment moderation policy and quality assurance system for consistency and equivalence across UWS. (<i>Assessment and Examination policy; Code of Practice for Teaching and Learning; Fundamental Code for Assessment Practice</i>). | |
| b. Assessment task types, weightings, support materials are appropriate to each offshore program/subject and equivalent to onshore course standards at UWS. | |
| c. Assignments and assessment tasks are set by Program Co-ordinators in liaison with subject lecturers. | |
| d. Explicit assessment criteria and deadlines are set for each assessment task by Program Co-ordinators in liaison with subject lecturers and included in the students unit outline in accordance with <i>Information requirements for a students unit outline for courses offered through collaborative partners off-shore</i> . | |
| e. Marked assignments, assessment tasks and examination papers are reviewed and validated by Program Coordinators according to policy. | |
| f. Where appropriate, appointment and approval of external examiners/moderators undertaken by College. | |
| g. Approval of subject results given by College. | |
| h. Appropriate security arrangements are made with partner institution for ensuring correct supervision of examinations and assuring the security of papers, assignments and results. | |

Summary of documentary evidence required for offshore courses:

Assessment and Student Learning

- Unit outline (in LOTE if applicable) detailing assessment tasks for each subject
- Assessment moderation policy; results and effectiveness of this
- Comparison of assessment results between offshore course and its onshore equivalent (by subject)
- Documentation to show equivalency between off shore assessments tasks, types, weightings, results and those of equivalent onshore course.

Or other supporting documentation relevant to the above processes.

| 9. Student Support, Records and Administration | Comments |
|--|----------|
| a. Relevant course orientation program for all students is planned and delivered by Program Co-ordinator. | |
| b. Rules of UWS are included in enrolment orientation material. | |
| c. Relevant sections of UWS handbook are made available to students in hard copy and/or online. | |
| d. Student satisfaction with orientation program tracked using Student Satisfaction Surveys. | |
| e. Pre-course briefing clearly outlines point of contact and appropriate language and channels of communication for students. | |
| f. Students will be notified of the nature and levels of access they can expect of staff, supervisors and support systems. | |
| g. Advice to students on good academic practice and other such information regarding for each offshore program in the language of instruction. | |
| h. Establish with UWS records management system the release of program results by Program Coordinator in consultation with offshore partner. | |

Summary of documentary evidence required for offshore courses:

Student Support, Records and Administration

- Handbook entry (in LOTE if applicable)
- Records of student response rates, offers, acceptance rates.
- Guidelines and procedures for RPL, advanced standing (in LOTE if applicable), records of RPL, exemptions
- Enrolment and re-enrolment materials sent to students (in LOTE if applicable)
- Standard UWS enrolment /proxy enrolment forms (in LOTE if applicable) completed, checked by Faculty, lodged with Student Administration
- Accurate data elements uploaded into Callista
- Course orientation program outlines and copies of all materials distributed to students in language of instruction including UWS overview and rules, course outlines, delivery approach, requirements
- Results of Student Satisfaction Surveys and any action taken

Or other supporting documentation relevant to the above processes.

| 10. Course Monitoring and Improvement System | Comments |
|--|-----------------|
| a) Offshore programs have an agreed implementation tracking and improvement plan which shows the following indicators. | |
| a) Program Coordinator responsible for generating data on indicators for each program, briefing the Committee overseeing each program. | |
| b) Approval for offshore delivery of new or renewed program is gained from appropriate bodies. | |
| c) Overall responsibility for offshore of accredited UWS programs rests with the Dean of the College. | |

**Summary of documentary evidence required for offshore courses:
Course Monitoring and Improvement System**

- Student responses to Subject and Course Experience Questionnaires and Student Satisfaction Surveys regarding level and appropriateness of assessment tasks and delivery, quality of program and of the host-country appointed academic to assist with course delivery
- Collection and submission of performance data by College and offshore partner on program demand, student passes and completion rates for each program
- Collection and submission of data by Program Co-ordinator and offshore partner to College Dean on graduate satisfaction and attributes data to be incorporated in review process for each program annually
- Course income (from student fees and other sources).
- Annual Report submitted to College Dean by A/Dean (Academic) in consultation with offshore partner and Program Coordinators reviewing progress and performance of each offshore program, identifying areas for improvement and reporting on results of actions taken in previous reports.

Or other supporting documentation relevant to the above processes.