

EXTERNAL REVIEWS POLICY AND PROCEDURES

Approved	Council/Academic Board
Approval Date(s) (from most recent)	21/11/2018, 05/11/2018, 03/09/2018
Date for Review (no more than five years from last approval)	2026
Responsible Officer	Dean
Author(s) and Role(s) from most recent	D. Speed (Dean)
Related Documents (explicitly cross-referenced)	Higher Education Standards (2021)
Higher Education Standards (2021)	5.3.4, 5.3.7
National Code (2018) (if directly relevant)	

POLICY

- SCD will adhere to the provisions of the Higher Education Standards (HES) indicating that review and improvement are inherent to effective higher education. HES areas for review include:
 - individual student progress (1.3.2.b) and overall student progress rates (1.3.5, 5.3.4,7)
 - unresolved student complaints (2.4.3)
 - all accredited courses (5.3.1-3,7)
 - student feedback and staff consideration (5.3.5-7)
 - the governing body and academic governance processes (6.1.3)
 - academic policies and operation (6.3.2)
- The process of review is in some areas appropriately undertaken by College staff, for example, early review of an individual student's progress, the initial stages towards addressing student complaints, administering and subsequent consideration of student feedback. This policy, however, addresses the principles governing external reviews.
- External and independent reviews are specified in the HES as follows:
- Orientation information will be provided to all new students in *both* written form for immediate and ongoing reference *and* forums where students meet with staff to receive key information, ask questions, clarify uncertainties, and discuss concerns.
- Orientation forums will be face-to-face for face-to-face students and online for online students.
- Orientation information will be provided at all SCD campuses in line with SCD policy and the current *Higher Education Standards*. Where there are international students, the information provided will also meet the requirements of the current *National Code of Practice for Providers of Education and Training to Overseas Students*.

7. SCD will ensure that all teaching bodies have equivalent orientation programs, addressing the core matters set out in this policy with details appropriate to the nature of the cohort and the location and facilities of the campus.
8. Where accredited programs of study other than SCD programs are offered at the same campus, orientation information relating to SCD programs will be clearly distinguished as the information relevant to students enrolled for SCD awards.
9. All campuses will include clear direction to the SCD website for further information on their own websites and in relevant printed material and provide contact details for the Office of the Dean.
10. All students will be directed in advance of the beginning of the teaching period to access the written orientation materials and participate in the appropriate orientation forum. Directions will be included clearly on websites and in signage where relevant.
11. For overseas students, these directions will also be provided in correspondence ahead of their arrival and the exact location of the forum explained clearly. It will be made clear whether information specifically relevant to overseas students will be included within the general orientation program or whether there will be an additional forum for overseas students, with further details in the latter case.
12. Orientation information in written form or specific website links will be submitted to the Office of the Dean to ensure compliance ahead of each teaching period.
13. Orientation information will comprise information about (i) locations and contacts for the campus concerned, including contacts details for the Student Contact Officer and the Student Support Officer (who may be the same person); (ii) academic matters including courses, units, and teaching arrangements; and (iii) student services.
14. Each teaching body with overseas students will make it clear to overseas students whether the Student Contact Officer and the Student Support Officer are the same person and whether there is a separate Overseas Student Support Officer, and provide all relevant contact details.
15. Where there are face-to-face students, location information will include a map of the campus indicating key locations, including those of the Student Support Officer and other staff, classrooms, library, and other facilities, together with contact details and an indication of student support as listed at point 16 below.
16. Academic information to be provided in the orientation process will include the relevant information about:
 - the relationship between SCD and the teaching body
 - courses and course units, including the Course Unit Booklet
 - majors, sub-majors, and specialisations
 - requirements for attendance, progress, and completion
 - graduation
 - online learning and the Learning Management System (LMS), including the necessity of keeping LMS login details for the exclusive use of the student and penalties for sharing these with any other person
 - students-at-risk recognition and strategies
 - academic mentoring available
 - assessment

- academic integrity, including advice about what constitutes plagiarism, cheating, and contract cheating and warning of the severe penalties attached
- communication of results
- access to the SCD and teaching body handbooks
- academic appeals
- the faculty
- student feedback processes

17. Information about student support services available will include information about:

- learning support, including:
 - support for gaining study and writing skills, including the fact that Studiosity is the only SCD-approved external study and writing skills support service
 - library and IT support, including normal hours of availability
 - after-hours support for physical and electronic access to the library, IT support, and Studiosity
 - improvement in the use of academic and general English (especially but not only for students who have required satisfactory IELTS for admission)
- general support for all students, including:
 - safety precautions
 - dealing with and reporting critical incidents and other emergencies
 - support staff with contact details, including for the student grievance process
 - health and wellbeing provisions, advice, and referrals
 - legal provisions, advice, and referrals
 - disability support
 - counselling and chaplaincy
 - availability of financial support
 - student amenities
 - extra-curricular activities available
 - careers and vocations
 - personal support, including availability of individual pastoral care
- additional support for living and studying in Australia specifically for overseas students, including:
 - acculturation support
 - accommodation, transport, and shopping
 - expectations of free intellectual inquiry and learning through discussion
 - employment and workplace expectations
 - any specific support staff for overseas students with contact details and explanation of their specific training and capabilities

Author(s), Latest (Role) and Previous	Strategic Planning Committee, Planning Day Gathering 19 August 2019
Last Approval (Date)	Academic Board (2 September 2019)

Date for Review	September 2024
Previous Approval(s)	
Minor Amendments from 1 January 2017	