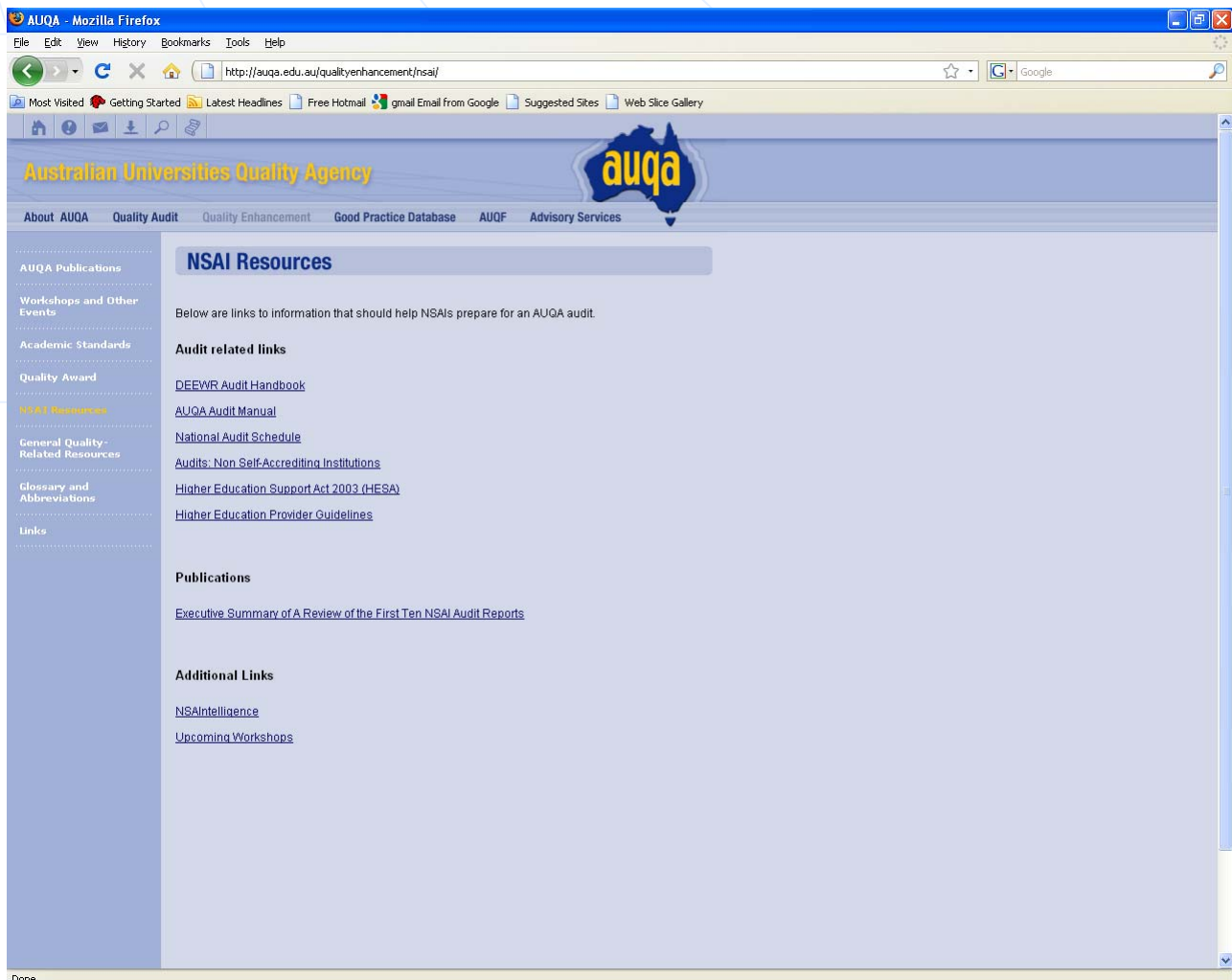


Introduction

Happy New Year and welcome to the third issue of NSAIntelligence. I hope you all had a relaxing summer break and are now embracing the 2010 working year. This will be very busy year for AUQA in terms of our involvement with NSAs. Eighteen NSAI audits are scheduled for this year, and the 2009 end-of-year audits are being finalised. AUQA has published a webpage intended to assist NSAs in preparing for an AUQA audit. The page contains links to many associated sites and resources. AUQA is also hosting several events aimed towards NSAs, as well as other events that may also be of interest. Further details can be found in this issue of NSAIntelligence.

NSAI webpage launch

AUQA has added a page to the AUQA website to assist NSAs in preparing for an AUQA audit. The new NSAI webpage went live on 09 February 2010 and can be accessed from the [AUQA homepage](#) as follows: Quality Enhancement > NSAI Resources. It can also be accessed via a link at the top of the NSAI audits page as follows: Quality Audit > Audits: Non Self-Accrediting Institutions > NSAI Resources (via the [Click here](#) link at the top of the page). For direct access now, go to <http://www.auqa.edu.au/qualityenhancement/nsai/>.



Audit update

AUQA Audit Manual Version 7.0

On 19 February 2010 AUQA released Version 7 of its Audit Manual. Version 7 includes changes outlined in the Cover note dated June 2009, and a new version of Part 4: Manual for Government Accreditation Authorities.

A revised version of the *DEEWR Handbook for NSAI HEPs* is expected soon. When the revised Handbook is published AUQA will replace the current Appendix F of AUQA's Manual with the revised version. AUQA understands that the new Handbook will not include any changes to the Quality Audit Factors (QAFs).

The new Audit Manual Version 7.0 can be accessed at <http://auqa.edu.au/qualityaudit/auditmanuals/>.

Performance portfolios

AUQA will be conducting 19 audits of NSAs this coming year. To assist AUQA, please keep in mind the following points when preparing for your audit:

- Performance portfolios (PFs) need to be couriered and arrive on *or before* the due date. Ensure that you calculate courier delays into the expected delivery time.
- Check that the correct number of copies of the PF are sent (please consult the Audit Manual prior to sending).
- Check that PFs are addressed correctly to individual auditors and/or AUQA.
- PFs should contain **NO MORE** than **15,000 words**.
- A cover letter that includes an indication of the exact number of words in the PF should be submitted along with the PF.
- PFs should be submitted in hard and soft copies (soft copies include Word doc **AND** PDF versions on a USB stick).

AUQA encourages all providers to make their performance portfolios available on their websites.

If you have any queries about the requirements of your upcoming or current AUQA audit, please contact your Audit Director.

Audit reports

Four audit reports of NSAs have been published since Issue 2 of the NSAIntelligence was distributed in December 2009:

- Australian Institute of Music;
- Australian Institute of Public Safety;
- Blue Mountains International Hotel Management School and the Australian International Hotel School; and
- Box Hill Institute (Higher Education).

To read copies of these reports, go to <http://www.auqa.edu.au/qualityaudit/nsai/>.

Audit schedule 2010

Auditee	Audit dates 2010
Tabor Victoria (in progress)	Portfolio due 29 January Audit Visit 18–19 March
National Institute of Dramatic Arts (NIDA) (in progress)	Portfolio due 5 February Audit Visit 22–23 March
Curtin International College (CIC) (Perth) (in progress)	Portfolio due 1 February Audit Visit 19–20 April
Perth Institute of Business and Technology Pty Ltd (in progress)	Portfolio due 1 February Audit Visit 22–23 April
Marcus Oldham College	Portfolio due 1 March Audit Visit 27 May
South Australian Institute of Business & Technology Pty Ltd	Portfolio due 15 April Audit Visit 1–4 June
Eynesbury Institute of Business and Technology (Adelaide)	Portfolio due 15 April Audit Visit 1–4 June
East Coast Gestalt	Portfolio due 19 March Audit Visit 7–8 June
Endeavour College	Portfolio due 28 April Audit Visit 24–25 + 1 day June (TBC)
Southern School of Natural Therapies	Portfolio due 14 May Audit Visit 28–29 June
Oceania Polytechnic	Portfolio due 5 July Audit Visit 25–26 August
Australian Lutheran College	Portfolio due 30 July Audit Visit 20–21 September
Carnegie Mellon University (CMU)	Portfolio due 16 July Audit Visit 27–28 September
Tabor Adelaide	Portfolio due 1 September Audit Visit 14–15 October
Harvest Bible College	Portfolio due 8 August Audit Visit 18–19 October
Holmes Colleges	Portfolio due 6 September Audit Visit 14–? November
Sydney Institute of Business and Technology (SIBT)	Audit Visit December 2010
Queensland Institute of Business and Technology (QIBT)	Audit Visit December 2010
Melbourne Institute of Business and Technology (MIBT)	Audit Visit January 2011

Provisional audit schedule 2011

Auditee	Audit dates 2011
Australian College of Physical Education	February
Australian Institute of Music	March
Campion College	April
Wollongong College / ITC	April
International College Management Sydney	May
SAE Investments	June
Tabor Tasmania	June
Jansen Newman	July
Perth Bible College	July
Holmesglen Institute of TAFE	August
Australian College of Theology	September (Cycle 2)
Nature Care College	September
Stotts College	September
JMC Academy	September
Adelaide College of Divinity	October
Australian Guild of Music Education	November
Dixon Elliott / Macleay	November

Future events

All AUQA events listed in this section can be accessed via the AUQA website at:

<http://www.auqa.edu.au/qualityenhancement/workshops/>.

Good Practice in Governance in Non Self Accrediting Institutions

Who: Australian Universities Quality Agency

When: 29 March 2010 (9am–5pm)

Where: The Hotel Windsor, 1 Bourke Street, Melbourne

What: This one-day workshop is for non self-accrediting institutions that are interested in good governance, and in particular, academic governance. A range of speakers will discuss aspects of governance, and this workshop will also be used to release AUQA's Academic Governance Guidelines for NSAs.

For further information: http://www.auqa.edu.au/qualityenhancement/workshops/practice_mar_09/.

Preparing for Audit: Workshop for Non Self Accrediting Institutions

Who: Australian Universities Quality Agency

When: 30 March 2010 (9am–4.30pm)

Where: The Hotel Windsor, 1 Bourke Street, Melbourne

What: This one-day workshop is for non self-accrediting institutions that have become or are intending to become approved Higher Education Providers (HEPs) under the *Commonwealth Higher Education Support Act 2003*. Such providers are required to undergo periodic quality audit. This workshop will provide information on the quality management system and the self-assessment process, and a range of speakers will present on the audit process.

For further information: http://www.auqa.edu.au/qualityenhancement/workshops/workshop_mar_09/.

Symposium on Quality Assurance Celebrating 10 Years of AUQA

AUQA proudly celebrates its 10th anniversary this year. There is no registration fee for this event, but attendance must be confirmed in advance in order to secure a seat for the event.



Symposium on Quality Assurance Celebrating 10 Years of AUQA

2pm, Wednesday 31 March
Cocktail Reception from 6.30pm

The Theatre, Telstra Corporate Centre
242 Exhibition Street, Melbourne

Contributions from
Professor Jeanette Hacket, Curtin University of Technology
Ms Julie Hare, Campus Review
Dr Achim Hopbach, ENQA and GAC/AR
Emeritus Professor Adrian Lee
Dr David Woodhouse, AUQA

Please RSVP by Friday 26th February by emailing Claire Gresty, c.gresty@auqa.edu.au

Everyone is welcome – please register for catering purposes.

For further information about this event, including a program, visit the AUQA website at http://www.auqa.edu.au/qualityenhancement/workshops/symposium_10years/.

NSAI Update 2010 (Perth)

Who: Australian Universities Quality Agency

When: 07 April 2010 (9:45am–3pm)

Where: Polytechnic West, Perth

What: The aim of this forum is to provide an update on AUQA Audits of NSAs. As AUQA has audited approximately 20 NSAs, it is timely that we discuss the findings of audits and build the quality capacity of the NSAI sector. A range of themes are emerging in AUQA Audit reports of NSAs and these will be discussed. A strong theme of the day's presentation will be Academic Governance, with a discussion focused on AUQA's soon to be published Academic Governance guidelines. It is anticipated that this forum will provide those working within NSAs with a background of the emerging issues in quality audit, and explore and promote continuous improvement in NSAs.

For further information: http://auqa.edu.au/qualityenhancement/workshops/nsai_april10/.

AuQF2010 pre-forum workshop

'Strategic planning pre-forum workshop for NSAs'

Who: Australian Universities Quality Agency

When: 30 June 2010 (9am–4.30pm)

Where: Sofitel Gold Coast, Broadbeach

What: This workshop is designed for people who work in strategic planning roles in institutions, or who want to find out more about the latest thinking in strategy development and implementation. Participants will be introduced to the context for strategic planning, where it fits in the strategy cycle, and will have the opportunity to undertake practical work that focuses on their institution's planning processes. For this reason, planning teams are particularly encouraged to attend so that they can work as a group on their plan. At the end of the workshop, participants will understand the major steps in the development and execution of strategy—as documented in a strategic plan—and how to ensure that the plan drives day-to-day action in their organisation.

Registration opened on 1 March 2010 (<http://www.auqa.edu.au/auqf/2010/registration/>).

Australian Quality Forum: Higher Education (AuQF2010)

'Quality in Uncertain Times'

Who: Australian Universities Quality Agency

When: 30 June – 2 July 2010

Where: Sofitel Gold Coast, Broadbeach

What: The Australian Quality Forum: Higher Education (AuQF) is the main national annual event for the discussion of quality assurance and quality enhancement in the Australian higher education sector. The Forum's aim is to stimulate debate about quality assurance within the sector and to share good practice.

This year's program is intended to reflect the evolving Australian higher education quality assurance landscape. The program will address issues of particular relevance to universities, those operating in non self accrediting institutes, and students. For further information on this event, visit the conference website at <http://www.auqa.edu.au/auqf/2010/>.

The Call for Contributions is open, and we invite submissions for both paper presentations and workshop sessions. Detailed guidelines and the submission timeline are both available on the AuQF website at <http://www.auqa.edu.au/auqf/2010/contributions/>. The deadline for all submissions is **Friday 12th March**.

Registration opened on 1 March 2010 (<http://www.auqa.edu.au/auqf/2010/registration/>).

ACPET 2010 National Conference

Who: ACPET

When: 25–27 August 2010

Where: Crown Conference Centre, Crown Promenade, Melbourne, Victoria

What: The ACPET National Conference is the peak national forum for private education and training. It is the most valuable opportunity for higher education, VET and ELICOS providers, senior executives, practitioners, industry clients and suppliers, government representatives and other industry stakeholders to:

- keep up to date with the latest domestic and international trends in education;
- gather first-hand knowledge on economic and social trends impacting the education industry;
- network with colleagues, customers and stakeholders; and
- engage in debate on the hottest industry issues.

The conference format in 2010 will be slightly different than previous years with optional workshops on Wednesday 25 August. Conference sessions and the exhibition will be held on Thursday 26 and Friday 27 August with a Networking Reception held on Thursday evening. The Conference Dinner will be held on Friday 27 August in the new Crown Conference Centre. For further information on this event, visit the conference website at <http://www.acpetconference.info/>.

The Australian Higher Education Quality Award 2010

Nominations for The Australian Higher Education Quality Award 2010 are now open.

The Australian Higher Education Quality Award was established by the Board of the Australian Universities Quality Agency (AUQA) in order to celebrate the achievements in the area of quality assurance in the higher education sector.

The Australian Higher Education Quality Award comprises a certificate and a cheque for \$3,000. A record of the award and the citation is permanently posted on the AUQA website.

Nomination forms and submission information is available on the AUQA website as follows:
<http://www.auqa.edu.au/qualityenhancement/qualityaward/>.

The deadline for submissions is Monday 3 May 2010.

Other items of interest

- On February 2, 2010, *The Chronicle of Higher Education* published an article by Goldie Blumenstyk called 'Investor Groups May Be Nonprofit Colleges' Next Saviors'. To read this article, go to http://chronicle.com/article/Investor-Groups-May-Be/63876/?sid=at&utm_source=at&utm_medium=en.
- Universities UK has published an article called, 'Policy commentary: Private universities and public funding: models and business plans'. To read this article, go to <http://www.universitiesuk.ac.uk/Publications/Pages/Publication-289.aspx>.
- On 22 January 2010, *The Australian* published an article called, 'Fresh faces at peak council for learning and teaching'. To read this article, go to <http://www.theaustralian.com.au/higher-education/fresh-faces-at-peak-council-for-learning-and-teaching/story-e6frgcjx-1225822230466>.
- 'Student grievances and discipline matters' project – The final report for this project is now available on the Australian Learning and Teaching Council (ALTC) website. For further information, visit the ALTC at <http://www.altc.edu.au/resource-student-grievances-discipline-matters-scu-2009>. There is also a good practice to complaint handling guidebook published as part of the project outcomes, which is available to download at <http://www.altc.edu.au/resource-good-practice-guide-complaints-scu-2009>.

- On February 7, 2010, *The Chronicle of Higher Education* published an article by Robin Wilson called 'For-profit Colleges Change Higher Education's Landscape: Nimble companies gain a fast-growing share of enrollments'. To read this article, go to <http://chronicle.com/article/For-Profit-Colleges-Change/64012/>.

In conclusion

I hope you have found the third issue of NSAIntelligence of interest. I encourage all NSAs to make use of the resources available on the AUQA website, and in particular the Good Practice Database (GPDB) which provides examples of good practice in quality assurance of higher education.

Finally, I wish everyone the very best for 2010.

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Woodhouse', is positioned above the typed name.

Dr David Woodhouse
Executive Director