

Offshore Delivery Procedure



Institute of Health &
Management Pty. Ltd.

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SECTION 1

Purpose

1. This procedure provides an overview of the Institute of Health & Management's (IHM's) approach to the delivery of online courses to offshore students.
2. The procedure has been developed to provide an effective and efficient procedure for the development, administration, and quality assurance of offshore teaching and support activities.
3. IHM will be enabled to meet its statutory and regulatory requirements through appropriate academic and other relevant quality assurance standards and practices in respect to offshore activities delivered by IHM.
4. The procedure emphasises the importance of quality assurance standards and practices that ensure: the quality of the student learning experience; the educational value of the course; and that any award offered offshore is equivalent to that delivered onshore.

Scope

5. This applies to all offshore students enrolled at IHM and all staff who will be in contact with these students.

Definitions

6. The following definitions have their meaning as spelt out below:
 - a) **Academic Progress** - The process by which students can advance in their course of study, having fulfilled all the academic requirements that are stipulated in IHM's grading schema and the relevant course accreditation bodies. It is the responsibility of a student to maintain satisfactory academic progress in their course, that is, completing at least 50% of the units in that trimester, semester, or teaching period.
 - b) **Activity** - A scheduled activity, that requires the student's participation, including, but not limited to a lecture, tutorial, practical, seminar, or discussion at a specified time and/or day.
 - c) **Admission** - The process of applying for, being made an offer to, accepting the offer of admission, and being admitted to an award course or a program of study at IHM
 - d) **At-risk** - A student is considered at-risk of breaching their course progression obligations, for example, poor academic performance or poor attendance.
 - e) **Attendance** - Physical and or online presence/engagement for the scheduled duration of a class or learning activity, at an educational or clinical facility (physical) or virtually (online).
 - f) **Award course** means a set of requirements, units, and/or supervised research which when satisfactorily completed by a student normally qualifies that student for a formal IHM award.
 - g) **International or overseas student(s)** - A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the Regulations.
 - h) **Offshore activity** - an activity where IHM engages in an agreement or operates beyond the borders of Australia, either on its own or in cooperation with one or more international partners.
 - i) **Offshore partner** - An institution (usually a higher education provider) with whom IHM cooperates in offshore activity.
 - j) **Offshore course** - An IHM award course or program of study approved for delivery to students at a location outside Australia by IHM or through cooperation with an international partner.
 - k) **Offshore student** - A person who has been admitted to an award course or a non-award course

- and has an active enrolment in units or time-based study in that course which is offered offshore.
- l) **Online student(s)** – Students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students’ presence at a designated physical location.
 - m) **Program of study** - A collection of academic content which may or may not be integrated, and do not in themselves lead to an IHM award of a degree, diploma, or certificate.
 - n) **Quality assurance** - The review and improvement of processes and outcomes to ensure a high level of quality is maintained.
 - o) **Unit of study** – A single component of a course/qualification, or a stand-alone unit, that has been approved/accredited.

Suite documents

- 7. This procedure is linked to the following policies and procedures:
 - a) Offshore Delivery Policy;
 - b) Student Selection and Admission Policy and Procedure
 - c) All learning and teaching and student support policies and procedures are approved by IHM Academic Board;
 - d) See also the Associated Information listed in the ‘Related Internal Documents’ in Section 3 below.

SECTION 2

Procedure

- 8. **Approval to deliver offshore**
 - a) All courses to be delivered offshore need the approval of the Academic Board.
 - b) The Academic Dean will be responsible for seeking Academic Board approval.
 - c) The Academic Dean in consultation with relevant Head/s of School will be also required to demonstrate how offshore delivery will provide the elements that are essential to the successful delivery of course.
 - d) The Academic Dean and the Head of school will provide an assessment of the:
 - a. Qualifications of proposed teaching staff;
 - b. Quality of teaching material;
 - c. Provision of student support;
 - d. Capability to conduct appropriate assessment of learning outcomes; and
 - e. Translation, where a course is to be delivered in a language other than English.
- 9. **Course content, Learning Outcomes and Assessment**
 - a) All staff will be provided with core teaching, learning, and assessment materials and marking guides for all courses.
 - b) All courses and units developed specifically for offshore delivery will be in accordance with Course Design and Development Policy and Procedure.
 - c) For courses and units developed specifically for offshore delivery, quality assurance procedures must provide evidence that:
 - a. Teaching and learning activities are of an appropriate quality and standard to lead to an IHM award;
 - b. Teaching materials are appropriate and of an equivalent standard to that provided to onshore students;

- c. Learning Outcomes are equivalent to and compatible with those of a similar unit or course delivered onshore; and
- d. Assessment can demonstrate that Unit and Course Learning Outcomes have been achieved and the extent to which they have been achieved.

10. Student experience

- a) The offshore student experience will be equivalent to and of a comparable standard to that at the onshore campus.
- b) The same admission requirements and completion requirements apply to both onshore and offshore students.
- c) Facilities and resources for the offshore delivery must be of a standard that enables students to achieve learning outcomes and to ensure their experience is equivalent to the onshore experience.
- d) Initial approval for offshore delivery will be dependent upon the Academic Dean's and Head's assessment of facilities and resources, including ongoing periodic reviews to ensure fitness for purpose.
- e) Student learning support will include the provision to all offshore students of:
 - a. A valuable orientation experience;
 - b. Student handbook and information about IHM policies;
 - c. Access to IHM Student Communication Platforms;
 - d. Online learning resources;
 - e. Library services;
 - f. Academic and welfare support services;
 - g. Access to student appeals and complaints processes.

11. Review

- a) Courses delivered offshore will be included in IHM's course review and re-accreditation processes with the same standards as for those delivered onshore including:
 - a. Course proposal, development, and approval;
 - b. Accreditation and reaccreditation;
 - c. Course and Unit reviews;
 - d. Continuous improvement processes. (See Academic Quality Assurance Framework and Course Evaluation and Review Policy and Procedure for further information).

12. Roles and Responsibilities

a) Learning and Teaching staff

- a. The National Course Coordinator will coordinate and deliver academic induction for all academic staff.
- b. The induction will occur before the commencement of the study period and thereafter annually or as required.
- c. Offshore teaching staff who are unable to attend face-to-face induction will complete an online version. However, face-to-face induction is the preferred approach. Upon appointment, IHM staff must also participate in Teaching IHM workshops and other School-based induction processes.

b) Library

- a. The Librarian will provide induction for all staff regarding library resources and services. The induction will occur before the commencement of the study period and thereafter annually or as

required.

- b. The Librarian will provide ongoing advice and services to all staff and offshore students as required.

c) **Heads of School**

Heads of School will:

- a. Appoint National Course Convenors and course coordinators for the offshore courses and manage their performance in those roles;
- b. Oversee moderation of assessment;
- c. Monitor and ensure the academic quality of the course.

d) **Academic Dean**

The Academic Dean: Through the IHM Learning and Teaching Committee will:

- a. Report to Academic Board on course quality of the offshore and onshore student experience, and produce continuous improvement plans;
- b. IHM's Heads of Schools and Course Convenors/Coordinators will present relevant reports to the IHM Learning and Teaching Committee about matters relating to the student experience and course quality;
- c. Monitor quality assurance data including Course Experience surveys, the IHM Student Experience Questionnaire, and course exit surveys relevant to IHM's offshore course, identify any issues or trends that may need to be recognised and/or addressed;
- d. Monitor moderation reports and other data from Heads of School regarding academic standards in offshore IHM courses;
- e. Monitor feedback from relevant stakeholders about course efficacy and attainment of course objectives and ensure that this feedback is considered by relevant IHM staff.

e) **National Course Convenor/Coordinator**

The National Course Convenor/Coordinator will:

- a. Monitor quality assurance data including Course Experience surveys, the Student Experience Questionnaire, and course exit surveys relevant to the offshore course;
- b. Liaise with course coordinators regarding any academic integrity issues;
- c. Liaise with course coordinators regarding course moderation reports including responses and/or actions for implementation;
- d. Coordinate and deliver academic induction for all academic staff.

f) **Academic Quality Assurance**

- a. IHM will be enabled to meet its statutory and regulatory requirements through appropriate academic and other relevant quality assurance standards and practices in respect to offshore activities delivered by IHM.
- b. Students studying offshore will have equivalent learning experiences ensured by the adherence to IHM policies and procedures relevant for onshore delivery.
- c. Regarding monitoring and reporting on course delivery, there will be regular reports that focus on student performance, support, academic integrity, and engagement which will be made to the Academic Board and the Learning and Teaching Committee.
- d. This will include:
 - i. Assuring consistency of assessment content;
 - ii. Appropriate student support (academic and pastoral);
 - iii. Equivalent learning outcomes;

- iv. Consistency in grades across campuses;
 - v. Moderation of assessments;
 - vi. Monitoring of relevant key academic performance indicators - progression rates, attrition, graduate outcomes;
 - vii. Consistency in entry requirements, including the English Language, and consideration of RPL;
 - viii. Demonstrating consistent quality assurance processes;
 - ix. A valuable orientation experience;
 - x. Student handbook and information about IHM policies;
 - xi. Online learning resources;
 - xii. Library services;
 - xiii. Academic and welfare support services;
 - xiv. Offshore students' graduation;
 - xv. Access to student appeals and complaints processes.
- e. The Heads of Schools/ Course Coordinators are responsible for the overall delivery, academic management and quality assurance of the respective courses offered offshore.
- f. In the Table below, are outlined the assuring of equivalence of entry requirements, student experience, support, assessment, learning outcomes, grading, key academic performance indicators, and quality assurance and monitoring processes.

Table: Consistency and Equivalence: Onshore and Offshore Delivery

Academic QA and Equivalence of student Experience	Onshore students Face to Face or online	Offshore students (online)	Responsibility	IHM Committee Responsibility
<i>Entry requirements</i>	Same requirements	Same requirements	Registrar, Head of School, Course Coordinator	Academic Board
<i>Teaching (including Tutorials)</i>	IHM academics	IHM academics	Course Coordinator, Academics	Learning and Teaching Committee
<i>Student support</i>	IHM Student Support Services including special support for students	IHM Student Support Services including special support for students	Registrar	Student Support Services Committee
<i>Assessment</i>	Same	Same	Academics	Learning and Teaching Committee
<i>Moderation of Assessment</i>	Same	Same	Academics	
<i>Learning outcomes</i>	Will be achieved	Will be achieved	Academics	
<i>Monitoring of academic key performance indicators – Progression rates, attrition, graduate outcomes</i>			Head of School, Registrar, Course Coordinator, Academics	

SECTION 3

Associated information

Related Internal Documents	<ul style="list-style-type: none"> • Access and Equity Policy • Access and Equity Procedure • Accessibility Policy • Accessibility Procedure • Attendance Policy • Attendance Procedure • Offshore Delivery Policy • Student Academic Progression Policy • Student Academic Progression Procedure • Student Complaints and Appeal Policy • Student Complaints and Appeal Procedure • Student Selection and Admission Policy • Student Selection and Admission Procedure • Student Support Services Policy • Student Support Services Procedure • Learning and Teaching Policy • Learning and Teaching Procedure • Terms of Reference – Student Representative Council • Student Learning Contract
Related Legislation, Standards and Codes	<ul style="list-style-type: none"> • ESOS (2020). ESOS legislative framework • National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 • National Code of Practice (2018): Standard 6: Student Support Services • National Code of Practice (2018): Standard 8: Overseas student visa requirements • National Code of Practice (2018): Standard 9: Deferring, suspending, or cancelling the overseas student’s enrolment. • TEQSA (2020). Online learning good practice • TEQSA (2018). Occasional Forum Series: Quality Assurance of Online Learning • HESF (2021). Higher Education Standard Framework Domain 1: Student participation and attainment • TEQSA (April 2020) Online delivery – key considerations for providers
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