

COURSE AND CAMPUS AUDIT POLICY

1. Introduction and purpose

The purpose of the course and campus audit is to ensure quality is maintained across ACWA accredited courses. The process of course and campus audit is one of the measures ACWA has implemented to ensure the effectiveness and consistency of our approach to accreditation. An accredited course is monitored throughout its accreditation period and each year ACWA reserves the right to audit a certain percentage of accredited courses.

2. Authority

- a) As part of the *course accreditation terms and conditions* agreed upon by education providers, ACWA reserves the right to conduct an audit of arrangements relating to an accredited course. By accepting the *course accreditation terms and conditions* providers agree to participate in the audit process should the need arise.
- b) An accredited course may be the subject of an audit conducted by ACWA during the course accreditation period.

3. Scope

ACWA may conduct an audit of an education provider's arrangements relating to the accredited course and the accredited course's compliance with the obligations contained within the ACWA course and campus accreditation application, including but not limited to:

- a) Compliance with ACWA requirements;
- b) Fieldwork placements;
- c) Fieldwork placement agreements;
- d) Teaching staff qualifications and relevant industry experience; and
- e) Identification of student resources.

4. Provider identification and selection

- a) The ACWA assessment team will identify providers for audit on the following basis:
 - i. Random selection
 - ii. Complaints relating to a breach of ACWA requirements received from students, recent graduates, teaching staff, or fieldwork placement agencies
 - iii. Breach of ACWA requirements identified by employers (especially those employers requiring ACWA accredited qualifications for employment)
 - iv. Selection based on breach of ACWA requirements identified by other bodies including regulatory bodies
 - v. Breach of ACWA requirements identified by ACWA staff or members

5. Audit advice

- a) ACWA will provide an education provider with at least seven (7) calendar days notice of its intention to conduct an audit. A further seven (7) calendar days notice can be negotiated in response to a reasonable request.
- b) The education provider will make available to ACWA's nominated auditors copies of all information requested by ACWA that relates to the conduct of the accredited course within seven (7) calendar days of such a request being made. A further seven (7) calendar days can be negotiated in response to a reasonable request.

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- c) The education provider must nominate an authorised person and must ensure that the authorised person provides ACWA with written or verbal responses, as requested, to any question by the ACWA auditor.
- d) The education provider shall permit an officer or employee of ACWA to conduct an audit and to enter any of its business premises on any working day between the hours of 8:30 am and 5:00 pm for the purpose of inspecting records, copying records, holding discussions with the education provider's employees and/or holding discussions with the education provider's students or other stakeholders during the course of such an audit.

6. Audit Team and qualifications

- a) The ACWA audit team will comprise of a minimum of two audit officers.
- b) At least one audit officer will have qualification/s and direct practice experience in human services work.
- c) All audit officers conducting an audit of a diploma or above course will have relevant qualification/s at the same level or above the level of the course under audit.
- d) All audit officers of VET or certificate courses will have relevant qualification/s at a minimum of a VET diploma level.

6. Professional conduct

ACWA Audit team members will at all times conduct themselves in a professional manner with courtesy in a spirit of goodwill and in accordance with the formal audit process, the ACWA Code of ethics and ACWA's privacy policy. All staff of the educational provider are expected to conduct themselves in the same professional and cooperative manner.

7. Responses to breaches of ACWA requirements

- a) A failure by the education provider to comply with any of the ACWA requirements may result in ACWA, in its absolute discretion, taking any of the following steps:
 - I. Requiring the education provider to rectify the identified breach in a manner proposed by ACWA within twenty eight (28) calendar days of receiving a written notice from ACWA;
 - II. Replacing the education provider's accredited course status with provisional accreditation status;
 - III. Suspending accredited course status and advising affected students of same
 - IV. Revoking accredited course status and advising affected students of same; and/or
 - V. Notifying state and federal regulatory authorities of any breach of these terms and conditions or ACWA requirements.
- b) If an accredited course status is suspended or revoked, that course shall be deemed, unless determined otherwise by ACWA, to have ceased holding accredited course status and any students completing their course during the period of suspension or revocation will be held not to have completed their qualification at an accredited course.
- c) If accredited course status is suspended or revoked, a notice will appear on the ACWA website advising stakeholders of the new status of the education provider.

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9. Appeals

- a) The education provider may appeal against an outcome of an audit on the following grounds:
 - I. The provider disagrees with the outcome of the audit.
 - II. The provider wishes to highlight special circumstances that were not considered at the time of the application.
- b) An appeal must be lodged by the provider within twenty eight (28) calendar days of receiving an audit outcome from ACWA
- c) The provider is required to complete an appeal form listing the reason for the appeal and to attach any additional relevant documentation.
- d) The provider is required to submit the above documents to the ACWA national office addressed to:

ACWA
PO Box 42
Flinders Lane Victoria
Australia 8009

- e) The national office upon receiving an appeal request will, within five working days, send the provider a letter of acknowledgement confirming receipt of the application and giving details of the appeal process and the timeframe.