

**WA DEPARTMENT OF EDUCATION SERVICES
EDUCATION AND TRAINING REGULATION DIRECTORATE**

PROGRESS REPORT ON THE 2006 AUSTRALIAN UNIVERSITIES QUALITY AGENCY AUDIT OF DES *(updated March 2008)*

Introduction

In August 2005, the Australian Universities Quality Agency (AUQA) appointed a panel to undertake an audit of the higher education quality assurance systems that operate within Western Australia, particularly with regard to authorisation and accreditation processes. The findings were recorded in the **AUQA Report** (April 2006), which includes nine commendations, three affirmations and nine recommendations.

The following **Progress Report** provides information on the WA Department of Education Services (DES) response to the AUQA findings in matrix format, highlighting how improved quality assurance measures are being progressively addressed over the 2006/2008 period. The Progress Report is clustered into the following generic areas, in line with the format of AUQA's Report:

- **Legislative and regulatory framework;**
- **Quality assurance within DES;**
- **Implementation of higher education approval processes.**

The Progress Report has been compiled in an environment of change and renewal following the amalgamation of DES and the Office of the Training Accreditation Council in 2006 and subsequent departmental restructuring that occurred in January 2007. One of the fundamental objectives of the departmental restructure has been to establish an Education and Training Regulation Directorate to collectively provide a new regulatory environment across the vocational education and training (VET), international education (IE) and higher education (HE) sectors. It is DES' intention to identify economies of scale with respect to registration, auditing and monitoring. The aim is to improve collaboration between the regulatory sectors, develop more user-friendly services for "multi-sector" providers, and establish appropriate quality assurance and risk management systems. The Progress Report is based on the principles of continual quality improvement. As such, the document will be updated as planned actions are implemented and assessed against departmental objectives, budgetary considerations and higher education policy considerations.

Major Achievements (as of 19 March 2008)

Major achievements to date include:

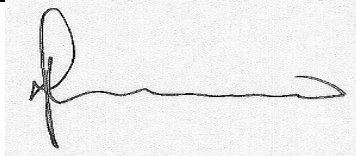
- Establishment of the Education and Training Directorate, incorporating the new branch of International and Higher Education Regulation (IHER). The initiative integrates the regulatory functions across the two sectors, building on the recognised strengths of the cooperative relationship commended by AUQA between the original International and Higher Education Sections of DES (AUQA Report - April 2006: Commendation 5).
- Allocation of additional human resources to IHER to support both the registration and administrative functions.
- Greater emphasis placed on the development of a quality system including the transition to a "more formalised" integrated higher education and international regulatory framework.

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- Revision of the concomitant WA guidelines, Acts and Regulations for HE(AUQA Report of DES, April 2006: Recommendations 1 and 8).
- Delegation of approval, from the Minister of Education and Training to the Chief Executive Officer of DES, for endorsement of Higher Education Advisory Committee (HEAC) panels. The delegation further streamlines the regulatory functions of DES by reducing the approval timeframe in line with AUQA recommendations (AUQA Report - April 2006: Recommendations 2 and 9).
- Consultancy services concluded and a resultant report (including recommendations) presented to the DES CEO regarding consideration of a future WA HEAC governance model (AUQA Report - April 2006: Recommendations 3 and 9).
- National Annual Reporting Proforma trialled across a representative sample of WA higher education stakeholders. A report, including an analysis of responses, was forwarded to the Queensland regulatory authority to assist with development of the national proforma (AUQA Report - Rec 5).
- The posting of two case studies to the AUQA Good Practice Database: (i) *Cooperative Regulatory Model for Reducing Red Tape*, and (ii) *Effective Conciliation Services for International Students* (See <http://www.auqa.edu.au/gp/search/index.php>) (AUQA Report of DES, April 2006: Commendations 5 and 9).
- Approval by State Cabinet to draft amendments to the WA *Higher Education Act (2004)* and *Regulations (2005)*, in line with new *Higher Education National Protocols and Guidelines*. Amendments are being prepared by DES legislative staff for Autumn Session (AUQA Report, April 2006: Rec 1).
- Successful completion (October 2007) of Western Australia's inaugural HEAC Forum with HEAC Chairs and members receiving professional development and collegiate opportunities to discuss current and proposed new HEAC governance models and processes, the new national regulatory framework, HEAC recruitment, induction, professional development, moderation of assessment outcomes and benchmarking issues (AUQA Report - April 2006, Commendations 3 and 6, Affirmation 1 and Recommendation 3).
- Development of the *WA Addendum to the HE National Guidelines (Including requirements for registration on CRICOS)* January 2008 (AUQA Report, April 2006: Rec 1).
- Implementation in February 2008 of customised version of Total Records Information Management (TRIM) software package across the whole of DES to store and manage corporate information, to provide the platform for recordkeeping and business process integration through seamless management of all documents (AUQA Report - April 2006: Recommendation 7)

Authorised by:



RICHARD STRICKLAND, CHIEF EXECUTIVE OFFICER
DEPARTMENT OF EDUCATION SERVICES

Date: 25 March 2008

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Glossary of Acronyms

ACPET	Australian Council for Private Education and Training
AEI	Australian Education International
AQTF	Australian Quality Training Framework
AUQA	Australian Universities Quality Agency
AUQF	Australian Universities Quality Forum
CEO	Chief Executive Officer
DES	Department of Education Services (WA)
DET	Department of Education & Training (WA)
EOI	Expression of Interest
ESOS	Education Services for Overseas Students 2000 Act
ESPRA	Education Service Providers (Full-Fee Overseas Students) Registration Act 1991
FAQ	Frequently Asked Question
FTE	Full time equivalent
HE	Higher Education
HEAC	Higher Education Advisory Committee
HEROs	Higher Education Registration Officers' Group
IE	International Education
IHER	International and Higher Education Regulation (Branch)
ISANA	International Student Advisors Network of Australia
JCHE	Joint Committee on Higher Education
LOTE	Languages other than English
NSAI	Non self-accrediting institutions
OTAC	Office of the Training Accreditation Council (VET Quality Assurance in WA)
QMS	Quality Management System
RFQ	Request For Tender
TAC	Training Accreditation Council
TRIM	Total Records Information Management
VET	Vocational Education and Training
WAPETIA	WA Private Education and Training Industry Association

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Links for further information

DES website	www.des.wa.gov.au
AUQA Report of DES Audit 2006	http://www.auqa.edu.au/qualityaudit/aa_reports/index.shtml
DES Performance Portfolio	http://www.des.wa.gov.au/files/pdf/performance.pdf
AUQA Good Practice Database	http://www.auqa.edu.au/gp/search/index.php
DES Progress Report (March Update)	http://www.auqa.edu.au/qualityaudit/agencies/ (see "Follow Up" tab)

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Legend

- The left hand column of the following matrix uses these keys:
Commendations (C) **Affirmations (A)** **Recommendations (R)**
- March 2008 updates are noted in **dark red** print.

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Action Plan

No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress
Legislative and Regulatory Framework						
C 1	AUQA commends DES for managing effectively the transition from an unregulated to a regulated environment in ensuring standards of the higher education sector in the State.	11	<p>Benchmark with interstate counterparts, particularly in move towards implementation of revised National Protocols and new National Guidelines.</p> <p>Revise WA Higher Education Act, Regulations and Guidelines.</p>	<p>IHER</p> <p>IHER in consultation with Legislative Review</p>	July 2008	<p>March and April 07 – IHER responded on behalf of DES to JCHE on the draft National HE Guidelines.</p> <p>May 07 – granted permission to redraft WA HE Act.</p> <p>Parliamentary Counsel advises that due to other legislative priorities, legislative amendments may not be introduced into Parliament until 2008 Autumn Session.</p> <p>March 2008 - Second draft of proposed Bill is being prepared by Parliamentary Counsel.</p>
C2	AUQA commends the State for the development of legislation on higher education that supports DES well in carrying out its higher education approvals and accreditation responsibilities in respect of the NSAs.	12	<p>Assess the feasibility of consolidating the VET, HE and IE Acts into one framework (as reflected in some interstate models), primarily with an aim for a more inclusive, user-friendly accreditation/registration process for multi-sector providers.</p> <p>Consultation with key stakeholders (eg DET).</p>	IHER and Legislative Review	December 2008	<p>November 06 – December 07 Reviewing interstate multi-sector models (eg Vic, Tas).</p> <p>December 08: Identification of all documentation and regulatory requirements for applicants across DES sectors to avoid duplication for multi-sector providers.</p>

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No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress
Legislative and Regulatory Framework (continued)						
R1	AUQA recommends that DES revise the Higher Education Regulations and Guidelines with a view to achieving greater consistency between them and broader coverage of key issues in the accreditation of courses and the authorisation of institutions.	13	<p>Review WA Higher Education Act (2004), Regulations and Guidelines to reflect new National Guidelines and Protocols, incorporating State legislative and operational requirements.</p> <p>Ensure consistency, coverage and terminology between the legislative requirements and the operational guidelines.</p>	HE & Legislative Review with input from IHER	July 2008	<p>June 07 - drafting instructions approved by Cabinet.</p> <p>Ongoing – regular inter-departmental meetings to consider legislative amendments.</p> <p>January 08 – Development of <i>WA Addendum to the HE National Guidelines (Including requirements for registration on CRICOS)</i> for applicants.</p> <p>Parliamentary Counsel advises that due to other legislative priorities, the legislative amendments are unlikely to be introduced into Parliament until 2008 Autumn Session.</p> <p>March/April 08 – Paper under development for April HEROs meeting to discuss possible areas of consistency across all jurisdictions' Regulations.</p>

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No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress
Legislative and Regulatory Framework (continued)						
C 3	AUQA commends DES for the overall rigour it has ensured in the implementation of ESOS and ESPRA to protect the interests of overseas students.	14	<p>Refer Commendation 9 (final row)</p> <p>Participate in national reviews of international education regulatory frameworks including ESOS Act Review; AESOC National Code Action Group; ELICOS QA Standards Project, Joint Committee on International Education (JCIE) and Foundation Programs Standards.</p> <p>Implement new National Code and consult with all stakeholders.</p>	IHE	December 2007	<p>Manager IHER is an active member of AESOC Steering Groups, ESOS review and reference groups.</p> <p>IHER participated in ESOS Act Review, AESOC National Code Action Group, ELICOS QA Standards Project.</p> <p>May-August 07 - Industry meetings, workshops and information sessions held to support the introduction of the new IE regulatory framework.</p> <p>August 07 - Bi-lateral meetings held with DEST on the new regulatory environment including the Shared Responsibility Framework.</p>

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No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress
Quality Assurance Within DES						
C 4	AUQA commends DES for the high level of satisfaction it has established among the higher education providers, Chairs and members of HEACs with the accreditation and authorisation process.	16	<p>Refer to Affirmation 1 (A1)</p> <p>Revise and clarify the HEAC's terms of reference and supporting documentation.</p> <p>Continue recruitment of new experts from academe and industry.</p> <p>Develop, trial and implement HEAC satisfaction survey instrument for use following each assessment activity. Analyse feedback and build into continual improvement of processes.</p>	IHER	<p>February 2007</p> <p>Ongoing</p> <p>August 2007</p>	<p>February 07 - Information guides, orientation sheets and conflict of interest declaration proformas reviewed and updated for reference by HEAC Chairs and members.</p> <p>Four new HEAC Chairs, five new members and three industry experts appointed to HEACs by November 07.</p> <p>31 August 07 - HEAC and provider feedback sheets trialled and implemented for use by all stakeholders.</p> <p>Comments analysed and outcomes to be incorporated into the revised WA processes from January 08.</p> <p>March 08 – Implementation of WA Addendum to the HE National Guidelines (including requirements for registration on CRICOS) for applicant providers.</p>

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No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress
Quality Assurance Within DES (continued)						
R 2	AUQA recommends that DES clarify the timelines associated with its approval and monitoring processes and better inform institutions of the application of these timelines.	16	<p>Prepare recommendations to seek ministerial approval for the DES CEO to approve the membership and appointment of HEACs.</p> <p>Initiate forums for stakeholders to identify issues regarding application timelines, seek mutual satisfaction and build into continual improvement process. (Link to Affirmation 2 & Recommendation 6.)</p> <p>Review guidelines to support clear process and advice to applicants.</p>	<p>Higher Education and Legislative Review</p> <p>IHER</p> <p>IHER</p> <p>IHER</p>	<p>April 2007</p> <p>November 2007</p> <p>May 2008</p> <p>January 2008</p>	<p>April 07 – Powers to approve membership and appointment of HEACs now delegated to the DES CEO, streamlining timeframe for the approval process.</p> <p>June 06 - Stakeholders consulted as part of project to develop more streamlined approval processes.</p> <p>October 07 – HEAC Chairs and members (22) attend the first HEAC Forum for stakeholders, on higher education accreditation and registration processes.</p> <p>June 07 - Revised diagrammatic approval process, indicating improved application process timelines posted to DES website.</p> <p>November 07 - MCEETYA approval of proposed new National HE Protocols and Guidelines.</p> <p>January 08 - State documentation developed to complement the National Guidelines.</p>

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Quality Assurance Within DES (continued)						
C 5	AUQA commends DES for the effectiveness of the joint efforts of its two Directorates in the higher education approvals processes where international students are involved.	17	<p>Prepare case study for AUQA's "Good Practice Database".</p> <p>Co-locate IE and HE regulatory functions as result of DES restructure.</p>	<p>IHER</p> <p>DES</p>	<p>October 2006</p> <p>March 2007</p>	<p>November 06 - Case study posted to AUQA's Good Practice Database.</p> <p>January 07 - DES restructured and new IHER arrangements commenced.</p> <p>Co-location of IE and HE established Feb 07 with Acting Manager in place.</p> <p>Ongoing professional development opportunities for IE and HE staff to interchange through shadow and acting roles.</p>
A 1	AUQA affirms the DES improvement plan to organise formal 'experience sharing' sessions for HEAC members.	19	Initiate program for HEAC moderation and quality improvement.	IHER	October 2007	<p>December 06 - DES VET Auditor Forum framework (AQTF) has been "mapped" against HE requirements – providing a model for HE forums.</p> <p>October 07 – WA's inaugural HEAC Forum was held, incorporating seminar and workshop on strategic, operational and regulatory matters impacting the HE registration and accreditation processes/policy.</p>

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Quality Assurance Within DES (continued)						
R 3	AUQA recommends that DES consider the establishment of an overarching standing committee to steer the accreditation/authorisation procedures especially in respect of constituting the HEACs, ensuring consistency in the approvals processes, and advising on related policy developments.	19	Prepare Request For Quotation (RFQ) for consultancy to provide DES with information and models from other HE jurisdictions (including WA) and recommend appropriate HEAC governance model(s) for WA.	IHER – input from Curriculum Council (ie contracting requirements) and DET to verify State Supply Commission requirements. DES CorpEx to discuss and commit resources to agreed measures of implementation	RFQ July 2007 Project completion - Sept 2007 HEAC Forum scheduled for October 2007 Analysis, planning and budgeting for new HEAC model March - April 2008 Implementation of new HEAC model July 2008	June 07 - RFQ completed. Sept 07 - three RFQs received, consultant selected and project completed. Inaugural HEAC Forum held 24 October 07. HEAC Forum program incorporated overview of recommended model(s) for HEAC governance, moderation, professional development, benchmarking, conflict of interest, confidentiality, registration and accreditation requirements. March/April 08 - Paper overviewing resource requirements for implementation of proposed new HEAC governance model currently under development for the CEO's consideration.

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No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress
Quality Assurance Within DES (continued)						
R 4	AUQA recommends that DES review the application and use of conditions in approvals, with a view to reducing their number.	19	<p>Undertake an internal quality review, with focus on conditions - pending finalisation of National Guidelines.</p> <p>Clarify use of conditions with HEAC members at moderation forums (refer A1).</p>	IHER	October 2007	<p>Conditions imposed during past year have been internally reviewed. From Aug 07 all conditions are given specific timeframe and monitored.</p> <p>Aug 07 - HEAC Report proforma altered to include "Consequential Matters" prior to recommendations and conditions.</p> <p>Nov 07 – Feb 08 - Input, analysis and support from WA on the development of a new national application proformas.</p>
R 5	AUQA recommends that DES review the annual reporting process with a view to achieving greater consistency in reporting and increased attention to quality assurance outcomes.	20	<p>Review proforma for Annual Reporting currently trialed in Qld and Tasmania.</p> <p>Implement new nationally consistent annual reporting mechanism aligned to new National HE Guidelines.</p>	IHER	National proforma to be introduced by 31 May 2008	<p>June 07 – trial of Qld's draft annual reporting proforma across representative sample of WA NSAs. Feedback analysed and forwarded to HEROs July 2007.</p> <p>Input, analysis and support from WA on the development of a new national application proforma provided to HEROs meetings July and Nov 07. Issues will be addressed at April 08 HEROs meeting.</p>

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Quality Assurance Within DES (continued)						
A2	AUQA affirms the intention of DES to strengthen its client focus by holding regular meetings with targeted client groups on the requirements of higher education approval processes.	21	<p>Attend and speak at industry and client group symposiums and information sharing workshops where opportunities arise (link to Recommendation 2).</p> <p>Initiate HE and IE "linked" information sessions and forums, particularly where presentations involve multi-sector providers, in implementation of new National Code and National HE Protocols and Guidelines.</p>	IHER	Mid 2006 onwards	<p>Oct-Dec 06 -Presentations made to ACPET, WAPETIA and AUQF.</p> <p>April 07 -Joint presentation made to ISANA.</p> <p>May 07 – IHER presentation to ACPET. Registration certificate developed in response to feedback from NSAs, to be signed by Minister and forwarded with approval notice.</p> <p>June 07 – involvement in DEST's ESOS Regulatory Framework Forum.</p> <p>Certificates of Registration discussed at July HEROs meeting. General agreement on standardisation.</p> <p>24 Oct 07 – HEAC Forum.</p> <p>Broader industry stakeholder forum being planned to provide further opportunities for information sharing, regulatory support, professional advice and industry benchmarking, to be held first half of 2008.</p>

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Quality Assurance Within DES (continued)						
R 6	AUQA recommends that DES review its client satisfaction surveys and realign them to feed into the management strategies for improving client focus.	21	<p>Research activities / methodologies of interstate counterparts (eg Tasmania's client survey).</p> <p>Develop feedback mechanisms for all stakeholder groups which can provide useful data and facilitate continual improvement.</p> <p>Review client satisfaction requirements to realign with DES' new organisational structure.</p>	IHER	<p>January/June 2007</p> <p>August 2007</p> <p>December 2007</p>	<p>Jan 07 - Discussions held with Tasmanian Qualifications Agency regarding HE stakeholder feedback mechanism.</p> <p>June-August 07 - Feedback sheets drafted and trialled.</p> <p>Comments are analysed and incorporated into HE operational and policy processes ongoing.</p> <p>Feedback sheets from HEAC Forum analysed Oct 07. Suggestions to be included into Stakeholder Forum planned for early 2008 and future HEAC forums.</p>

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No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress
Quality Assurance Within DES (continued)						
R 7	AUQA recommends that DES develop its own quality assurance and improvement processes and realign its strategies to ensure continuous quality improvement.	22	<p>Examine possibilities of establishing a DES cross-sectoral reference group to consider issues common to international, higher education and VET within the new organisational structure.</p> <p>Identify, record and address key issues arising from accreditation and authorisation applications. Review DES' Higher Education Guidelines for Authorisation and Accreditation.</p> <p>Assess future applications for DES' Intranet and explore ways of utilising the technology for continual improvement (links to Affirmation 3).</p> <p>Develop a Quality System for the management of IHER processes.</p>	<p>ETR staff</p> <p>IHER staff</p>	<p>March 2007</p> <p>September 2007</p> <p>December 2007</p> <p>May 2007 on</p>	<p>Jan 07 - In-principle cooperative agreement reached in HE/IE/VET regulation workshop to identify priorities for DES 2007 Operational Plan.</p> <p>March 07 - Paper provided by IHER to Director of ETR on the establishment of a DES cross-sectoral reference group.</p> <p>June 07 - ETR scoping paper prepared for consideration of cross-sectoral audit strategy.</p> <p>August 07 - additional temp resource allocated to IHER to review HE and IE Guidelines and to assist with development of Guidelines Addendum.</p> <p>May-Aug 07 - Meetings held to discuss quality improvement strategies (incl. TRIM) across ETR Directorate. Database development, implications for DES server and budget yet to be agreed.</p> <p>Risk Management Strategy for ETR Directorate developed June 2007. TAC quality system model agreed for use across ETR Sept 07. (Implement 2008)</p> <p>TRIM implemented Feb 08.</p>

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Quality Assurance Within DES (continued)						
A3	AUQA affirms the intention of DES to improve its process capacity by enhanced website facilities, information access, enhanced database, integrated and expanded filing capacity.	23	<p>Review the practicalities of an interactive HE/IE database, with strategic links to the ETR VET regulatory system.</p> <p>Input into the development of new database (Education Provider System).</p> <p>Update website to reflect client centred approach of IHER and departmental re-structure.</p> <p>Co-locate IE and HE regulation staff within a unified DES ETR Directorate.</p> <p>Identify and address duplication of records between IE and HE.</p>	<p>DES</p> <p>Contracted IT Consultant</p> <p>IHER and IT Project Manager</p> <p>ETR</p> <p>ETR</p>	<p>December 2007</p> <p>Ongoing</p> <p>June 2008</p> <p>February 2007</p> <p>December 2007</p>	<p>April 07 - Proposed new departmental data base scoped by contracted consultant with major input from DES staff. Report presented for CEO's consideration. IT Project Manager position established. March 08 - The CEO has redefined and will be re-scoping the project.</p> <p>Dec 06 - HE website content updated. Further update required 2008 to reflect ETR's new regulatory structure. National application templates being added to website for trial March 2008.</p> <p>IHER established and co-located in March 07. Lockable IHER Compactus installed.</p> <p>Staff continually involved in cross-sector PD, fortnightly branch and directorate meetings established Mar 07. Cross-sectoral acting opportunities identified and in place Aug 07.</p> <p>Feb 08 - TRIM implemented .</p>

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Quality Assurance Within DES (continued)						
C7	AUQA commends DES for the overall efficiency and responsiveness it has maintained in the departmental services.	23	<p>Implement departmental restructure.</p> <p>Align AUQA reporting requirements with ETR 07/08 Operational Plan and the DES overarching 07/08 Strategic Plan.</p>	<p>DES</p> <p>IHER</p>	January 2007	<p>January 07 - DES restructure progressively implemented.</p> <p>Identification and agreement on ETR Directorate's 07 priorities through facilitated planning days Jan/Feb 07.</p> <p>ETR Operational Plan, DES Strategic Plan and AUQA Report aligned April 07.</p> <p>March 2008 - ETR 2008/9 Operational Plan currently being aligned with DES Strategic Plan and AUQA Progress Report.</p>

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Quality Assurance Within DES (continued)						
R8	AUQA recommends that DES review its human resource practices and resources in the light of the evidence of pressures on key staff, the importance of staff development opportunities and the need for contingency planning.	23	<p>Revise DES structure and review deployment of human resources and professional development priorities.</p> <p>Identify commonalities across sectors and align HE strategies with other regulatory activities across DES, relating to activities outlined in the DES 07/08 Strategic and Operational Plans.</p> <p>Implement performance management system across IHER.</p>	DES staff	<p>Ongoing</p> <p>Ongoing</p> <p>June 2007</p> <p>December 2007</p>	<p>November 06 – An additional staffing resource (1 FTE) allocated to IHER and 1 part-time administration officer.</p> <p>December 06 – April 07 Joint Consultative Committee established to address organisational change matters impacting upon staff.</p> <p>January 07 - New DES performance management system introduced.</p> <p>August 07 - Another additional temporary staffing resource allocated to IHER to assist with implementation of new international and higher education regulatory frameworks.</p> <p>May-Dec 07 - DES Administrative Review to re-assess administrative support provided to IHER and other operational areas.</p> <p>Professional Development opportunities for IE and HE staff to interchange through shadow and acting roles, August 2007 – ongoing.</p>

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No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress Made
Implementation of Higher Education Approval Processes						
R9	AUQA recommends that DES consider establishing a register of panel members approved by the Minister, from which panels may be appointed without further Ministerial approval.	27	<p>Commit funding and establish RFQ for consultancy to examine HEAC models across Australia and recommend appropriate model(s) for WA (ref R3, P 9).</p> <p>Implement new HEAC governance model following analysis of report and budgetary implications.</p> <p>Re-visit ministerial delegation to CEO in line with the ESPRA.</p>	<p>IHER</p> <p>CEO DES</p> <p>IHER and Legislative Review</p>	<p>July 2007</p> <p>July 2008</p> <p>March 2007</p>	<p>October 07 - RFQ completed. Report finalised, including recommendations for a preferred HEAC governance model. New model yet to be determined.</p> <p>Nov 07 - Recommendations of HEAC Report under consideration and awaiting CEO's approval.</p> <p>April 07 - New approach on ministerial delegation approved by the Minister for Education and Training. Each HEAC panel composition now forwarded to the CEO, saving time and streamlining approval processes.</p>

**WA DEPARTMENT OF EDUCATION SERVICES
EDUCATION AND TRAINING REGULATION DIRECTORATE**

PROGRESS REPORT ON THE 2006 AUSTRALIAN UNIVERSITIES QUALITY AGENCY AUDIT OF DES (updated March 2008)

No.	AUQA Report	Page	Proposed Action	Responsibility	Target Date	Progress Made
Implementation of Higher Education Approval Processes						
C 8	AUQA commends the participation of DES in mutual recognition processes in course accreditation.	28	Participate in national consultations and benchmarking with fellow HEROs to determine an agreed approach to HE mutual recognition processes.	IHER	Through-out 2007/8	Applications currently require full authorisation process. National Guidelines will provide greater consistency across jurisdictions. Proposed national mutual recognition template reviewed April/November 07. Interim arrangements agreed at HEROs July 07. March 2008 - Draft National Mutual Recognition proforma customised and posted to the DES website for trial with 3 providers.
C 9	AUQA commends DES for the effectiveness of the conciliation services it offers international students.	31	Submit case study on student conciliation model to AUQA to be posted on AUQA Good Practice database. Discuss implications arising from implementation of Standard 8 of new National Code regarding complaints handling for international students.	ETR staff IHER staff IHER, Vic, Qld and DEEWR (collective project)	March 2007 July 2007	March 07 - Draft Conciliator case study submitted to AUQA, posted to AUQA Good Practice Database June 07. Ongoing discussion with stakeholders on interpretation of Standard 8. Through ESOS IG, DES will be the lead agency in recommending amendments to the National Code Explanatory Guide underpinning Standard 8, to provide greater clarity on requirements.