



Australian Government

Tertiary Education Quality and Standards Agency



TEQSA

OPERATIONAL PLAN

2014-2015

TEQSA's Planning Framework:

TEQSA's interim Strategic Plan 2014-17 endorsed by the Minister for Education under the Tertiary Education Quality and Standards Agency Act 2011 ('TEQSA Act') sets out the Agency's key strategic priorities and strategies that support the achievement of the Outcome for which TEQSA is funded by the Australian Government:

“Contribute to a high quality higher education sector through streamlined and nationally consistent higher education regulatory arrangements; registration of higher education providers; accreditation of higher education courses; and investigation, quality assurance and dissemination of higher education standards and performance.”

Key Strategic Priorities:

1. Deliver efficient, effective and responsive regulation
2. Engage and consult with providers and higher education stakeholders
3. Protect the reputation of quality Australian higher education at home and overseas
4. Continue to grow organisational capability and achieve operational efficiency

TEQSA's operational plan is developed for a twelve month period and gives effect to the Strategic Priorities

Key Priority 1: Deliver efficient, effective and responsive regulation

<i>Strategic Plan 2014 – 2017</i>	<i>Operational Plan 2014 – 2015</i>	
Strategies	Deliverables	Performance Indicators
<ul style="list-style-type: none"> ▶ Further develop and implement streamlining of regulatory processes 	<ul style="list-style-type: none"> ▶ Implement streamlined processes that are informed by risk and regulatory history ▶ Identify further opportunities for efficiencies in regulation, drawing from regulatory and risk experience 	<ul style="list-style-type: none"> ▶ Publication of process guides and new online forms supports streamlined provider applications ▶ Target times for regulatory processes: <ul style="list-style-type: none"> ▶ 40% of registration renewals completed within 6 months ▶ 60% of initial accreditation completed within 6 months ▶ 70% of reaccreditations completed within 6 months ▶ At least 20% reduction in evidence requirements for course accreditations and renewals ▶ Implementing 80% reduction in evidence requirements for renewal of registration for low risk providers
<ul style="list-style-type: none"> ▶ Clarify TEQSA's overall regulatory approach 	<ul style="list-style-type: none"> ▶ Consultation with the TEQSA Advisory Council and the sector to develop a shared understanding of TEQSA's regulatory approach ▶ Release policy statement on TEQSA's regulatory approach 	<ul style="list-style-type: none"> ▶ Positive feedback from providers and stakeholders on the clarity TEQSA's regulatory approach
<ul style="list-style-type: none"> ▶ Support excellence, innovation and diversity in the sector 	<ul style="list-style-type: none"> ▶ Support providers' capacity to self-assure in a range of diverse contexts 	<ul style="list-style-type: none"> ▶ A suite of guidance notes published on the major issues in the Threshold Standards ▶ Share data and analysis to support compliance and improvement activities in the sector

Key Priority 2: Engage and consult with providers and higher education stakeholders

Strategic Plan 2014 – 2017	Operational Plan 2014 – 2015	
Strategies	Deliverables	Performance Indicators
<ul style="list-style-type: none"> ▶ Engage and consult with stakeholders 	<ul style="list-style-type: none"> ▶ Work with peak bodies to refine TEQSA’s regulatory approach ▶ Implement feedback mechanisms as part of regulatory processes ▶ Case managers engage with providers ahead of regulatory processes to build a shared understanding of requirements 	<ul style="list-style-type: none"> ▶ Feedback mechanisms developed, implemented and used to inform improvements ▶ TEQSA meets its Service Charter ▶ All providers commencing a renewal process have received formal advice from the Case manager
<ul style="list-style-type: none"> ▶ Build strong relationships with relevant agencies and organisations 	<ul style="list-style-type: none"> ▶ Continue to strengthen data sharing arrangements and contribute to the establishment of a national higher education data collection ▶ Engage with professional bodies and accreditation agencies to share information, build mutual understanding and assist with regulatory processes 	<ul style="list-style-type: none"> ▶ 2014 PIR to achieve 40% reduction in staff data reported and a reduction in reporting of financial data for 90+ providers using existing data collections ▶ Memoranda of Understanding in place with at least two professional bodies

Key Priority 3:

Protect the quality of Australian higher education and its reputation domestically and overseas

<i>Strategic Plan 2014 – 2017</i>	<i>Operational Plan 2014 – 2015</i>	
Strategies	Deliverables	Performance Indicators
<ul style="list-style-type: none"> ▶ Safeguard the reputation and status of Australian higher education 	<ul style="list-style-type: none"> ▶ Undertake high quality regulatory assessments of applications ▶ Monitor and respond to significant risks in the sector identified through risk assessments and other sources of information ▶ Undertake validation of the Risk Assessment Framework to inform continuous refinement and provide assurance to stakeholders. 	<ul style="list-style-type: none"> ▶ Assessments directly address issues identified by TEQSA risk assessments ▶ The National Register and PRISMS are an accurate and up to date public record of TEQSA's decisions
<ul style="list-style-type: none"> ▶ Reinforce protection for students undertaking an Australian higher education award 	<ul style="list-style-type: none"> ▶ Streamlined regulatory and risk assessment processes retain a strong focus on student experience and student outcomes ▶ Liaise with other regulatory agencies in Australia and overseas to promote student protection 	<ul style="list-style-type: none"> ▶ Assessments demonstrably consider student experience and student outcomes ▶ Students have access to information on TEQSA's regulatory decisions through the National Register
<ul style="list-style-type: none"> ▶ Communicate the effectiveness of TEQSA's regulatory approach in Australia and internationally 	<ul style="list-style-type: none"> ▶ Promote staff attendance and presentations at conferences, workshops and other higher education sector events ▶ Cooperation with agencies where TEQSA has a Memorandum of Understanding 	<ul style="list-style-type: none"> ▶ TEQSA is invited to actively participate in key sector events nationally and internationally ▶ MOUs with at least 3 agencies are being implemented

Key Priority 4: Continue to grow organisational capability and achieve operational efficiency

<i>Strategic Plan 2014 – 2017</i>	<i>Operational Plan 2014 – 2015</i>	
Strategies	Deliverables	Performance Indicators
<ul style="list-style-type: none"> ▶ Grow organisational capability and expertise in higher education regulation 	<ul style="list-style-type: none"> ▶ Develop and implement a professional development strategy, including supporting professional development opportunities for staff 	<ul style="list-style-type: none"> ▶ Professional development activities undertaken in line with TEQSA's professional development strategy
<ul style="list-style-type: none"> ▶ Build knowledge and evidence to support regulatory activities 	<ul style="list-style-type: none"> ▶ Implement the Provider Information Request ▶ Undertake sector and risk analysis to direct resources, build internal expertise and continually refine TEQSA's regulatory approach 	<ul style="list-style-type: none"> ▶ Risk assessments are updated annually, following sector analysis of the most recently available national data ▶ TEQSA's sector analysis and reports are expanded, to ensure a complete view of the higher education sector on key dimensions