

Delivery of AIB Courses by Third Parties

Purpose

To provide clear guidelines on how AIB's courses are delivered in its offshore Teaching Centres through third party providers in a manner consistent with AIB's policies, procedures and practices, and so assure academic integrity and equivalence of student learning outcomes. The quality of all AIB courses must be maintained, irrespective of how and where they are delivered, so quality assurance strategies have been developed to ensure academic integrity and the equivalence of student learning outcomes accordingly. This policy has been developed with a focus on the processes used to assure quality for the courses proffered offshore, through AIB's network of Teaching Centres.

Scope

This policy applies to all AIB staff involved in courses delivered offshore, the Teaching Centres, their management and staff.

Definitions

"Teaching Centre" or **"TC"** means an academic institution in an offshore location which has contracted with AIB to provide selected courses at their campus.

"TC Facilitators" means the academic staff who facilitate AIB courses at the Teaching Centres.

Policy

1. Due Diligence Process for Selection of Teaching Centres

- 1.1 In order to maintain the reputation of AIB, the selection processes whereby an offshore entity is selected as a Teaching Centre, must be transparent and documented.
- 1.2 Any new appointment of a Teaching Centre must be in the overall interests of AIB and consistent with its international strategy.
- 1.3 Due diligence will be undertaken by AIB in order to assess the reputation, financial standing, professional and academic standards, governance and management structures of the entity; its capacity to support student learning including the adequacy of its staffing both academic and non-academic, facilities and infrastructure including IT resources; and the regulatory framework in the relevant jurisdiction.
- 1.4 If the due diligence results are satisfactory, AIB will normally conduct a site audit of the entity to verify the accuracy of the information presented and to meet with its management.

- 1.5 The legal documentation to appoint an entity as a Teaching Centre will be signed after all relevant approvals have been given for the appointment by AIB's Academic Board and AIB's Board of Directors.
- 1.6 The legal documentation will set out the respective obligations of AIB and the Teaching Centre in relation to each offshore course, including admission processes, approval of marketing activities and promotional materials, approval of academic staff, assessment processes, processes for conferring of awards, the discontinuance process and the teach out process.

2. *Managing Course Delivery by Teaching Centres*

- 2.1 Prior to the commencement of operations as a TC, the successful applicant will be engaged in an induction process to be familiarised with AIB's operating procedures and required higher education standards.
- 2.2 The admission process for offshore students must be managed by AIB staff and the same entry criteria must apply for applicants to the same course, irrespective of delivery mode or location.
- 2.3 While TC Facilitators are employed by the Teaching Centres, their appointment and the subjects that they are approved to teach must be determined by the AIB Academic Director or delegate.
- 2.4 Such TC Facilitators must have appropriate qualifications and industry experience, as determined by AIB, in the relevant discipline to meet current Australian higher education standards.
- 2.5 TC Facilitators have access to induction, academic support from AIB academic staff and to AIB's academic Community of Practice resources through the online learning portal.
- 2.6 The content of the AIB subjects is identical when offered both in onshore and offshore locations, except that TC Facilitators are encouraged to provide local case studies to the offshore students, leading to equivalent learning outcomes across all locations.
- 2.7 There must be equivalence of contact time and pattern of classes (workshops) between the offshore and the onshore delivery of a subject on a face-to-face basis. Any approved variation must ensure that equivalent learning outcomes are achieved.
- 2.8 Offshore students studying a particular subject must be provided the same learning materials and resources as onshore students, including individual access to an online library, and must undertake appropriate assessments as per the higher education standards. AIB must set and mark all examinations.
- 2.9 While the first point of contact for offshore students who are in need of academic support is the TC Facilitator, processes must be in place for them to have access to relevant AIB academic staff.
- 2.10 Teaching Centres must endeavour to offer offshore students access to support and services in relevant areas including but not limited to, academic advice, pastoral

care and security on campus.

- 2.11 Offshore students who complete the course requirements must be presented with the relevant award and academic transcript by AIB after the results have been ratified by Academic Board.

3. Monitoring and Review

- 3.1 Processes must be in place for:
 - 3.1.1 the ongoing monitoring and review of academic and operational management standards at the Teaching Centres, including subject and course evaluations, student progress, feedback to students and TC Facilitators, an annual audit, examination spot checks and regular reviews of academic performance data and comparison data by individual Teaching Centre and across all delivery sites;
 - 3.1.2 the results of such reviews to be analysed, acted upon, shared with relevant parties including the Teaching Centres and TC Facilitators and reported to Teaching & Learning Committee, Academic Board and Board of Directors as appropriate; and
 - 3.1.3 the renewal or discontinuance of Teaching Centre status for existing Teaching Centres.

4. Discontinuance and Teaching Out

- 4.1 When making a decision on the discontinuance of a Teaching Centre, primary consideration must be given to AIB's teach-out responsibilities to the students as well as other relevant factors including legal and financial issues.
- 4.2 Academic Board and the Board of Directors must be notified of such termination and the teach-out arrangements for the current students, and be provided with regular updates as to the status of the TCs and their students throughout the teach out.
- 4.3 AIB administration staff will prepare a teach out plan for discontinued Teaching Centres allowing students a reasonable time to complete their course during teach out with the Teaching Centre. However, if the Teaching Centre fails or is otherwise non-compliant, AIB may transfer the students to another Teaching Centre (if appropriate) or to AIB's online course. In this case, throughout the teach out period these students will not have to pay any more than they would have otherwise had to pay if they were studying with the Teaching Centre. After the teach out period, if students have still not completed their course they may exit the course (and if appropriate obtain an award on exit) or continue on with the online course but paying the appropriate fees prevailing at the time.

Supporting Procedures and Documentation

The main procedures and documentation supporting this policy are listed in the table below:

Supporting Procedures	
1	<i>Due Diligence Process for Selection of Teaching Centres</i>
	1.1 Teaching Centre Application to Approval Flowchart
	1.2 Country and Teaching Centre Selection Criteria
	1.3 Prospective Centres Guide
	1.4 Application for Prospective Teaching Centres
	1.5 TC Review Form
	1.6 Prospective Centre Summary Sheet (for Management)
	1.7 Prospective Centre Summary Sheet (for Academic Board and Board of Directors)
2	<i>Teaching Centre Induction Pre-Course Delivery</i>
	2.1 New Teaching Centre - Preparation for delivery of AIB Program
	2.2 AIB Operational Processes-discussion with TCs
	2.3 Course Structure Approval Process
	2.4 Equivalence of Learning Outcomes
	2.5 Global Timetable Preparation Procedures
	2.6 Training and Performance Managing TC staff - Student Applications Process
	2.7 Approval of TC Promotional Materials
	2.8 Assessing Equivalence of Professional Experience of Academic Staff Policy
3	<i>Managing TC delivery</i>
	3.1 Student Applications Process - Vetting
	3.2 Student Enrolment Processes/ Credit Transfer Policy
	3.3 Processing of Timetables
	3.4 Facilitator Approval
	3.5 Facilitator Application Filing Procedure
	3.6 Professional Development of TC Facilitators/Facilitator Development Programme
	3.7 Assignment and Exam marking and moderation process
	3.7 Processing and Releasing Results
	3.9 TC Graduation
4	<i>Monitoring & Reviewing TCs</i>
	4.1 Subject & Facilitator Feedback form/ End of Course Feedback form
	4.2 Spot checks
	4.3 Annual audit
	4.4 Academic and Non Academic Grievance Handling Policy and Procedure
5	<i>Discontinuance</i>
	5.1 Discontinuing a Teaching Centre
	5.2 Teaching out a course at Teaching Centre

Responsibility:

Joint CEO- Commercial

Related Policies/Procedures:

Marketing Promotions Policy for Teaching Centres

Admission Policy

Credit Transfer Policy

Recognition of Prior Learning Policy
Assessment Policy
Awards & Graduation Policy
Scholarly Activities Policy

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