1. **Purpose**

To ensure that ACER demonstrates and maintains high academic teaching standards in the delivery of its Higher Education Courses through providing a robust and efficient system to support continuous improvement of academic teaching processes and outcomes.

2. **Scope**

This policy applies to all Staff Members and Students.

3. **Definitions**

See [Glossary of Terms](#).

4. **Legislation**

- Australian Qualifications Framework (AQF) 2nd edn. (Jan 2013)
- [Disability Discrimination Act](#) – Education Standards 2005
- [Higher Education Standards Framework (Threshold Standards) 2015](#)
- TEQSA Information Sheet: eLearning and compliance with the Threshold Standards
- TEQSA Guidance Note: Course Design
- ACER Student Policies.

5. **Policy Principles**

The prime objectives of this policy are to ensure the continuous improvement of the teaching and learning in the Higher Education Courses offered by ACER through the ACER Institute. These objectives are embedded in the following principles.
i. Continuous improvement demands continuous involvement from all stakeholders.

ii. Process reviews need to be carried out on a regular basis to identify changes and modifications which, when implemented, will improve the effectiveness of teaching and learning.

6. **Roles and Responsibilities**

   i. The Director will monitor enrolments, attrition and completion figures for all Units of study offered by ACER. This data is to be documented and reported on a quarterly basis to the ACER Course Development and Quality Committee for its consideration and recommendations. Feedback will be sought from Students as to the reasons for withdrawal.

   ii. The Director will arrange the administration of Student evaluations for each Course of study. It will be the responsibility of the Director to ensure that Student confidentiality is maintained throughout this process.

   iii. The Director will organise the analysis and reporting of Student evaluations and provide a copy to the Staff Members involved for discussion and immediate action if the data so suggests. In any case, Student evaluation reports should be included on the Staff Member file for consideration and further discussion during annual Staff Member performance and review processes.

   iv. The Director should foster an organisational culture of collaboration and coordination which welcomes teaching and administrative Staff Members offering suggestions for improvement and change.

   v. Staff Members will participate in Course Evaluation processes with integrity and honesty.

   vi. Student suggestions for improvement or change should be encouraged and considered.

7. **Dispute Resolution**

   Should a dispute arise in relation to the interpretation or application of this policy or its procedures a Grievance may be notified and managed in accordance with the ACER PP3111 Student Grievance Resolution Policy.

8. **Awareness of Policy**

   The Director will take reasonable steps to disseminate and explain this policy to Staff Members and Students who may be affected by it.

   The policy will be available online at

   [https://courses.acer.edu.au/students/policies](https://courses.acer.edu.au/students/policies)

   and will be included in induction procedures for new Staff Members.
9. Version Control

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Date Effective</th>
<th>Amendments by</th>
<th>Amendment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>23/1/2013</td>
<td>E. Hartnell-Young</td>
<td>Logo, Page Numbers, Scope</td>
</tr>
<tr>
<td>2.</td>
<td>13/03/2013</td>
<td>C. Kemp</td>
<td>Last Review date updated, Version Control details included, formatting</td>
</tr>
<tr>
<td>3.</td>
<td>12/11/2015</td>
<td>G. Appleby</td>
<td>Definitions, Purpose, Scope, Awareness of Policy, Version Control details, formatting</td>
</tr>
</tbody>
</table>