



## Progress Report

### Overview

In 2007 the Victorian Registration and Qualifications Authority (VRQA) conducted a trial integrated quality audit and re-registration of Monash College Pty Ltd trading as Monash College. The purpose of the trial was to satisfy the College's quality audit requirement under the *Higher Education Support Act (HESA) 2003*, combined with the College's re-registration and re-accreditation requirements under the *Education and Training Reform Act 2006*. The trial also determined whether the VRQA should be listed as a quality auditing body under the *HESA Act*.

The VRQA signed off on the re-accreditation and re-registration aspects of the trial in 2007. The Commonwealth later elected not to list the VRQA as an audit body owing to the Government's announcement in May 2009 that it would establish the Tertiary Education Quality and Standards Agency (TEQSA) as a central quality auditing body.

On 18 August 2009 the Australian Universities Quality Agency (AUQA) Board endorsed the *Integrated Quality Audit and Re-Approval Report – Monash College June 2007* as demonstrating that Monash had met its obligations under the *HESA Act* by undergoing its first five yearly quality audit. The Report commended many of the College's operations, and made several affirmations and recommendations for improvement.

Approximately two years after the finalisation of the Audit Report, the College is required to submit to AUQA a Progress Report. Specifically, the College is required to report either demonstrable progress against each item, establish plans for addressing each item, or provide sound reasons why each item will not be pursued. The attached Progress Report has been submitted, and is publically available.

Affirmation	Action Taken	Progress
<p>1. The Panel affirms the decision to remove the Group of 8 logo from College publications.</p>	<p>The Group of Eight logo has been removed from College publications from June 2007.</p>	<p>See the Monash College Student Resource Guide at: <a href="http://www.monash.edu/monashcollege/australia/newstudents/student-resource-guide.pdf">http://www.monash.edu/monashcollege/australia/newstudents/student-resource-guide.pdf</a></p> <p>See the Monash College Enrolment Guide at: <a href="http://www.monash.edu/monashcollege/australia/newstudents/enrolment-guide.pdf">http://www.monash.edu/monashcollege/australia/newstudents/enrolment-guide.pdf</a></p>
<p>2. The Panel affirms Monash College's intention to increase the proportion of continuing academic staff.</p>	<p>The College has continued its project to increase the proportion of continuing academic staff.</p>	<p>The ratio of contract to sessional staff in terms of contact teaching hours as of 1 September 2009 is: <b>49.2 Contract : 50.58 Sessional</b>.</p> <p>This ratio will further alter in favour of contract staff with the appointment of a number of contract staff instead of sessional staff from the October 2009 intake.</p>
<p>3. The Panel affirms Monash College's stated intention to rebalance its professional development programs to allow for more discipline specific as well as pedagogical development that will further enhance the quality of staff scholarship.</p>	<p>Monash College has altered the balance of its professional development programs to allow for an increased level of disciplinary scholarship.</p>	<p>Increased opportunities to attend peak national and international discipline conferences have been made available to staff. For example, of all professional development activities other than the annual Developing Practice Conference undertaken by Monash College teachers to date in 2009, 50% have been discipline specific. This is a percentage increase on 2008 in which 26% of professional development for teachers fell into this category.</p>
<p>4. The Panel affirms the steps being taken by Monash College to integrate performance evaluation with professional development and to introduce 360 degree review for senior staff.</p>	<p>The College has continued its strategy of integrating performance appraisal with professional development, and has introduced a peer feedback tool for management staff.</p>	<p>The Panel agreed that the Monash College Pty Ltd Performance Enhancement Program (PEP) clearly links performance evaluation to relevant training and development opportunities in a desirable fashion. The PEP has been retained by the Company. A Company wide training plan will be progressed to address outcomes of the PEP.</p> <p>A 360 degree performance appraisal tool was introduced for Monash College Pty Ltd senior staff from late 2007. The process was extended to include middle level management staff from late 2008. The 360 degree feedback process will be embedded into leadership development programs for all senior and middle level management positions in 2010 as a key plank for building leadership capability.</p>

<p>5. The Panel affirms the College's commitment to the development of a more integrated and formal quality assurance system in accordance with contemporary quality assurance and management practices.</p>	<p>The College's establishment of a more formal and integrated approach to quality assurance has been achieved through increasing the alignment of its quality systems and approach with those of Monash University, and through embedding a whole-of-Company approach to quality.</p>	<p>The College commissioned a review of quality at Monash College Pty Ltd in 2007 by the Centre for Higher Education Quality (CHEQ). Key initiatives resulting from the review include:</p> <ul style="list-style-type: none"><li>• The development of a <i>Quality at Monash College Pty Ltd</i> Company Statement to ensure a consistent approach to quality;</li><li>• The appointment of a Manager to oversee quality for all of MCPL;</li><li>• The alignment of the Company's audit processes for offshore partners with those of the University.</li></ul>
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Recommendation	Action Taken	Progress
<p>1. The Panel recommends that the Monash College Business Plan be renamed in such a way as to reflect its broader emphasis on strategic educational as well as business objectives and that its key strategic status in this respect be made clear to all staff.</p>	<p>During 2008 Monash College Pty Ltd fundamentally reformulated its business planning process. The previous plans undertaken by the Company have been replaced by the <i>Monash College Pty Ltd Strategic Plan 2009 – 2011</i> which integrates strategic educational and business objectives for all business units. Company Executive have taken additional measures to ensure that the plan is made clear to all staff.</p>	<p>The <i>Monash College Pty Ltd Strategic Plan 2009 – 2011</i> has replaced the Company's key planning documents.</p> <p>All staff were informed regarding the key strategic directions of the <i>Strategic Plan</i> at the December 2008 staff forum.</p> <p>All Monash College teaching staff were forwarded a copy of the <i>Strategic Plan</i> by the Chief Executive Officer in May 2009, which is also available through the staff intranet.</p> <p>The <i>Strategic Plan</i> has formed the basis for establishing Team Plans and Individual Plans for Monash College teachers as part of the PEP.</p>
<p>2. The Panel recommends that the terms of reference of the College Board of Studies be reviewed in order to ensure appropriate alignment with the Academic Committee and other reporting arrangements.</p>	<p>The Terms of Reference of the College's Board of Studies were reviewed to ensure appropriate alignment with the Academic Committee in 2008.</p>	<p>The Terms of Reference of the College's Board of Studies were reviewed to ensure appropriate alignment with the Academic Committee in 2008.</p>
<p>3. The Panel recommends that Monash College prepare a clear statement of its reporting and accountability structures.</p>	<p>The Company has developed revised information material which include a description of reporting and accountability structures.</p> <p>The <i>Monash college Pty Ltd Strategic Plan 2009 – 2011</i> includes a detailed description of the Company's corporate and academic accountability structures.</p>	<p>A new suite of corporate overview documents including a Company wide brochure and business unit specific brochures have been developed for induction and promotion purposes.</p> <p>All Monash College teaching staff were forwarded a copy of the <i>Strategic Plan</i> by the Chief Executive Officer in May 2009, which is also available through the staff intranet.</p>
<p>4. The Panel recommends that student grievance procedures specify accurately the external agencies to which student complaints can be addressed.</p>	<p>The Grievance Policy and Procedures have been amended.</p>	<p>Procedures refer students to appeal externally either to the Monash University Student Ombudsman, or the VRQA.</p>