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Approved by	Council
Responsible body	Council
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Superseded documents	None
Related documents	<i>Affiliated College Changes Policy</i> <i>Affiliated College Risk and Compliance Reporting Framework</i> <i>Affiliation Agreements – AUT and Affiliated Colleges</i> <i>Higher Education Standards Management Procedures</i> <i>Institutional Approval Criteria</i> <i>Quality Management Policy</i>
Related HE Standards	All
Student lifecycle stage/s	NA

1. PURPOSE

To outline the responsibilities of the AUT and Affiliated Colleges in activities that ensure compliance with relevant legislation and regulatory obligations, such as the Higher Education Standards Framework (Threshold Standards) 2021 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. DEFINITIONS

Definitions for any words in **Bold** in this document can be found in the [Policy Glossary](#). The first instance of each defined term has been outlined in bold.

3. SCOPE

This policy applies to the **AUT** and all **Affiliated Colleges**.

4. POLICY STATEMENT

The Council requires that the AUT meets and continues to meet the relevant legislation and regulatory obligations, including HESF (2021) and National Code (Overseas Students-2018).

The **Council** approves Affiliated Colleges to deliver courses of the **AUT** where it is assured that the applicant has met the Institutional Approval Criteria and is able, and will continue, to meet the requirements of the Affiliation Agreement signed between the AUT and each Affiliated College.

The AUT is committed to fostering a consortium where excellence in Christian teaching, research and scholarship is promoted, and where regulatory compliance acts as a witness to our faith in accordance with the AUT's strategic plan.

5. PRINCIPLES

Shared responsibilities

- 5.1 In maintaining compliance with relevant legislation and regulatory obligations, there are several tasks that are performed solely by the **AUT**, while others rely on participation and support from **Affiliated Colleges** in



order to achieve and maintain compliance with regulatory obligations. Through a collaborative approach, the AUT is able to maintain and demonstrate compliance with all regulatory obligations. Routine reporting of compliance activities as outlined in the *Affiliated College Risk and Compliance Reporting Framework* and documented within the *Quality Management Policy* further describe this approach. This document is to communicate specific obligations based on relevant legislation.

In fostering a consortium where regulatory compliance acts as a witness to our faith, the approach taken by the Council is based largely on ensuring compliance with regulatory obligations.

HESF (2021)

- 5.2 The **HESF (2021)** applies to the higher education operations of the **AUT**, including activities undertaken by **Affiliated Colleges** in delivering courses of the AUT.
- 5.3 Appendix 1 of this policy document lists the specific clauses of the **HESF (2021)**, and outlines the responsibilities of the AUT and of each Affiliated College regarding each Standard.
- 5.4 The **AUT** is required to undertake the actions outlined in the "AUT responsibilities" section in Appendix 1.
- 5.5 **Affiliated Colleges** are required to undertake the actions outlined in the "Affiliated College responsibilities" section in Appendix 1.

National Code (Overseas Students-2018)

- 5.6 The **National Code (Overseas Students)** applies to the higher education operations of the **AUT**, including activities undertaken by **Affiliated Colleges** in delivering courses of the AUT to overseas students.
- 5.7 Appendix 2 of this policy document lists the specific clauses of the **National Code (Overseas Students)**, and outlines the responsibilities of the AUT and of each Affiliated College regarding each Standard.
- 5.8 The **AUT** is required to undertake the actions outlined in the "AUT responsibilities" section in Appendix 2.
- 5.9 **Affiliated Colleges** are required to undertake the actions outlined in the "Affiliated College responsibilities" section in Appendix 2.

Implementation

- 5.10 This policy is implemented via the *Higher Education Standards Management Procedure*. Together, the Higher Education Standards Management Policy and Procedure provide details concerning Affiliated College obligations for compliance with AUT regulations and relevant legislation in accordance with the current Affiliation Agreement.

Maintenance and Communication

- 5.11 This policy document and its appendices are to be maintained by the



Council. Any updates are to be communicated to the Principal of each Affiliated College in writing by the **Vice-Chancellor of the AUT.**

Disputes

- 5.12 Disputes about the content of this policy document or any subsequent updates to this document approved by the **Council** are to be managed in accordance with the Reconciliation Procedure of the Affiliation Agreement.

Future developments and other legislative obligations

- 5.13 On review, this policy may be expanded to include further relevant legislation which has responsibilities where compliance is to be a shared responsibility of the AUT and Affiliated Colleges. If included in this policy, it is envisaged that each relevant legislation item would be added as a new Appendix.

6. RELATED DOCUMENTS AND LEGISLATION

Higher Education Standards Framework (Threshold Standards) 2021

<https://www.legislation.gov.au/Details/F2021L00488>

[Tertiary Education Quality and Standards Agency Act 2011 \(TEQSA Act\)](#)

[TEQSA Guidance Note: Third-Party Arrangements](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

7. VERSION HISTORY

Version	Approved by	Approval date	Effective date	Changes made
1	Council	3 June 2024	3 June 2024	New policy, consolidating existing processes
2	Vice-Chancellor	June 2025	June 2025	New policy format, minor editorial updates to implement university status.
3	Council	15 August 2026	15 August 2026	Updated the policy to include the National Code (Overseas Student-2018) (Clauses 5.6 to 5.9; Appendix 2), minor editorial updates, and reworded a few statements in Appendix 1: HESF 2021 as per feedback received by the external auditors.

Any hard copy of this electronic document may not be current as the AUT regularly reviews its policies. The latest version can be found online at:

<http://www.aut.edu.au/documents/>

APPENDIX 1: HESF 2021 REGISTER WITH AUT AND COLLEGE RESPONSIBILITIES

HESF 2021 Standard		AUT Ltd responsibilities	Affiliated College responsibilities
1. STUDENT PARTICIPATION AND ATTAINMENT			
1.1 Admission			
1.1.1	Admissions policies, requirements and procedures are documented, are applied fairly and consistently, and are designed to ensure that admitted students have the academic preparation and proficiency in English needed to participate in their intended study, and no known limitations that would be expected to impede their progression and completion.	AUT documents its academic and other admission requirements, including for English proficiency.	Colleges document non-academic admission requirements, including statements of belief and codes of conduct. Colleges ensure AUT's admission requirements and any college admission requirements are applied fairly.
1.1.2	The admissions process ensures that, prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including: a. all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies b. policies, arrangements and potential eligibility for credit for prior learning, and c. policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection and refunds of charges.	AUT publishes relevant policy documents on its website and includes other content in the enrolment form.	Colleges refer applicants to the relevant information on the AUT website and use the AUT enrolment form. Colleges may add content to AUT's enrolment form to gather information specific to their college in approved methods.
1.1.3	Admission and other contractual arrangements with students, or where legally required, with their parent or guardian, are in writing and include any particular conditions of enrolment and participation for undertaking particular courses of study that may not apply to other courses more generally, such as health requirements for students undertaking clinical work, requirements for security checks, particular language requirements and particular requirements of work placements.	AUT publishes its admission requirements on its website and in its publicly available admissions policies. AUT provides an enrolment form addressing the requirements.	Colleges formally document any admission requirements set by the college. Colleges use AUT's enrolment form. Colleges may add content to AUT's enrolment form to gather information specific to their college in approved methods. This additional content may include any admission requirements set by the college.
1.2 Credit Recognition of Prior Learning			
1.2.1	Assessment of prior learning is undertaken, consistent with the credit and recognition of prior learning policy in the Australian Qualifications Framework, for the purpose of granting credit for units of study within a course of study or toward the completion of a qualification. Such assessment is conducted according to institutional policies, the result is recorded and students receive timely written advice of the outcome.	AUT sets the policy for Recognition of Prior Learning (RPL) and the rules for credit transfer. The AUT office receives, processes and records the outcomes of requests for RPL or credit transfer.	Colleges refer students to the relevant AUT policies, rules and processes, and provide assistance to students in understanding the application process.

1.2.2	2. Credit through recognition of prior learning is granted if: a. students granted such credit are not disadvantaged in achieving the expected learning outcomes for the course of study or qualification, and b. the integrity of the course of study and the qualification are maintained.	AUT sets the policy for Recognition of Prior Learning (RPL) and the rules for credit transfer. The AUT office receives, processes and records the outcomes of requests for RPL or credit transfer.	Colleges refer students to the relevant AUT policies, rules and processes, and provide assistance to students in understanding the application process.
1.3 Orientation and Progression			
1.3.1	Successful transition into courses of study is achieved through orientation programs that are tailored to the needs of student cohorts and include specific consideration for international students adjusting to living and studying in Australia.	AUT sets requirements for the orientation programs provided by colleges. AUT publishes on its website information for overseas students that supports their transition to study. AUT contacts new students with basic information about the AUT.	Colleges provide students with an orientation program that meets the AUT's requirements. Colleges with CRICOS-approved locations provide information for overseas students that supports their transition to study.
1.3.2	Specific strategies support transition, including: a. assessing the needs and preparedness of individual students and cohorts b. undertaking early assessment or review that provides formative feedback on academic progress and is able to identify needs for additional support, and c. providing access to informed advice and timely referral to academic or other support.	AUT sets academic course admission requirements. AUT's assessment policy establish requirements for early formative assessment and the engagement of required additional support. AUT offers course advice and provides general information about support services. AUT sets policy on the provision of student support through colleges.	Colleges assess preparedness and needs of students and design and deliver assessments to identify additional support needs. Colleges provide course advice and access to support services either internally or externally.
1.3.3	Methods of assessment or monitoring that determine progress within or between units of study or in research training validly assess progress and, in the case of formative assessment, provide students with timely feedback that assists in their achievement of learning outcomes.	AUT provides Unit Quality Assurance Forms (UQAFs) and employs Moderators to review and approve submitted forms to ensure unit assessment is valid. The Assessment Policy and supporting guidelines set requirements and expectations for feedback on assessment.	Colleges submit UQAFs for all units. Provide feedback to students on assessment in accordance with AUT's guidelines.
1.3.4	Processes that identify students at risk of unsatisfactory progress and provide specific support are implemented across all courses of study.	AUT has a Progression and Intervention Policy applying to coursework students. AUT monitors student performance against the policy and oversees the implementation of interventions. For HDR students, AUT oversees the Annual Progress Report process including the implementation of interventions.	Colleges support the implementation of interventions according to AUT policy. Colleges report to AUT on this implementation.

1.3.5	Trends in rates of retention, progression and completion of student cohorts through courses of study are monitored to enable review and improvement.	AUT compiles and reviews data on attrition, completion and progression. AUT disseminates this data to colleges and reviews college engagement and responses to the data.	Colleges review data for their college, take appropriate action in response, and report to AUT.
1.3.6	Students have equivalent opportunities for successful transition into and progression through their course of study, irrespective of their educational background, entry pathway, mode or place of study.	AUT has Orientation Program Rules which require an equivalent experience regardless of mode and location. AUT requires all colleges to offer the same set of support services to students for all locations and study modes. AUT's admission policies provide pathways for postgraduate study for students without a prior completed bachelor degree, enabling education opportunities for successful transition into a course.	Colleges provide orientation and support services in accordance with AUT requirements.
1.4 Learning Outcomes and Assessment			
1.4.1	The expected learning outcomes for each course of study are specified, consistent with the level and field of education of the qualification awarded, and informed by national and international comparators.	Through the course development and approval policies and processes, AUT is responsible for the design, benchmarking and approval of courses and their Learning Outcomes.	None
1.4.2	The specified learning outcomes for each course of study encompass discipline-related and generic outcomes, including: a. specific knowledge and skills and their application that characterise the field(s) of education or disciplines involved b. generic skills and their application in the context of the field(s) of education or disciplines involved c. knowledge and skills required for employment and further study related to the course of study, including those required to be eligible to seek registration to practise where applicable, and d. skills in independent and critical thinking suitable for life-long learning.	Through the course development and approval policies and processes, AUT is responsible for the design, benchmarking and approval of courses and their Learning Outcomes. AUT's policies on courses, course development and approval, and course review and reaccreditation document this process.	None
1.4.3	Methods of assessment are consistent with the learning outcomes being assessed, are capable of confirming that all specified learning outcomes are achieved and that grades awarded reflect the level of student attainment.	AUT's Moderation system ensures that through the unit delivery approval process, assessment methods are reviewed and approved prior to the delivery of all units, to ensure they are consistent with the learning outcomes being assessed and will ensure students are able to demonstrate achievement of the learning outcomes. Through the end of unit Moderation system, student grades are reviewed and compared to ensure that regardless of the location, affiliated college, or study mode, awarded grades reflect the level of student attainment. AUT sets key policies on assessment and moderation.	Colleges design and execute assessment in accordance with AUT policy, submits UQAFs, provides student scripts for moderation, and responds to moderation feedback. In accordance with the AUT Moderation Policy, Affiliated Colleges undertake internal moderation activities.

1.4.4	On completion of a course of study, students have demonstrated the learning outcomes specified for the course of study, whether assessed at unit level, course level, or in combination.	Through the course development and approval policies and processes, AUT designs and approves courses and sets policy framework for course and unit level learning outcomes, and for assessment and moderation.	Colleges design and mark assessment tasks and participate in moderation processes.
1.4.5	On completion of research training, students have demonstrated specific and generic learning outcomes related to research, including: a. a detailed understanding of the specific topic of their research, within a broad understanding of the field of research b. capacity to scope, design and conduct research projects independently c. technical research skills and competence in the application of research methods, and d. skills in analysis, critical evaluation and reporting of research, and in presentation, publication and dissemination of their research.	Through the course development and approval policies and processes, AUT designs and approves research training courses and their course learning outcomes. The progress of research candidates is monitored by AUT at least annually. Research degree examination policies and procedures are set by AUT and ensure that students demonstrate the relevant course learning outcomes.	None, though individual faculty members who are approved as AUT's research supervisors will have active roles in assisting students to develop achievement of the learning outcomes of their research course
1.4.6	Assessment of major assessable research outputs for higher degrees by research, such as theses, dissertations, exegeses, creative works or other major works arising from a candidate's research, incorporates assessment by at least two assessors with international standing in the field of research, who are independent of the conduct of the research, competent to undertake the assessment and do not have a conflict of interest, and: a. for doctoral degrees, are external to the higher education provider, and b. for masters degrees by research, at least one of whom is external to the higher education provider.	AUT establishes policy and procedures for research examiners, and directly appoints appropriate examiners for HDR theses.	None
1.4.7	The outputs arising from research training contribute to the development of the field of research, practice or creative field and, in the case of doctoral degrees, demonstrate a significant original contribution.	AUT sets policy framework for research and research supervision and examination guidelines for HDR theses.	College faculty employees who are appointed by AUT as research supervisors guide HDR candidates in their research.
1.5 Qualifications and Certification			
1.5.1	Qualifications, other than higher doctoral or honorary qualifications, are awarded only if a course of study leads to the award of that qualification and all of the requirements of the course of study have been fulfilled.	AUT determines eligibility for graduation and awards qualifications according to institutional policies on course progress and conferral.	None
1.5.2	Higher doctoral qualifications require significant, sustained original contributions to a field of research over and above the requirements of a doctoral degree and are awarded in accordance with the higher education provider's specific policies and academic governance requirements for the award of Higher Doctoral Degrees.	AUT does not have any Higher Doctoral Degrees	None
1.5.3	When an Australian higher education qualification is offered, the course of study leading to the qualification is either self-accredited under authority to self-accredit or accredited by TEQSA and the learning outcomes for the qualification are consistent with the level classification for that qualification in the Australian Qualifications Framework.	AUT has self-accrediting status in the field of Religious Studies (ASCED 091703). AUT is responsible for ensuring that all higher education qualifications offered are appropriately accredited either under AUT's self-accrediting authority, or accredited by TEQSA.	None

1.5.4	Awardees of qualifications are issued with authorised certification documentation including a testamur, and either a record of results or an Australian Higher Education Graduation Statement (graduation statement) that state correctly: a. the name of the registered higher education provider issuing the documentation b. the full name of the person to whom the documentation applies c. the date of issue d. the name and office of the person authorised by the higher education provider to issue the documentation, and e. if the qualification is recognised in the Australian Qualifications Framework, the testamur and/or the graduation statement is certified with either the logo of the Australian Qualifications Framework or the words, 'This qualification is recognised within the Australian Qualifications Framework'.	AUT issues documentation in accordance with the requirements of the HESF and AQF.	None
1.5.5	All certification documentation issued by the higher education provider is: a. unambiguously issued by the registered higher education provider b. readily distinguishable from other certification documents issued by the higher education provider c. protected against fraudulent issue d. traceable and authenticable e. designed to prevent unauthorised reproduction, and f. replaceable by the higher education provider through an authorised and verifiable process.	AUT issues documentation in accordance with the requirements of the HESF.	None
1.5.6	Testamurs state correctly, in addition to the requirements for all certification documentation: a. the full title of the qualification awarded, including the field or discipline of study b. any subsidiary component of the qualification (such as integrated honours, an area of specialisation or a major study), and c. if any parts of the course of study or assessment leading to the qualification were conducted in a language other than English, except for the use of another language to develop proficiency in that language.	AUT issues documentation in accordance with the requirements of the HESF.	None

1.5.7	Records of results state correctly, in addition to the requirements for all certification documentation: a. the full name of all courses and units of study undertaken and when they were undertaken and completed b. credit granted through recognition of prior learning c. the weighting of units within courses of study d. the grades and/or marks awarded for each unit of study undertaken and, if applicable, for the course overall e. where grades are issued, an explanation of the grading system used f. where a course of study includes a significant particular focus of study such as honours, an area of specialisation or a major study, a definition of that component of significant focus, and g. any parts of a course or units of study or assessment that were conducted in a language other than English, except for the use of another language to develop proficiency in that language.	AUT issues documentation in accordance with the requirements of the HESF.	None
1.5.8	Graduation statements contain, in relation to a particular course of study and the qualification awarded, the information contained in a record of results, presented in a form that conforms with the requirements for an Australian Higher Education Graduation Statement.	AUT issues documentation in accordance with the requirements of the HESF and those of an Australian Higher Education Graduation Statement.	None
1.5.9	Qualifications that do not align with a qualification that is recognised in the Australian Qualifications Framework are not described using the nomenclature of the Australian Qualifications Framework or implied to be a qualification recognised in the Australian Qualifications Framework or an equivalent qualification.	AUT represents its non-AQF course in compliance with the HESF.	None
1.5.10	Students who complete one or more units of study that do not lead to the award of a qualification have access to an authorised record of results for the units undertaken.	AUT makes records of results for such units available to students.	None
1.5.11	Any documentation issued with the award of an honorary qualification unambiguously identifies the qualification as an honorary qualification.	AUT issues documentation for honorary awards in accordance with the requirements of the HESF.	None
2. LEARNING ENVIRONMENT			
2.1 Facilities and Infrastructure			
2.1.1	Facilities, including facilities where external placements are undertaken, are fit for their educational and research purposes, and accommodate the numbers and educational and research activities of the students and staff who use them.	AUT establishes procedures for the review and approval of delivery locations with affiliation (Institutional Approval Criteria) and procedures for colleges to apply to AUT for approval of major changes.	Colleges provide and maintain appropriate learning facilities that are approved by AUT (any changes reported through a major change application) and ensure fieldwork takes place at locations that meet AUT requirements.
2.1.2	Secure access to electronic information and adequate electronic communication services is available continuously (allowing for reasonable outages for maintenance) to students and staff during periods of authorised access, except for locations and circumstances that are not under the direct control of the provider.	AUT ensures secure and continuous access to the centralised student management system, the AUT website, and email and telephone communication services for students and staff.	Colleges to ensure secure and continuous access for students and staff to the college website, learning management system, and other information and communication platforms utilised in course delivery and student management.

2.1.3	The learning environment, whether physical, virtual or blended, and associated learning activities support academic interactions among students outside of formal teaching.	AUT is responsible for the teaching and learning framework which includes student collaboration and academic interactions outside of formal teaching.	Colleges establish a learning environment that meets this requirement of the HESF.
2.2 Diversity and Equity			
2.2.1	Institutional policies, practices and approaches to teaching and learning are designed to accommodate student diversity, including the under-representation and/or disadvantage experienced by identified groups, and create equivalent opportunities for academic success regardless of students' backgrounds.	AUT is responsible for policies to accommodate student diversity, including the under-representation and/or disadvantage experienced by identified groups. AUT is responsible for policies to ensure that equivalent opportunities for academic success are created regardless of students' backgrounds.	s.Colleges apply and implement policies and strategies set by AUT.
2.2.2	Specific consideration is given to the recruitment, admission, participation and completion of Aboriginal and Torres Strait Islander peoples.	AUT is responsible for policies and processes which encourages engagement by Aboriginal and Torres Strait Islander peoples.	Colleges apply and implement policies and strategies set by AUT.
2.2.3	Participation, progress, and completion by identified student subgroups are monitored and the findings are used to inform admission policies and improvement of teaching, learning and support strategies for those subgroups.	AUT is responsible for policies to accommodate student diversity, including the under-representation and/or disadvantage experienced by identified groups. In doing so and identifying student subgroups, AUT is responsible for monitoring the participation, progress and completion by identified groups and uses the data to inform policy and strategies.	Colleges apply and implement policies and strategies set by AUT.
2.3 Wellbeing and Safety			
2.3.1	All students are advised of the actions they can take, the staff they may contact and the support services that are accessible if their personal circumstances are having an adverse effect on their education.	AUT sets requirements for the provision and communication of support services. AUT provides information for student support and information about support services available to students, and provides information about how students can access college-based student support.	Colleges provide access to support services and communicate the availability of services according to AUT requirements.
2.3.2	Timely, accurate advice on access to personal support services is available, including for access to emergency services, health services, counselling, legal advice, advocacy, and accommodation and welfare services.	AUT provides information to all students about the availability of general personal support services available. AUT also sets requirements for colleges regarding the provision and communication of support services.	Colleges provide access to support services and communicate the availability of services according to AUT requirements.
2.3.3	The nature and extent of support services that are available for students are informed by the needs of student cohorts, including mental health, disability and wellbeing needs.	AUT sets requirements for the provision and communication of support services, ensuring that the nature and extend of support services are informed by needs of student cohorts, including mental health, disability and wellbeing needs.	Colleges provide access to support services and communicate the availability of services according to AUT requirements.

2.3.4	A safe environment is promoted and fostered, including by advising students and staff on actions they can take to enhance safety and security on campus and online.	AUT sets requirements for communication about safety on campus, especially in orientation. AUT's Sexual Assault and Sexual Harassment (SASH) Taskforce provides advice on systems for safe environments in relation to SASH.	Colleges implement a WHS framework for students and staff and communicate information about safety to students, including in relation to SASH. Colleges implement AUT's SASH Policy and Procedure.
2.3.5	There is a critical-incident policy together with readily accessible procedures that cover the immediate actions to be taken in the event of a critical incident and any follow-up required.	AUT is responsible for having a Critical Incident Policy, as well as a policy governing the critical incident policies to be in place at all Affiliated Colleges. AUT sets the reporting mechanism for Critical Incidents. AUT is responsible for reporting Critical Incidents to TEQSA as a material change where it is warranted.	Colleges have a Critical Incident Policy that meets AUT's requirements. Colleges report Critical Incidents to the AUT.
2.4 Student Grievances and Complaints			
2.4.1	Current and prospective students have access to mechanisms that are capable of resolving grievances about any aspect of their experience with the higher education provider, its agents or related parties.	AUT establishes grievance resolution policy for students and a reporting mechanism.	Colleges are to refer AUT students to the AUT grievance resolution policy, and Colleges are required to follow the process outlined in the policy.
2.4.2	There are policies and processes that deliver timely resolution of formal complaints and appeals against academic and administrative decisions without charge or at reasonable cost to students, and these are applied consistently, fairly and without reprisal.	AUT establishes grievance resolution policy for students and a reporting mechanism.	Colleges are to refer AUT students to the AUT grievance resolution policy, and Colleges are required to follow the process outlined in the policy.
2.4.3	Institutional complaints-handling and appeals processes for formal complaints include provision for confidentiality, independent professional advice, advocacy and other support for the complainant or appellant, and provision for review by an appropriate independent third party if internal processes fail to resolve a grievance.	AUT establishes grievance resolution policy for students and a reporting mechanism.	Colleges are to refer AUT students to the AUT grievance resolution policy, and Colleges are required to follow the process outlined in the policy.
2.4.4	Decisions about formal complaints and appeals are recorded and the student concerned is informed in writing of the outcome and the reasons, and of further avenues of appeal where they exist and where the student could benefit.	AUT maintains records of formal grievances. AUT's grievance resolution process has a template for informing students about the outcome of grievances and further avenues of appeal. AUT requires colleges to report all instances of formal grievances.	Colleges report formal grievances using AUT's reporting form and provide notice to students regarding outcomes using AUT's templates.
2.4.5	If a formal complaint or appeal is upheld, any action required is initiated promptly.	AUT takes action under its responsibility as required.	Colleges takes action under their responsibility as required.
3. TEACHING			

3.1 Course Design			
3.1.1	The design for each course of study is specified and the specification includes: a. the qualification(s) to be awarded on completion b. structure, duration and modes of delivery c. the units of study (or equivalent) that comprise the course of study d. entry requirements and pathways e. expected learning outcomes, methods of assessment and indicative student workload f. compulsory requirements for completion g. exit pathways, articulation arrangements, pathways to further learning, and h. for a course of study leading to a Bachelor Honours, Masters or Doctoral qualification, includes the proportion and nature of research or research-related study in the course.	AUT has course development and accreditation / re-accreditation policies which ensure that each course of study specifies the relevant items. Each of the items in this Standard are published in AUT's annual course handbook and its website, and sets requirements for affiliated colleges in representing its courses.	Colleges refer students to AUT's website or represent its courses in accordance with AUT requirements.
3.1.2	The content and learning activities of each course of study engage with advanced knowledge and inquiry consistent with the level of study and the expected learning outcomes, including: a. current knowledge and scholarship in relevant academic disciplines b. study of the underlying theoretical and conceptual frameworks of the academic disciplines or fields of education or research represented in the course, and c. emerging concepts that are informed by recent scholarship, current research findings and, where applicable, advances in practice.	For all units, AUT prescribes content areas, prescribes the unit learning outcomes, and establishes indicative bibliographies which reflect advanced and current knowledge and scholarship. Through the Moderation system, AUT employs moderators to review and approve proposed actual bibliographies provided to students. AUT supports the professional development, scholarship, and research activities of college faculty both financially and through organised activities.	College faculty delivery unit content informed by current and advanced knowledge and scholarship. Faculty undertake professional development and engage with and in scholarship to ensure they are aware of emerging concepts and trends.
3.1.3	Teaching and learning activities are arranged to foster progressive and coherent achievement of expected learning outcomes throughout each course of study.	AUT establishes course and unit policies which encourage the progressive achievement of outcomes, including the categorisation of units and appropriate pre-requisites on units by categories, unit levels and unit specialities.	Colleges implement the course design approved by AUT's academic governance body, with colleges being responsible for developing and delivering teaching and learning activities aligned with AUT's unit and course learning outcomes, and for monitoring student achievement through appropriate assessment practices.
3.1.4	Each course of study is designed to enable achievement of expected learning outcomes regardless of a student's place of study or the mode of delivery.	AUT's moderation system ensures delivery of units and assessment achieve comparable learning experiences consistently across all college locations and for all delivery modes.	Colleges design and deliver teaching and learning activities to facilitate achievement of learning outcomes, regardless of the delivery mode and location.
3.1.5	Where professional accreditation of a course of study is required for graduates to be eligible to practise, the course of study is accredited and continues to be accredited by the relevant professional body.	AUT is responsible for compliance with this standard. At the time of the review, there are no courses for which this is valid, although the Australian Association of Supervision (AAOS) recognises courses in the general field of supervision.	
3.2 Staffing			
3.2.1	The staffing complement for each course of study is sufficient to meet the educational, academic support and administrative needs of student cohorts undertaking the course.	AUT establishes staffing requirements for Affiliated Colleges through the Institutional Approval Criteria to ensure the staffing complement is sufficient.	Colleges resource adequate staffing for the delivery of AUT courses.

3.2.2	The academic staffing profile for each course of study provides the level and extent of academic oversight and teaching capacity needed to lead students in intellectual inquiry suited to the nature and level of expected learning outcomes.	AUT provides academic leadership through key direct full-time employees, as well as through Department Heads, Moderators, and Research and Scholarship Coordinators. AUT units and courses may only be delivered by academic staff approved by AUT. AUT is responsible for institutional policies for faculty qualifications. AUT is responsible for assessing applications for faculty approvals on the basis of these policies for faculty appointment by the Colleges. AUT further supports academic oversight through Principals Forums and through distribution of information and professional development meetings of the network of Affiliated College Academic Deans.	Colleges resource adequate staffing for the delivery of AUT courses, including academic oversight through the appointment of senior academic leaders. Affiliated College staff participate in professional development activities.
3.2.3	Staff with responsibilities for academic oversight and those with teaching and supervisory roles in courses or units of study are equipped for their roles, including having: a. knowledge of contemporary developments in the discipline or field, which is informed by continuing scholarship or research or advances in practice b. skills in contemporary teaching, learning and assessment principles relevant to the discipline, their role, modes of delivery and the needs of particular student cohorts, and c. a qualification in a relevant discipline at least one level higher than is awarded for the course of study, or equivalent relevant academic or professional or practice-based experience and expertise, except for staff supervising doctoral degrees having a doctoral degree or equivalent research experience.	AUT provides academic leadership through key direct full-time employees, as well as through Department Heads, Moderators, and Research and Scholarship Coordinators. AUT is responsible for institutional policies for faculty qualifications, and is responsible for assessing all applications for faculty approvals on the basis of these policies. AUT supports the professional development, scholarship, and research activities of college faculty both financially and through organised activities.	Colleges employ teaching staff with suitable skills, knowledge, experience and qualifications. Colleges resource the professional development and scholarly activity of academic staff.
3.2.4	Teachers who teach specialised components of a course of study, such as experienced practitioners and teachers undergoing training, who may not fully meet the standard for knowledge, skills and qualification or experience required for teaching or supervision (3.2.3) have their teaching guided and overseen by staff who meet the standard.	AUT is responsible for institutional policies for faculty qualifications, and is responsible for assessing all applications for faculty approvals on the basis of these policies. This includes requirements for the for the approval of teaching staff who teach specialised components of a course who may not fully meet the standard for knowledge, skills and qualification or experienced required for teaching or supervision.	Colleges provide supervision and oversight of faculty as appropriate and as required.
3.2.5	Teaching staff are accessible to students seeking individual assistance with their studies, at a level consistent with the learning needs of the student cohort.	AUT establishes staffing requirements for Affiliated Colleges through the Institutional Approval Criteria to ensure the staffing complement is sufficient and ensures that teaching staff are accessible to students seeking individual assistance with their studies.	Colleges ensure its teaching staff are available to students.
3.3 Learning Resources and Educational Support			

3.3.1	The learning resources, such as library collections and services, creative works, notes, laboratory facilities, studio sessions, simulations and software, that are specified or recommended for a course of study, relate directly to the learning outcomes, are up to date and, where supplied as part of a course of study, are accessible when needed by students.	AUT establishes indicative bibliographies for each unit to guide the provision of learning resources. AUT is responsible for library policies which establish requirements for the provision of learning resources. The Moderation system ensures that prior to the delivery of a unit, the learning resources such as bibliographical references are reviewed by an independent unit field moderator to ensure that the learning resources are up to date and directly related to the learning outcome of the unit. AUT facilitates benchmarking within the consortium on the provision of learning resources through a network of Librarians.	Colleges provide suitable learning resources for students and implements systems to ensure their accessibility.
3.3.2	Where learning resources are part of an electronic learning management system, all users have timely access to the system and training is available in use of the system.	AUT is responsible for policies which require that colleges are satisfactorily engaging with their HESF responsibilities regarding timely and secure access to electronic learning management systems. AUT policies also require that colleges provide training to students during orientation in the use of the college's learning management system.	Colleges operate a LMS and maintain its accessibility to students. Colleges provide training to students in its use and provide technical support.
3.3.3	Access to learning resources does not present unexpected barriers, costs or technology requirements for students, including for students with special needs and those who study off campus.	AUT sets admission requirements which include a basic level of technological literacy and certain technological resources, and publishes this in admission policies provided to all applicants prior to admission to a course.	Colleges communicate AUT's admission requirements and policy to all applicants prior to admission to a course.
3.3.4	Students have access to learning support services that are consistent with the requirements of their course of study, their mode of study and the learning needs of student cohorts, including arrangements for supporting and maintaining contact with students who are off campus.	AUT sets requirements for the provision and communication of learning support services.	Colleges provide the required learning support services to students, including for those studying off-campus.
4. RESEARCH AND RESEARCH TRAINING			
4.1 Research			
4.1.1	Research and its associated activities are conducted in accordance with a research policy framework that is designed to achieve: a. ethical conduct of research and responsible research practice b. clarification of ownership and management of intellectual property c. successful management of research partnerships d. clarification of requirements for publication and authorship, and e. resolution of allegations of misconduct in research.	AUT establishes the research policy framework, research integrity policies and resolves allegations of misconduct in research.	Colleges implement and apply AUT's research policy framework.

4.1.2	Research is conducted, or overseen, by staff with qualifications, research experience and skills relevant to the type of research undertaken and their role.	AUT provides support for research and scholarship through the programs and resources of the Graduate School of Research, Research & Scholarship Networks, and the AUT scholarship and grants programs.	Affiliated colleges provide support for their academic staff to undertake the necessary scholarship and research relevant to their role, including time and funding for study leave, resources, and seminar and conference participation.
4.1.3	A system for accurate and up-to-date recording of the research outputs of staff and research students is maintained.	AUT maintains a system for accurate and up-to-date records of the research outputs of academic staff and research students.	College academic staff report research outputs using AUT's reporting mechanism.
4.2 Research Training			
4.2.1	Research training is guided by an institutional research training policy framework that is designed to achieve: a. definition and recognition of the rights and responsibilities of research students and supervisors b. induction and orientation of research students and supervisors to their roles c. monitoring of the progress of research students d. assessment and examination of students' work e. independence of examiners f. presentation and communication of research outputs by students, and g. resolution of disputes.	AUT establishes the research policy framework, oversees the induction and orientation of research students, monitors HDR student progress, implements the examination of HDR theses, and oversees the grievance resolution policy.	Colleges implement and apply AUT's research policy framework. Colleges are to refer AUT students to the AUT grievance resolution policy, and Colleges are required to follow the process outlined in the policy.
4.2.2	Students are admitted to research training only where the training can be provided in a supervisory and study environment of research activity or other creative endeavour, inquiry and scholarship, and the supervision and resources required for their project are available.	AUT's Graduate School of Research provides support for supervisors and HDR students. Resources available to each candidate at admission are reviewed to ensure they are satisfactory and to ensure that research occurs in an appropriate environment.	Colleges provide a suitable environment for research in accordance with the requirements of the Graduate School of Research. Colleges collaborate in the sharing of resources and training for research candidates.
4.2.3	Each research student is supported by continuing supervisory arrangements, including: a. a principal supervisor who holds a doctoral degree, or has equivalent research experience, and who is active in research and publishing in, or otherwise making original contributions to, a relevant field or discipline b. at least one associate supervisor with relevant research expertise, and c. the principal supervisor is a member of the staff of the higher education provider, or has a relevant adjunct appointment, or is otherwise formally contracted and accountable to the provider for supervisory duties.	AUT sets appropriate requirements for supervisors of research candidates, and its Graduate School of Research appoints research supervisors for each HDR candidate.	No responsibilities in relation to compliance, though several faculty employed by affiliated colleges may also be appointed by AUT's Graduate School of Research as supervisors to research candidates.
4.2.4	Research students participate in an induction to research that includes codes of conduct, ethics, occupational health and safety, intellectual property and any additional matters that are necessary for the type of research to be undertaken.	AUT is responsible for policies for the induction of research students and the induction of supervisors of research students. The Graduate School of Research oversees the induction for all research candidates.	No responsibilities in relation to compliance, though several faculty employed by affiliated colleges may also be appointed by AUT's Graduate School of Research as supervisors to research candidates, and are required to be aware of the research student induction process.
4.2.5	Coursework that is included as a formal assessable requirement in a course of study that involves research training, whether as a component of or an adjunct to the research training, meets the academic governance and quality assurance requirements required of other coursework offered by the higher education provider.	Coursework units in HDR programs is managed like other coursework units under AUT's governance structure and quality management system.	None

5. INSTITUTIONAL QUALITY ASSURANCE			
5.1 Course Approval and Accreditation			
5.1.1	There are processes for internal approval of the delivery of a course of study, or, where a provider has authority to self-accredit, internal accreditation of all courses of study leading to a higher education qualification.	AUT is responsible for the policies that relate to course development, course approval, and course review and re-accreditation. For approval for Affiliated Colleges to deliver an established and accredited AUT course, AUT has policies regarding a college processes for applying for a change in course delivery approval scope.	None
5.1.2	Course approval and self-accreditation processes are overseen by peak institutional academic governance processes and they are applied consistently to all courses of study, before the courses are first offered and during re-approval or re-accreditation of the courses.	AUT is responsible for the policies that relate to course development, course approval, and course review and re-accreditation. Policies relating to course approvals, and the management of the approval of courses and self-accreditation processes are overseen by the Council	None
5.1.3	A course of study is approved or accredited, or re-approved or re-accredited, only when: a. the course of study meets, and continues to meet, the applicable Standards of the Higher Education Standards Framework b. the decision to (re-)approve or (re-)accredit a course of study is informed by overarching academic scrutiny of the course of study that is competent to assess the design, delivery and assessment of the course of study independently of the staff directly involved in those aspects of the course, and c. the resources required to deliver the course as approved or accredited will be available when needed.	AUT is responsible for course development, approval / accreditation, and review and reaccreditation which ensure require that these HESF requirements are met.	None
5.2 Academic and Research Integrity			
5.2.1	There are policies that promote and uphold the academic and research integrity of courses and units of study, research and research training activities, and institutional policies and procedures address misconduct and allegations of misconduct.	AUT is responsible for establishing and overseeing academic integrity policies regarding coursework awards, and research integrity policies which relate to research training courses and research and research training activities. AUT's academic and research integrity policies outline required procedures for addressing alleged misconduct as well as required reporting.	Colleges apply and implement policies and strategies for academic and research integrity.

5.2.2	Preventative action is taken to mitigate foreseeable risks to academic and research integrity including misrepresentation, fabrication, cheating, plagiarism and misuse of intellectual property, and to prevent recurrences of breaches.	AUT implements a risk management framework which includes risks to academic and research integrity, regularly reviewing the mitigation strategy for risks to academic and research integrity. AUT is responsible for coordinating preventative action to mitigate foreseeable risks, such as the use of text-matching software, professional development for faculty in teaching and learning and assessment design to minimise the possibilities for academic integrity, considerations of the impact of generative artificial intelligence and its impact on academic and research integrity, and requirements for providing training to students in academic integrity.	Colleges are to inform students about research and academic integrity through orientation and induction; colleges utilise text-matching software; college staff participate in professional development in teaching and learning, including a focus on mitigating foreseeable risks to academic and research integrity. Colleges implement AUT's policies on academic and research integrity, applying penalties as required by the policies, and reporting on instances of breaches in academic and research integrity as required by the policies.
5.2.3	Students are provided with guidance on what constitutes academic or research misconduct and the development of good practices in maintaining academic and research integrity.	AUT requires colleges to provide students with training in academic integrity through orientation and induction, consistent with AUT's academic and research integrity policies.	Colleges inform students about academic integrity through orientation and induction.
5.2.4	Academic and research integrity and accountability for academic and research integrity are maintained in arrangements with any other party involved in the provision of higher education, including placements, collaborative research, research training and joint award of qualifications.	AUT's policies that relate to academic and research integrity apply to its third-parties, including the affiliated colleges which deliver AUT courses.	Colleges implement AUT's policies on academic and research integrity, applying penalties as required by the policies, and reporting on instances of breaches in academic and research integrity as required by the policies.
5.3 Monitoring, Review and Improvement			
5.3.1	All accredited courses of study are subject to periodic (at least every seven years) comprehensive reviews that are overseen by peak academic governance processes and include external referencing or other benchmarking activities.	AUT is responsible for policies and processes related to comprehensive course reviews of each of its accredited courses, consistent with the requirements of this standard related to external referencing or benchmarking.	None
5.3.2	A comprehensive review includes the design and content of each course of study, the expected learning outcomes, the methods for assessment of those outcomes, the extent of students' achievement of learning outcomes, and also takes account of emerging developments in the field of education, modes of delivery, the changing needs of students and identified risks to the quality of the course of study.	AUT is responsible for policies and processes related to comprehensive course reviews of each of its accredited courses, consistent with the requirements of this standard relating to the various aspects required in a comprehensive course review.	None
5.3.3	Comprehensive reviews of courses of study are informed and supported by regular interim monitoring, of the quality of teaching and supervision of research students, student progress and the overall delivery of units within each course of study.	AUT is responsible for the course review policies and procedures, including the regular interim monitoring of quality of teaching and supervision, student progress and overall delivery of a course.	None

5.3.4	Review and improvement activities include regular external referencing of the success of student cohorts against comparable courses of study, including: a. analyses of progression rates, attrition rates, completion times and rates and, where applicable, comparing different locations of delivery, and b. the assessment methods and grading of students' achievement of learning outcomes for selected units of study within courses of study.	AUT benchmarks academic data against external points of reference.	None
5.3.5	All students have opportunities to provide feedback on their educational experiences and student feedback informs institutional monitoring, review and improvement activities.	AUT provides opportunities for student feedback through participation in the QILT suite of surveys and through internal unit of study evaluation surveys. AUT's Academic Quality Committee reviews this feedback and advises the Academic Board on necessary quality improvement activities.	Colleges support the facilitation of internal surveys and contribute to the review of student feedback. Colleges respond to feedback as appropriate to improve the quality of the educational experience of students.
5.3.6	All teachers and supervisors have opportunities to review feedback on their teaching and research supervision and are supported in enhancing these activities.	AUT administers internal unit surveys which gather feedback for teachers on their performance.	Colleges support the facilitation of internal surveys and take appropriate action in response to maintain and improve teaching quality.
5.3.7	The results of regular interim monitoring, comprehensive reviews, external referencing and student feedback are used to mitigate future risks to the quality of the education provided and to guide and evaluate improvements, including the use of data on student progress and success to inform admission criteria and approaches to course design, teaching, supervision, learning and academic support.	AUT operates a quality management system which involves the review of academic data and student feedback to drive quality improvement and inform risk assessment. AUT's policies and procedures on course reviews document how interim course reviews are used to make improvements, and how the interim course reviews are utilised in the comprehensive course reviews.	None
5.4 Delivery with Other Parties			
5.4.1	Work-integrated learning, placements, other community-based learning and collaborative research training arrangements are quality assured, including assurance of the quality of supervision of student experiences.	AUT is responsible for policies and procedures governing the standards for unit coordinators related to fieldwork units. AUT gathers student feedback on their experience of fieldwork supervision.	Colleges adhere to the requirements of AUT's policies and procedures for fieldwork units, ensuring fieldwork supervisors meet AUT requirements and respond to student feedback on their experience of supervision.

5.4.2	When a course of study, any parts of a course of study, or research training are delivered through arrangements with another party(ies), whether in Australia or overseas, the registered higher education provider remains accountable for the course of study and verifies continuing compliance of the course of study with the standards in the Higher Education Standards Framework that relate to the specific arrangement.	AUT exercises its responsibility for HESF compliance through its third-parties through its quality management system, the institutional approval criteria for colleges, the Affiliation Agreement between AUT and each affiliated college outlining the obligations of both parties, and frameworks for reviewing affiliated college compliance such as the Affiliated College Risk and Compliance Reporting Framework and associated compliance reviews.	Colleges are to remain compliant with the requirements of the Affiliation Agreement, participating in the obligations of Affiliated College Risk and Compliance Reporting Framework, and supporting the quality management of the AUT's Quality Management System.
6. GOVERNANCE AND ACCOUNTABILITY			
6.1 Corporate Governance			
6.1.1	There is a formally constituted governing body, which includes independent members, that exercises competent governance oversight of and is accountable for all of the higher education provider's operations in or from Australia, including accountability for the award of higher education qualifications, for continuing to meet the requirements of the Higher Education Standards Framework and for the provider's representation of itself.	The AUT's Constitution establishes the governance framework of the organisation, establishing the Council and its operations. In turn, the Council has management of the Academic Governance Policy which establishes the Academic Board and its responsibilities for academic governance.	None
6.1.2	Members of the governing body: a. are fit and proper persons, and b. meet the Australian residency requirements, if any, of the instrument under which the provider is established or incorporated, or otherwise there are at least two members of the governing body who are ordinarily resident in Australia.	AUT is responsible for ensuring that its Council meets the requirements of the HESF.	None
6.1.3	The governing body attends to governance functions and processes diligently and effectively, including: a. obtaining and using such information and advice, including independent advice and academic advice, as is necessary for informed and competent decision making and direction setting b. defining roles and delegating authority as is necessary for effective governance, policy development and management; and monitoring the implementation of those delegations c. confirming that the provision of higher education and research training and the conduct of research, whether by the provider or through an arrangement with another party, are governed by the registered provider's institutional policies, and the operations of the provider and any associated party(ies) are consistent with those policies d. undertaking periodic (at least every seven years) independent reviews of the effectiveness of the governing body and academic governance processes and ensuring that the findings of such reviews are considered by a competent body or officer(s) and that agreed actions are implemented, and e. maintaining a true record of the business of the governing body.	AUT is responsible for ensuring that its Council meets the requirements of the HESF, and attends to all governance functions and processes diligently and effectively.	None

6.1.4	The governing body takes steps to develop and maintain an institutional environment in which freedom of intellectual inquiry is upheld and protected, students and staff are treated equitably, the wellbeing of students and staff is fostered, informed decision making by students is supported and students have opportunities to participate in the deliberative and decision making processes of the higher education provider.	The AUT Council takes steps to develop and maintain an appropriate environment for higher education through its policy regime and governance structure. The AUT Council ensures student representation in its governance structures at appropriate levels.	None
6.2 Corporate Monitoring and Accountability			
6.2.1	The provider is able to demonstrate, and the corporate governing body assures itself, that the provider is operating effectively and sustainably, including: a. the governing body and the entity comply with the requirements of the legislation under which the provider is established, recognised or incorporated, any other legislative requirements and the entity's constitution or equivalent b. the provider's future directions in higher education have been determined, realistic performance targets have been established, progress against targets is monitored and action is taken to correct underperformance c. the provider is financially viable and applies, and has the capacity to continue to apply, sufficient financial and other resources to maintain the viability of the entity and its business model, to meet and continue to meet the requirements of the Higher Education Standards Framework, to achieve the provider's higher education objectives and performance targets and to sustain the quality of higher education that is offered d. the financial position, financial performance and cash flows of the entity are monitored regularly and understood, financial reporting is materially accurate, financial management meets Australian accounting standards, effective financial safeguards and controls are operating and financial statements are audited independently by a qualified auditor against Australian accounting and auditing standards e. risks to higher education operations have been identified and material risks are being managed and mitigated effectively f. mechanisms for competent academic governance and leadership of higher education provision and other academic activities have been implemented and these are operating according to an institutional academic governance policy framework and are effective in maintaining the quality of higher education offered g. educational policies and practices support participation by Aboriginal and Torres Strait Islander people and are sensitive to Aboriginal and Torres Strait Islander knowledge and cultures h. qualifications are awarded legitimately i. there are credible business continuity plans and adequately resourced financial and tuition safeguards to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected changes to the higher education provider's operations, including if the provider is unable to provide a course of study, ceases to operate as a provider, loses professional accreditation for a course of study or is otherwise not able to offer a course of study j. the occurrence and nature of formal complaints, allegations of misconduct, breaches of academic or research integrity and critical incidents are monitored and action is taken to address underlying causes, and k. lapses in compliance with the Higher Education Standards Framework are identified and monitored, and prompt corrective action is taken.	The AUT is responsible for ensuring that it is operating effectively and sustainably, in compliance with this standard relating to corporate monitoring, accountability and management.	None

6.3 Academic Governance			
6.3.1	Processes and structures are established and responsibilities are assigned that collectively: a. achieve effective academic oversight of the quality of teaching, learning, research and research training b. set and monitor institutional benchmarks for academic quality and outcomes c. establish and maintain academic leadership at an institutional level, consistent with the types and levels of higher education offered, and d. provide competent advice to the corporate governing body and management on academic matters, including advice on academic outcomes, policies and practices.	AUT's policies and procedures in academic governance ensure that compliance with this standard on governance is maintained. Under the direction of the Council, AUT's Academic Board performs the essential functions of academic governance required under the HESF.	None
6.3.2	Academic oversight assures the quality of teaching, learning, research and research training effectively, including by: a. developing, monitoring and reviewing academic policies and their effectiveness b. confirming that delegations of academic authority are implemented c. critically scrutinising, approving and, if authority to self-accredit is held, accrediting or advising on approving and accrediting, courses of study and their associated qualifications d. maintaining oversight of academic and research integrity, including monitoring of potential risks e. monitoring and initiating action to improve performance against institutional benchmarks for academic quality and outcomes f. critically evaluating the quality and effectiveness of educational innovations or proposals for innovations g. evaluating the effectiveness of institutional monitoring, review and improvement of academic activities, and h. monitoring and reporting to the corporate governing body on the quality of teaching, learning, research and research training.	AUT's policies and procedures in academic governance ensure that compliance with this standard on governance is maintained. Under the direction of the Council, AUT's Academic Board performs the essential functions of academic governance required under the HESF.	None
6.3.3	Students have opportunities to participate in academic governance.	AUT's policies and procedures in academic governance ensure that compliance with this standard on governance is maintained. AUT includes student representation at all levels of academic governance where appropriate.	None
7. REPRESENTATION, INFORMATION AND INFORMATION MANAGEMENT			
7.1 Representation			
7.1.1	Representation of the higher education provider, its educational offerings and charges, whether directly or through agents or other parties, is accurate and not misleading.	AUT is responsible for ensuring accurate representation of its offerings and charges are accurate. AUT also establishes policies for Affiliated Colleges to accurately represent AUT and its courses.	Colleges comply with AUT's policies and rules on representation.
7.1.2	Courses or units of study that are offered or intended to be offered are not described as accredited, whether by TEQSA or by a professional accreditation body for the purposes of registration to practise, until such accreditation has been obtained.	AUT is responsible for ensuring accurate representation of its courses. AUT also establishes policies for Affiliated Colleges to accurately represent AUT and its courses.	Colleges comply with AUT's policies and rules on representation.

7.1.3	Where units of study are offered separately from a course of study and are represented as eligible for gaining credit towards a course of study or a qualification: a. the course(s) of study and qualification(s) for which credit may be gained are specified, and b. the terms on which credit may be granted are defined.	AUT is responsible for ensuring accurate representation of its courses. AUT establishes and publishes the policies and procedures for units of study taken separately from a course, which are eligible credit towards a course of study or qualification. AUT also establishes policies for Affiliated Colleges to accurately represent AUT and its courses.	Colleges comply with AUT's policies and rules on representation, including referring applicants to AUT's relevant policies prior to admission to a course or unit of study.
7.1.4	Agents and other parties that are involved in representing the higher education provider are bound by formal contracts with the provider, their performance is monitored and prompt corrective action is taken in the event or likelihood of misrepresentation or unethical conduct.	AUT has an Affiliation Agreement that formally binds AUT and its Affiliated Colleges in a contractual arrangement. AUT monitors its own compliance, and the compliance of each affiliated college, with the Affiliation Agreement. A significant component of compliance is monitored through the annual processes in the Affiliated College Risk and Compliance Reporting Framework.	Colleges meet their contractual obligations under the Affiliation Agreement.
7.1.5	Representations, whether expressed or implied, about the outcomes associated with undertaking a course of study, eligibility for acceptance into another course of study, employment outcomes or possible migration outcomes are not false or misleading.	AUT is responsible for ensuring accurate representation of its courses. AUT also establishes policies for Affiliated Colleges to accurately represent AUT and its courses.	Colleges comply with AUT's policies and rules on representation.
7.2 Information for Prospective and Current Students			
7.2.1	Accurate, relevant and timely information for students is publicly available and accessible, including access for students with special needs, to enable informed decision making about educational offerings and experiences.	AUT is responsible for ensuring accurate representation of its courses, including information to enable students to make informed decisions about courses. AUT also establishes policies for Affiliated Colleges to accurately represent AUT and its courses.	Colleges comply with AUT's policies and rules on representation.

7.2.2	Information for students is available prior to acceptance of an offer, written in plain English where practicable, accompanied by an explanation of any technical or specialised terms, and includes: a. information to assist in decisions about courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing credit transfer arrangements, pathways to employment and eligibility for registration to practise where applicable b. information to assist in planning for and participation in educational and other activities, including contact points, advice about orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies c. information to outline the obligations of students and their liabilities to the higher education provider including expected standards of behaviour, financial obligations to the higher education provider, critical deadlines, policies for deferral, change of preference/enrolment and leave of absence, particular obligations of international students, disciplinary procedures, misconduct and grounds for suspension or exclusion d. information to give access to current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, assessment, grading, completion, qualifications, appeals, academic integrity, equity and diversity, intellectual property and withdrawal from or cancellation of enrolment e. information to facilitate access to services and support including the types of services available such as educational resources including English language support, personal support services, cultural support and ancillary services, hours of availability, how to access services and emergency contact details where applicable f. information to assist in resolution of grievances, including an explanation of processes for resolution of grievances and complaints and internal and external appeals processes, guidance on how to participate in the processes and sources of assistance including advocacy, and g. information to assist international students studying in Australia if applicable, including indicative costs of living and studying in Australia, accommodation options, arrangements for health care and, where applicable, schooling obligations related to school-aged dependants (including the possibility that school fees may be incurred).	AUT is responsible for ensuring accurate representation of its courses, including information to enable students to make informed decisions about courses prior to acceptance of an offer. AUT also establishes policies for Affiliated Colleges to accurately represent AUT and its courses.	Colleges comply with AUT's policies and rules on representation.
7.2.3	There are policies and processes that ensure information and advice given to international students holding or applying for an Australian student visa and decisions taken in relation to such students meet statutory requirements.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT has an Overseas Student Liaison Officer who is trained to provide information to overseas students and who trains the equivalent officers at each affiliated college. AUT centrally administers the admission of all overseas students and monitors the continued enrolment and progression of overseas students.	Information and advice to overseas students is only provided by the designated and trained college OSLO.

7.2.4	Students are given reasonable notice of changes to a higher education provider's operations including information about increases in fees and associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study.	AUT sets tuition fees for units and courses. AUT's fee changes are announced allowing reasonable notice for students. All other changes potentially impacting on student participation are made to allow for reasonable notice to students.	Colleges are to advise students of the AUT-set tuition fee for units and courses, and provide reasonable notice to students of any changes in those fees. The tuition fees are set by AUT on an annual basis. Colleges intending other changes potentially impacting on student participation in AUT courses are to contact AUT to discuss a strategy to ensure that students are given reasonable notice of changes in operations that may affect their choice of, or ability to participate in, an intended course(s) of study.
7.3 Information Management			
7.3.1	There is a repository of publicly-available current information about the higher education provider's operations that includes: a. the registered name of the higher education provider, trading name(s) if different, regulatory status and authority to provide courses of study to international students studying on an Australian student visa b. the instrument establishing the entity c. the members of the governing body and senior executive d. the financial standing of the provider e. indicative total student enrolments f. a high-level organisational chart that includes the organisational units that deliver courses of study, such as schools or faculties g. the locations at which higher education is offered, including overseas if applicable h. an overview of teaching campuses, facilities, learning resources and services provided for students i. a list of all higher education courses of study that are offered, including indicative estimated annual enrolments j. arrangements with other parties to deliver courses of study or to conduct research training k. where public annual reports are required of the provider, the three most recent annual reports l. how to lodge a complaint about the higher education provider, and m. contact details	AUT maintains the repository of relevant information about its operations as a higher education provider via its website.	None

7.3.2	The list of all higher education courses of study within the repository of information includes: a. the accreditation status of each course of study b. the qualification(s) offered c. whether the qualification is recognised in the Australian Qualifications Framework d. confirmation of recognition of each course of study by the relevant professional body(ies) if such recognition is required for registration of graduates to practise e. whether each course of study is authorised to be offered to international students studying on an Australian student visa f. the duration of each course of study, and g. details of the credit and recognition of prior learning policy that applies to each course of study and direction on how to obtain information on any articulation or credit arrangements that may apply to the course.	AUT maintains the repository of information on its website.	None
7.3.3	Information systems and records are maintained, securely and confidentially as necessary to: a. maintain accurate and up-to-date records of enrolments, progression, completions and award of qualifications b. prevent unauthorised or fraudulent access to private or sensitive information, including information where unauthorised access may compromise academic or research integrity c. document and record responses to formal complaints, allegations of misconduct, breaches of academic or research integrity and critical incidents, and d. demonstrate compliance with the Higher Education Standards Framework.	AUT securely maintains student records, in line with the Student Records Management Policy, and has policies regarding cybersecurity and IT access. AUT is responsible for establishing policies which require Affiliated Colleges to satisfactorily engage with their HESF responsibilities regarding maintaining information systems securely and confidentially.	Affiliated Colleges are required to ensure that information systems within their control containing data relating to AUT operations and student information comply with the HESF requirements. Affiliated Colleges demonstrate through the Affiliated College Risk and Compliance Reporting Framework how they meet this obligation.

APPENDIX 2: NATIONAL CODE (OVERSEAS STUDENTS-2018) REGISTER WITH AUT AND COLLEGE RESPONSIBILITIES

National Code 2018 Standard	AUT responsibilities	Affiliated College responsibilities
1. MARKETING INFORMATION AND PRACTICES		
1.1 The registered provider must ensure that the marketing and promotion of its courses and education services in connection with the recruitment of overseas students or intending overseas students, including through an education agent (in accordance with Standard 4), is not false or misleading, and is consistent with Australian Consumer Law.	AUT documents its academic and other admission requirements, including for English proficiency.	Colleges document non-academic admission requirements, including statements of belief and codes of conduct. Colleges ensure that AUT's admission requirements and any college admission requirements are applied fairly
1.2 The registered provider must, in seeking to enter into written agreements with overseas students or intending overseas students, not provide any false or misleading information on:	AUT documents its academic and other admission requirements, including for English proficiency.	Colleges refer applicants to the relevant information on the AUT website and use the AUT enrolment form. Colleges may add content to AUT's enrolment form to gather information specific to their college in approved methods.
1.2.1 its association with any other persons or organisations the registered provider has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol		
1.2.2 any work-based training a student is required to undertake as part of the course prerequisites—including English language proficiency—for entry to the course		
1.2.3 prerequisites—including English language proficiency—for entry to the course		
1.2.4 any other information relevant to the registered provider, its courses or outcomes associated with those courses.	AUT documents its academic and other admission requirements, including for English proficiency.	Colleges document non-academic admission requirements, including statements of belief and codes of conduct. Colleges ensure that AUT's admission requirements and any college admission requirements are applied fairly.
1.3 The registered provider must not:		
1.3.1 claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by the registered provider		
1.3.2 guarantee a successful education assessment outcome for the student or intending student.	AUT ensures the CRICOS-registered name and number are displayed on its website and other promotional materials.	Colleges represent the CRICOS provider information in accordance with AUT's Representation Rules.
1.4 The registered provider must include its CRICOS registered name and registration number in any written or online material that it disseminates or makes publicly available for the purposes of:		
1.4.1 providing or offering to provide a course to an overseas student		
1.4.2 inviting a student to undertake or apply for a course, or		
1.4.3 indicating it is able or willing to provide a course to overseas students.	AUT manages the release and transfer of Overseas Student in line with AUT policies- Overseas Students Release and Transfer Policy.	None
1.5 The registered provider must not actively recruit a student where this conflicts with its obligations under Standard 7 (Overseas student transfers).		

2. RECRUITMENT OF AN OVERSEAS STUDENT		
2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:	AUT provides information on the AUT's overseas student webpage.	Colleges refer to AUT's Overseas Students webpage on the college website in accordance with AUT's Representation Rules.
2.1.1 the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable		
2.1.2 the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods		
2.1.3 course duration and holiday breaks		
2.1.4 the course qualification, award or other outcomes		
2.1.5 campus locations and facilities, equipment and learning resources available to students		
2.1.6 the details of any arrangements with another provider, person or business who will provide the course or part of the course		
2.1.7 indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies		
2.1.8 the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled		
2.1.9 the ESOS framework, including official Australian Government material or links to this material online		
2.1.10 where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)		
2.1.11 accommodation options and indicative costs of living in Australia		
2.2 The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT's Overseas Students Release and Transfer Policy, and Coursework Course Enrolment Policy.	Information and advice to overseas students is only provided by the designated and trained college Overseas Liaison officer (OSLO).
2.3 The registered provider must have and implement a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT's Prior Learning Policy and Credit Transfer Rules.	None
2.4 If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the	AUT is responsible for the policies and procedures for the administration of overseas students and applicants.	None

written record of acceptance for two years after the overseas student ceases to be an accepted student.	AUT Overseas Student Agreement record the RPL and credits acquired by the student. The document is retained in Paradigm.	
2.5 If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants.	None
2.5.1 inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course	The AUT Overseas Student Agreement record the RPL and credits acquired by the student. The document is retained in Paradigm.	
2.5.2 report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.		
3. FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENTS		
3.1 The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT administers the admission of all overseas students, including the issuance of the Overseas Student Agreement.	None
3.3 In addition to all requirements in the ESOS Act, the written agreement must, in plain English:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT administers the admission of all overseas students, including the issuance of the Overseas Student Agreement.	None
3.3.1 outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements		
3.3.2 outline any prerequisites necessary to enter the course or courses, including English language requirements		
3.3.3 list any conditions imposed on the student's enrolment		
3.3.4 list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)		
3.3.5 provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply		
3.3.6 set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988		
3.3.7 outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)		
3.3.8 state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees		
3.3.9 only use links to provide supplementary material.		

3.4 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT administers the admission of all overseas students, including the issuance of the Overseas Student Agreement.	None
3.4.1 amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)		
3.4.2 processes for claiming a refund		
3.4.3 the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act		
3.4.4 a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS		
3.4.5 a statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”.		
3.5 The registered provider must include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT administers the admission of all overseas students, including the issuance of the Overseas Student Agreement. The Overseas Student Agreement is retained in Paradigm under the student record.	None
3.5.1 the student’s current residential address, mobile number (if any) and email address (if any)		
3.5.2 who to contact in emergency situations		
3.5.3 any changes to those details, within 7 days of the change.		
3.6 The registered provider must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.		
6. OVERSEAS STUDENT SUPPORT SERVICES		
6.1 The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:	AUT provides the student support information on its website. The dedicated Overseas Student webpage provides information that provides support to Overseas students. AUT’s Grievance Resolution Policy - Students outlines the principles for managing student grievances, including overseas students.	College are required to comply with the Representation Rules by referring to AUT’s Overseas webpage and its Grievance Resolution policy on the college website. In addition to this, colleges must provide support services in line with AUT’s Support for Students policy.
6.1.1 support services available to assist overseas students to help them adjust to study and life in Australia		
6.1.2 English language and study assistance programs		
6.1.3 any relevant legal services		
6.1.4 emergency and health services		
6.1.5 the registered provider’s facilities and resources		
6.1.6 complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)		

6.1.7 requirements for course attendance and progress, as appropriate		
6.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia		
6.1.9 services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.		
6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.	AUT provides the student support information on its website. The dedicated Overseas Student webpage provides more information that provides support to Overseas students.	Colleges must provide support services in line with AUT's Support for Students policy.
6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.	AUT provides the student support information on its website. The dedicated Overseas Student webpage provides more information that provides support to Overseas students.	Colleges must provide support services in line with AUT's Support for Students policy.
6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.	AUT provides the student support information on its website. The dedicated Overseas Student webpage provides more information that provides support to Overseas students.	Colleges must provide support services in line with AUT's Support for Students policy.
6.5 The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.	AUT has an Overseas Student Liaison Officer (OSLO) who is trained to provide information to overseas students and who trains the equivalent officers at each affiliated college.	Information and advice to overseas students is only provided by the designated and trained college, OSLO. A college must have at least one OSLO who has received ESOS training by the AUT OSLO.
6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.	AUT has an Overseas Student Liaison Officer (OSLO) who is trained to provide information to overseas students and who trains the equivalent officers at each affiliated college.	Information and advice to overseas students is only provided by the designated and trained college, OSLO. A college must have at least one OSLO who has received ESOS training by the AUT OSLO.
6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.	AUT has an Overseas Student Liaison Officer (OSLO) who is trained to provide information to overseas students and who trains the equivalent officers at each affiliated college.	Information and advice to overseas students is only provided by the designated and trained college, OSLO. A college must have at least one OSLO who has received ESOS training by the AUT OSLO.
6.8 The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.	AUT maintains the repository of the Critical Incidents on Tickit (Risk Management Software) in line with AUT's Critical Incident Policy.	Colleges develop their Critical Incident policy, referring to the AUT reporting to the Vice-Chancellor through Tickit.
6.9 The registered provider must:		
6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety	AUT maintains the repository of the Critical Incidents on Tickit in line with AUT's Critical Incident Policy. In addition to this, there is a provision on the AUT website for students to report an incident.	Colleges develop their Critical Incident policy, referring to the AUT reporting to the Vice-Chancellor through Tickit. Colleges are required to provide information on their website and/or in other handouts on how students can seek
6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents		

6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.		assistance and report an incident that significantly affects their wellbeing, in Accordance with the AUT's Representation Rules.
7. OVERSEAS STUDENT TRANSFERS		
7.1 Registered providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except where any of the following apply:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. Relevant documents: AUT Overseas Students Release and Transfer Policy,	None
7.1.1 the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered		
7.1.2 the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider		
7.1.3 the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS		
7.1.4 any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.		
7.2 For the purposes of Standard 7.1.3, the registered provider must have and implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course (or for the school sector, until after the first six months of the first registered school sector course). The policy must be made available to staff and overseas students, and outline:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. Relevant documents: AUT Overseas Students Release and Transfer Policy,	None
7.2.1 the steps for an overseas student to lodge a written request to transfer, including that they must provide a valid enrolment offer from another registered provider		
7.2.2 circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:		
7.2.2.1 the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)		
7.2.2.2 there is evidence of compassionate or compelling circumstances		
7.2.2.3 the registered provider fails to deliver the course as outlined in the written agreement		
7.2.2.4 there is evidence that the overseas student's reasonable expectations about their current course are not being met		

7.2.2.5 there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives		
7.2.2.6 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.		
7.2.3 the circumstances which the registered provider considers as reasonable grounds to refuse the transfer		
7.2.4 a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.		
7.4 If a release is granted, it must be at no cost to the overseas student and the releasing registered provider must advise the overseas student to contact Immigration to seek advice on whether a new student visa is required.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. Relevant documents: AUT Overseas Students Release and Transfer Policy,	None
7.5 If the registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants.	None
7.5.1 the reasons for the refusal	Relevant documents: AUT Overseas Students Release and Transfer Policy, and Grievance Resolution-policy	None
7.5.2 the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.		
7.6 The registered provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. Relevant documents: AUT Overseas Students Release and Transfer Policy, and Grievance Resolution-policy	None
7.7 The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. The release requests from students and their assessments are stored in Paradigm.	None
8. OVERSEAS STUDENT VISA REQUIREMENTS		
8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT has an Overseas Student Liaison Officer who monitors the course progress of students in accordance with the Course Progress Policy.	Colleges report to AUT OSLO students who are not progressing in the course satisfactorily as per the AUT Course Progress Policy.
8.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.	AUT is responsible for ensuring the currency of the student's CoE on Provider Registration and International Student Management System (PRISMS).	None
8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.	AUT is responsible for ensuring the currency of the student's CoE on Provider Registration and International Student Management System (PRISMS).	None

8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT has an Overseas Student Liaison Officer who monitors the course progress of students in accordance with the Course Progress Policy.	Colleges report to AUT OSLO students who are not progressing in the course satisfactorily as per the Course Progress Policy.
8.5 The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.	AUT is responsible for ensuring that the details of the expected Course progress and attendance are mentioned on the Overseas Student Agreement. The agreement refers to the AUT Course Progress Policy and Unit Enrolment and Results policy.	None
8.8 The registered provider of a higher education course must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT has an Overseas Student Liaison Officer who monitors the course progress of students in accordance with the Course Progress Policy. Where there is unsatisfactory course progress, intervention strategies are placed in line with the Course Progress Policy.	Colleges report to AUT's OSLO students who are not progressing in the course satisfactorily as per the Course Progress Policy. Colleges are required to submit student support plans to avoid unsatisfactory course progress in the future, and these plans are provided to the AUT Registrar before the commencement of the next semester.
8.8.1 requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course, and processes to address misconduct and allegations of misconduct		
8.8.2 processes for recording and assessing course progress requirements		
8.8.3 processes to identify overseas students at risk of unsatisfactory course progress		
8.8.4 details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress		
8.8.5 processes for determining the point at which the overseas student has failed to meet satisfactory course progress.		
8.10 The registered provider must have and implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the provider's registration by an ESOS agency.	AUT establishes the attendance expectations in its Course Progress Policy,	Colleges implement and apply the Course Progress Policy to ensure that the attendance of the students is monitored.
8.13 Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:	AUT, in line with the Course Progress Policy, will notify the student of the intention to report the student for unsatisfactory course progress, informing the student of the reasons, and outlines students' right to access appeals processes within 20 working days. If the overseas student appeals but is unsuccessful in the appeal, or does not access the internal appeals process within the 20 working day period, or has chosen not to access the external complaints and appeals process or withdraws from the internal or external appeals processes by notifying AUT in writing, AUT will then report the student's unsatisfactory course progress in PRISMS.	None
8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance		
8.13.2 informs the overseas student of the reasons for the intention to report		
8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.		
8.14 The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:	AUT, in line with the Course Progress Policy, will notify the student of the intention to report the student for	None

8.14.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or	unsatisfactory course progress, informing the student of the reasons, and outlines students' right to access appeals processes within 20 working days. If the overseas student appeals but is unsuccessful in the appeal, or does not access the internal appeals process within the 20 working day period, or has chosen not to access the external complaints and appeals process or withdraws from the internal or external appeals processes by notifying AUT in writing, AUT will then report the student's unsatisfactory course progress in PRISMS.	
8.14.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or		
8.14.3 the overseas student has chosen not to access the external complaints and appeals process, or		
8.14.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.		
8.16 The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT may defer or temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances, in line with Extension, Deferment, Suspension and Cancellation of Enrolment Policy – Overseas students.	None
8.16.1 there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or		
8.16.2 the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or		
8.16.3 an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).		
8.17 If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.	As per the Extension, Deferment, Suspension and Cancellation of Enrolment Policy – Overseas Students, if the AUT approves a student's course extension, the AUT OSLO will create an extension of the eCoE and provide it to the student. The student will also be advised to apply for a visa extension, where required.	None
8.18 A registered provider must not deliver a course exclusively by online or distance learning to an overseas student.	AUT has indicated the requirement on its Overseas Student webpage.	Colleges are required to mention this requirement in line with the Representation Rules.
8.19 A registered provider must not deliver more than one-third of the units (or equivalent) of a higher education or VET course by online or distance learning to an overseas student.	AUT establishes the expectations in its Coursework Enrolment Policy.	Colleges implement and apply the Coursework Enrolment Policy.
8.20 A registered provider must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.	AUT establishes the expectations in its Coursework Enrolment Policy.	Colleges implement and apply the Coursework Enrolment Policy.
8.22 The registered provider must take all reasonable steps to support overseas students who may be disadvantaged by:	AUT expects that affiliated colleges approved to deliver courses to overseas students have the necessary tools and systems in place. Colleges must be prepared to take any required actions to ensure students receive adequate support, particularly in relation to online or distance learning, and in managing collaborative learning activities with other students.	Colleges must ensure appropriate systems and support mechanisms are in place to prevent disadvantage to overseas students, including in online or distance learning, and take all reasonable steps to support access to resources, engagement, and participation.
8.22.1 additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning		
8.22.2 inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.		

9. DEFERRING, SUSPENDING OR CANCELLING THE OVERSEAS STUDENT'S ENROLMENT		
9.1 A registered provider must have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. The AUT may defer or temporarily suspend the enrolment of the student in line with the Extension, Deferment, Suspension and Cancellation of Enrolment Policy – Overseas students. Any correspondence on decisions is saved on Paradigm.	None
9.2 A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. The AUT may defer or temporarily suspend the enrolment of the student in line with the Extension, Deferment, Suspension and Cancellation of Enrolment Policy – Overseas students. Any correspondence on decisions is saved on Paradigm.	None
9.3 A registered provider may suspend or cancel a student's enrolment including, but not limited to, on the basis of:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT may suspend or cancel student enrolment on grounds outlined in the Extension, Deferment, Suspension and Cancellation of Enrolment Policy – Overseas students.	None
9.3.1 misbehaviour by the student		
9.3.2 the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement		
9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).		
9.4 If the registered provider initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered provider must:	AUT is responsible for the policies and procedures for the administration of overseas students and applicants.	None
9.4.1 inform the overseas student of that intention and the reasons for doing so, in writing	Relevant documents: AUT Extension, Deferment, Suspension and Cancellation of Enrolment Policy – Overseas students.	
9.4.2 advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.		
9.5 When there is any deferral, suspension or cancellation action taken under this standard, the registered provider must:	AUT is responsible for the policies and procedures governing the administration of overseas students and applicants, including taking necessary action to submit student records to immigration and communicating next steps to students.	None
9.5.1 inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa		
9.5.2 report the change to the overseas student's enrolment under section 19 of the ESOS Act.		
9.6 The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants.	None
10. COMPLAINTS AND APPEALS		
10.1 The registered provider must have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants.	Colleges are required to comply with the Representation Rules by referring to the Grievance Resolution policy on the college website.

10.2 The registered provider's internal complaints handling and appeals process must:	AUT Grievance Resolution Policy – Students, outlines the principles for managing student grievances, including overseas students.	
10.2.1 include a process for the overseas student to lodge a formal complaint or appeal if a matter cannot be resolved informally		
10.2.2 include that the provider will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the registered provider, the registered provider's education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services		
10.2.3 commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the registered provider's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable		
10.2.4 ensure the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings		
10.2.5 conduct the assessment of the complaint or appeal in a professional, fair and transparent manner		
10.2.6 ensure the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome		
10.2.7 keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.		
10.3 If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, the registered provider must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost. The registered provider must give the overseas student the contact details of the appropriate complaints handling and external appeals body.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT Grievance Resolution Policy – Students, outlines the principles for managing student grievances, including overseas students.	Colleges are required to comply with the Representation Rules by referring to the Grievance Resolution policy on the college website.
10.4 If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the registered provider must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.	AUT is responsible for the policies and procedures for the administration of overseas students and applicants. AUT Grievance Resolution Policy – Students, outlines the principles for managing student grievances, including overseas students.	Colleges are required to comply with the Representation Rules by referring to the Grievance Resolution policy on the college website.
11. ADDITIONAL REGISTRATION REQUIREMENTS		
11.1 In applying to register a full-time course at a location, a provider must seek approval from the ESOS agency, including through the relevant designated State authority if the provider is a school, for the following:	AUT engages with TEQSA and CRICOS to add new courses and delivery locations.	Colleges follow the AUT policy – Affiliated College Changes Policy to make the application for a new course or delivery location for overseas students.
11.1.1 The course duration, including holiday breaks		
11.1.2 Modes of study, including online, distance or work-based training		
11.1.3 Number of overseas students enrolled at the provider, within the limit or maximum number approved by the ESOS agency for each location		



11.1.4 Arrangements with other education providers, including partners, in delivering a course or courses to overseas students.		
11.4 Registered providers who are self-accrediting must undertake an independent external audit during their period of CRICOS registration, within 18 months prior to renewal of that registration to inform the re-registration of the provider.	AUT engages with external audits, TEQSA and CRICOS for re-registration.	None