# Procedure Statement

## Purpose

This Procedure specifies the framework and processes for monitoring, review and improvement of UNSW coursework and research programs, specialisations and courses.

## Scope

The Procedure applies to all new and continuing programs leading to an award of an AQF qualification, and to specialisations and courses.

### Are Local Documents on this subject permitted?

☑ Yes, however Local Documents must be consistent with this University-wide Document.

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1. Overview

The UNSW academic program review framework comprises:

- A program review process conducted every seven years or earlier if required
- A course review process
- An annual monitoring process for programs and courses.

Monitoring and review are informed by data, external referencing and benchmarking against comparable programs at Australian and international institutions, and feedback from relevant stakeholders.

Outcomes of monitoring and review are used to guide and evaluate improvements and to mitigate risks to the quality, relevance and viability of the education provided.

2. Program review

Programs will be comprehensively reviewed at least every seven years by an independent panel. The program review provides an evidence-based evaluation of a program’s quality, outcomes, risks and viability and results in recommendations for enhancement.

2.1. Program review terms of reference

2.1.1. Coursework program reviews

Reviews of coursework programs must address:

- Positioning and role of the program, external factors including accreditation and compliance, demand and indicators of viability;
- Program design, including program learning outcomes and curriculum alignment, curriculum relevance and currency in light of emerging developments in education and relevant disciplines, and the appropriateness of the admission criteria;
- Program delivery, including teaching, assessment, student support, teaching staff profile, and academic and administrative management, processes and systems;
- Student experience and outcomes of the program, including equity and diversity in the student profile, trends in student satisfaction, student completion and retention rates, and graduate outcomes and satisfaction.

The Managing Faculty may approve additional terms of reference in response to specific concerns and opportunities.

2.1.2. Higher degree research program reviews

Reviews of higher degree research programs must address:

- Positioning and role of the program, compliance, demand and indicators of viability;
- The appropriateness of admission requirements and standards;
- The quality of the supervision provided;
- Candidate support including appropriate orientation and framework support, research progress reviews, and appropriate support during thesis preparation and submission;
- Provision of training and development for candidates to develop key research and transferable skills for academic and non-academic careers;
- The academic quality and integrity of examination process;
- Candidate experience and outcomes, including equity and diversity in candidate profile, trends in candidate satisfaction, examination outcomes, completion rates, graduate outcomes and satisfaction;
- Identifiable risks to the sustainable quality of the program, including adequacy of resources, academic and administrative management, available supervision, adequacy of facilities available to candidates.

The Managing Faculty may approve additional terms of reference in response to specific concerns and opportunities.

2.2. Program review schedule

All coursework and research programs leading to an award of an Australian Qualifications Framework (AQF) qualification must be reviewed at least every seven years.

The Academic Board, on recommendation of the Program Review Committee (PRC), University Academic Quality Committee (UAQC) or University Higher Degree Research Committee (UHDRC), may
also direct the Dean of a faculty to undertake a program review earlier, based on program monitoring outcomes or other significant concerns with the program.

Each year Faculties must submit to the Program Review Committee an indicative list of coursework and research program reviews planned for the seven-year period, including external accreditation and other formal reviews. The PRC may approve, in exceptional circumstances, reviews scheduled beyond the maximum allowed period.

Faculties should consider reviewing cognate groups of programs together wherever practical, subject to approval by the Program Review Committee.

Programs planned to be disestablished, with the final intake prior to the seven-year review cycle deadline, need not be reviewed.

Where there is a change of program code a program should be considered the same program for review purposes if there is a substantial continuity of name, expected cohort, structure and outcomes.

2.3. Program review process

The Managing Faculty is responsible for the conduct of the program review (including determining the terms of reference, method, panel composition and timeline) and must ensure that sufficient resources are available to complete the review.

The Managing Faculty should notify Faculties contributing to the program and invite submissions to the review.

Program reviews should be evidence-based. Analysis should be informed by data and include feedback from relevant stakeholders and external benchmarking against a selection of comparable programs at Australian and, where relevant, international institutions. (see 2.3.2)

A program review should include a review of all majors, minors and postgraduate specialisations, teaching locations, delivery modes or partners, and double degree programs associated with the program under review.

The review of a Generalist Program should be discussed with the Chair of the Program Review Committee in the calendar year prior to the scheduled review event in order to develop an alternative approach to effectively and efficiently complete the review. The Chair of the Program Review Committee, following consultation with the Program Review Committee, may certify that the adoption of an alternative approach will meet the requirements of this procedure.

Where a program under review has an associated double degree program with a current student cohort of at least 20 EFSTL, the review will address data on the student experience and outcomes of that cohort, and the Managing Faculty will consult with the faculty responsible for the other component of the double degree.

Where a program is externally accredited and has had that accreditation externally examined and approved in the calendar year prior to the scheduled review event, any findings and outcomes of that accreditation process or any material presented to the accrediting body that substantially satisfies any requirement of this procedure may be relied on in place of the requirement under this procedure.

The faculty must discuss any such reliance first with the Chair of the Program Review Committee, and then submit a written request, together with the external accreditation report or material, to the Program Review Committee for approval of an alternative approach that will meet the requirements of this procedure.

2.3.1. Program review panel composition

The Managing Faculty is responsible for nominating members of the program review panel, in consultation with relevant Heads and partner Faculties, consistent with the principles below.

Program review panel membership must, at a minimum, consist of:

• A Chair with relevant experience in university academic management and quality assurance policy and processes;
• At least one member external to UNSW, such as an academic with expertise in the program’s field, a representative of industry or a relevant profession;
• At least one current student/candidate or a student/candidate who has graduated within the last 12 months from the program under review;
• At least three members.

Faculties can nominate additional panel members.
None of the program review panel members can have been involved in the management of the program(s) under review since the last program review. Management of a program includes the role of Program Authority or equivalent or a Head of a School or equivalent which contributes 24 UOC or more into the program.

The composition of program review panel must take into consideration impartiality/objectivity, expertise in relevant field(s), and experience in academic and/or quality assurance leadership. Any variations from these composition requirements must be approved by the Program Review Committee prior to the Review commencing.

2.3.2. Program review portfolio
The program review portfolio is the set of documentation provided to the program review panel prior to the program review event. The program review portfolio will include data reports, feedback and submissions to the review, the self-evaluation report and, if applicable, any external accreditation reports.

a) Data reports
Data reports will consist of standardised centrally-provided program data focussed on trends, risk indicators; and where appropriate, relevant benchmarks.

Data reports should also be supplemented by additional relevant University and faculty data, and outcomes of surveys and focus groups. All data should be contextualised.

Where a program has been assessed as ‘At risk’ in the annual program monitoring process since the last program review (see 4.1) the outcomes of that process must be provided.

b) Submissions to the program review
The Managing Faculty will invite submissions to the program review panel from members of the university community, academic staff, current students, alumni and other stakeholders, such as employers. The call for submissions should be made prior to preparation of the self-evaluation report.

The call for submissions should inform stakeholders that the submission will be available to those preparing the self-evaluation, and that they may request that their name be removed from the submission.

c) Self-evaluation report
The self-evaluation report is produced by the Program Authority in consultation with the Head of School and relevant Associate Dean and evaluates the program(s) in relation to the terms of reference, feedback, the data reports and program review submissions.

The self-evaluation report should also benchmark the program(s) relative to one or more appropriate institutions and show evidence of critical reflection on these comparative data and on the outcomes of other external referencing undertaken, detailing the implications for informing program development.

The self-evaluation report should include an overall evaluation of the program and an overview of current and future objectives and proposed courses of action for improvement of the program.

The Program Review Committee may authorise a pro-forma version of this report.

2.3.3. Program review event
The program review event brings the full program review panel together for a series of interviews with relevant parties, discussions and deliberations in order to fulfil its terms of reference.

The Chair of the program review panel is responsible for the program review event, including setting the agenda and finalising the report in consultation with the panel.

At a minimum the program review panel must seek to meet with the following stakeholders:

- The Managing Faculty's senior officers
- Program Authority and members of the teaching/supervision staff
- Pro-Vice-Chancellor (Education) or Dean of Graduate Research (or delegate)
- Student and alumni representatives
- Employer/industry representatives.

The program review panel will determine the interviewees and should also have the opportunity to tour relevant facilities. Where a program review panel wishes to vary the minimum list of stakeholders, it should seek approval from the Chair of the Program Review Committee. Invitees should also be given the opportunity to make written submissions in addition to, or as an alternative to, any interview.
2.3.4. Program review panel report

The Chair of the program review panel will prepare the report, in consultation with the panel, and submit to the Dean (or delegate) within one month of the review event. The program review panel report must address each of the terms of reference in relation to the evidence presented in the program review portfolio and at the program review event and provide contextualised recommendations to address identified risks and enhance the quality of the program(s). Recommendations should be rated as to significance.

The Program Review Committee may authorise a pro-forma version of this report.

2.3.5. Faculty response report

The Dean, in consultation with the Associate/Deputy Dean (Education or Research Training) and the Program Authority, will review the program review panel report and initiate the preparation of a faculty response report which addresses each of the panel's recommendations, with each recommendation either agreed to, with an implementation strategy, or not agreed to, with reasons and an alternative strategy to address the concern raised by the Program review panel. The faculty response report should provide timelines for completion of actions, based on the rating of recommendations, clear articulation of action owners and confirm resources.

The faculty response report should be sent to the program review panel within two months and tabled at the following Faculty Board or Education Committee (or equivalent) meeting, together with the program panel report.

The Program Review Committee may authorise a pro-forma version of the faculty response report.

2.3.6. Program review outcomes

The program review panel report along with the faculty response report and program review portfolio is submitted to the Program Review Committee following the Faculty Board or Education Committee (or equivalent) meeting. The Program Review Committee may refer matters raised in the program review to the University Academic Quality Committee (for coursework programs) or the University Higher Degree Research Committee (for Higher Degree Research programs) for broader discussion and follow-up.

Responsibility for implementing the outcomes of program reviews rests with the Dean (or delegate).

One year after the program review event Faculties will report to the Program Review Committee on the implementation of recommendations agreed to in the faculty response report. This report should be tabled at the Faculty Board. Where recommendations have not been properly addressed, or actions not completed, the Program Review Committee may require the faculty to report on the ongoing management and follow-up of actions.

The Program Review Committee may authorise a pro-forma version of this report.

The Program Review Committee will report to the Academic Board on program reviews outcomes.

3. Course review

Faculties must develop a Course Review Process Guideline to ensure that courses managed by the faculty are subject to review as to course quality, outcomes, relevance, risks, viability and opportunities for enhancement.

Faculty course review processes will require evidence-based assessment of courses.

The Course Review Process Guideline will specify a process for establishing a course review schedule and/or criteria that will trigger a course review. This process must include a requirement for the review of courses with a consistent unsatisfactory annual course monitoring risk profile [see 4.2].

The faculty Course Review Process Guideline must be endorsed by the Dean and by the University Academic Quality Committee. Faculties will report to the UAQC on an annual basis on courses reviewed and outcomes.

The Course Review Process Guideline should be reviewed by the Faculty at least every 5 years. Revisions must be approved by the UAQC.
4. Annual monitoring

Annual monitoring of programs, specialisations over 96 UOC and courses provides a standardised approach for regular monitoring of the risk profile of the University’s programs and courses and identifies areas of concern for further investigation and remedial action where appropriate.

4.1. Annual Program monitoring

Programs accepting student enrolments and specialisations over 96 UOC with enrolled students are subject to annual monitoring and will be assigned a risk rating based on the UNSW Program Risk Indicators. Faculties will access these ratings via a centrally maintained dashboard.

Where a program or specialisation is assessed as ‘At risk’ the Managing Faculty must submit an annual monitoring report to the University Academic Quality Committee (for coursework programs) or the University Higher Degree Research Committee (for higher degree research programs) investigating and contextualising the risk analysis. The annual monitoring report will provide an action plan to mitigate risks and/or request a revised risk rating.

The University Academic Quality Committee and University Higher Degree Research Committee will review annual monitoring reports and follow-up with Faculties and the University as required.

The University Academic Quality Committee and University Higher Degree Research Committee will advise the Program Review Committee on programs assessed as ‘At risk’ for two consecutive years and the Program Review Committee may recommend to the Academic Board that the program be reviewed early.

4.2. Annual Course monitoring

Heads of School or equivalent have overall responsibility for the annual monitoring of all courses offered by their School. Monitoring will be based on data from centrally produced dashboard and reports. Documented benchmarks for trend data will be set by faculties, with courses assigned a risk profile based on these benchmarks.

Course monitoring will be based on the following data:

- myExperience survey
- assessment and grading outcomes
- student withdrawals
- student enrolment.

Where a course fails to meet faculty benchmarks, a report detailing the course risk profile and strategies to address concerns will be tabled by the Head of School or equivalent at the relevant Faculty Board or Education Committee (or equivalent).

Faculty Boards or Education Committees will report annually to the University Academic Quality Committee on trends and major issues identified by the course monitoring process in their faculty, along with proposed strategies.

5. Responsibilities

The Program Review Committee and Academic Board will oversee the academic program review process in the University.

Faculty Boards and Committees will oversee the academic program review processes in faculties.

Deans and Associate Deans are responsible for the management of the academic program review framework in the faculty, including the implementation of recommendations and follow-up.

University Planning and Performance, the Office of the Pro-Vice-Chancellor (Education) and the Graduate Research School will provide University data for the monitoring and review of programs, specialisations and courses.
<table>
<thead>
<tr>
<th><strong>Accountabilities</strong></th>
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<tbody>
<tr>
<td><strong>Responsible Officer</strong></td>
<td>Deputy Vice-Chancellor Academic</td>
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<tr>
<td><strong>Contact Officer</strong></td>
<td>President, Academic Board</td>
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<table>
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<tr>
<th><strong>Supporting Information</strong></th>
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<tbody>
<tr>
<td><strong>Legislative Compliance</strong></td>
<td>This Procedure supports the University’s compliance with the following legislation:</td>
</tr>
<tr>
<td></td>
<td><em>Australian Qualifications Framework 2013</em></td>
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<td></td>
<td><em>Education Services for Overseas Students Act 2000 (ESOS Act)</em></td>
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<td></td>
<td><em>Higher Education Standards Framework (Threshold Standards) 2015</em></td>
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<td></td>
<td><em>Tertiary Education Quality and Standards Agency Act 2011 (Cth)</em></td>
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<tr>
<td><strong>Parent Document (Policy)</strong></td>
<td>Academic Program Governance Policy (in development)</td>
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<tr>
<td><strong>Supporting Documents</strong></td>
<td>[add forms and templates]</td>
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<tr>
<td><strong>Related Documents</strong></td>
<td>Academic Offerings Approval Procedure (in development)</td>
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<td>Education Quality Policy</td>
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<td>Education Quality Procedure</td>
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<td>myExperience Survey Procedure</td>
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<td>Program Nomenclature Procedure</td>
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<td></td>
<td>(in development)</td>
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<tr>
<td><strong>File Number</strong></td>
<td>[For Governance Use]</td>
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<tr>
<td><strong>Definitions and Acronyms</strong></td>
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<tr>
<td><strong>Academic Program Review (APR) Framework</strong></td>
<td>The APR framework is the principal mechanism by which UNSW ensures that its coursework and research programs are monitored and reviewed to ensure they meet, and will continue to meet, appropriate standards for quality, relevance and viability.</td>
</tr>
<tr>
<td><strong>AQF</strong></td>
<td>Australian Qualifications Framework.</td>
</tr>
<tr>
<td><strong>Associate Dean</strong></td>
<td>For the purposes of this Procedure, Associate Dean refers to Associate Dean (Education) or Associate Dean (Research Training) and Deputy Deans.</td>
</tr>
<tr>
<td><strong>Cognate</strong></td>
<td>Same or related discipline or specialisation.</td>
</tr>
<tr>
<td><strong>Course</strong></td>
<td>A component of an academic program, normally of one term or semester in duration, with a specific credit value.</td>
</tr>
<tr>
<td><strong>Course monitoring</strong></td>
<td>A centrally supported annual process that involves monitoring of student satisfaction, grade distribution, student enrolments and withdrawals.</td>
</tr>
<tr>
<td><strong>Course review</strong></td>
<td>The review of a course. The course review process provides an evidence-based evaluation of a course’s quality, outcomes, risks and viability and results in recommendations for enhancement.</td>
</tr>
<tr>
<td><strong>Dean</strong></td>
<td>The Dean of a faculty, Rector of UNSW Canberra, Dean of Graduate Research, or Chairs of Boards of Studies, as appropriate.</td>
</tr>
<tr>
<td><strong>Generalist Program</strong></td>
<td>A Program which is largely composed of specialisations, such that more than 50% of a student’s core is taken in majors or postgraduate specialisations and there are at least 6 majors or specialisations available.</td>
</tr>
<tr>
<td><strong>Managing Faculty</strong></td>
<td>Academic Unit responsible for the program or the Faculty in which this unit exists. In the case of Double Degrees, this is the unit assigned by Academic Administration. The Graduate Research School is the Managing Faculty for the PhD and Master of Philosophy.</td>
</tr>
<tr>
<td><strong>Program</strong></td>
<td>An approved set of requirements, courses and/or supervised research into which a student is admitted. In some cases, this will lead to a UNSW award.</td>
</tr>
<tr>
<td><strong>Program Authority</strong></td>
<td>Position with overarching responsibility for all aspects of a program. The Program Authority may delegate responsibilities to nominated staff or administrative units within a School or Faculty. For double degree programs, one of the contributing Faculties is the Program Authority who is responsible for students enrolled in the degree. The Program Authority for each single degree program is responsible for certifying that students have satisfied requirements for their particular degree.</td>
</tr>
<tr>
<td><strong>Program monitoring</strong></td>
<td>A centrally supported annual process that involves monitoring the risk profile of the University's programs and specialisations that are 96 UOC or greater to identify areas of concern for further investigation and remedial action where appropriate.</td>
</tr>
<tr>
<td><strong>Program review</strong></td>
<td>The comprehensive review of a program conducted every seven years or earlier. The program review process provides an evidence-based evaluation of a program’s quality, outcomes, risks and viability and results in recommendations for enhancement.</td>
</tr>
<tr>
<td><strong>UNSW Program Risk Indicators</strong></td>
<td>Program risk indicators are an agreed standard by which performance data can be assessed for its level of relative risk. These indicators are approved by Academic Board and subject to regular review.</td>
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## Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Approved by</th>
<th>Approval date</th>
<th>Effective date</th>
<th>Sections modified</th>
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<tbody>
<tr>
<td>1.0</td>
<td>Acting Vice- President and Deputy Vice- Chancellor (Academic)</td>
<td>23 July 2012</td>
<td>1 August 2012</td>
<td>This is a new procedure</td>
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<tr>
<td>1.1</td>
<td>Acting Head, Governance Support</td>
<td>14 August 2013</td>
<td>14 August 2013</td>
<td>Section 3.1.1; 3.2; 3.3 and Appendix A. Administrative update to remove requirement for semester details and to add Program Code</td>
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<tr>
<td>2.0</td>
<td>Vice-President and Deputy Vice-Chancellor (Academic)</td>
<td>13 August 2014</td>
<td>13 August 2014</td>
<td>Section 3.1.1; 3.1.2 (b); 3.2; 3.3; Appendix A, B and C. New APR summary</td>
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<td>3.0</td>
<td>Vice-President and Deputy Vice-Chancellor (Academic)</td>
<td>18 August 2015</td>
<td>18 August 2015</td>
<td>Full Review</td>
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<tr>
<td>3.1</td>
<td>Deputy Vice- Chancellor (Education)</td>
<td>16 March 2016</td>
<td>16 March 2016</td>
<td>Section 3.1.1–3.1.2 (b) and (c), 3.3, Appendix A – B, Part 2 and Appendix C</td>
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<tr>
<td>4.0</td>
<td>[to be completed]</td>
<td>[to be completed]</td>
<td>[to be completed]</td>
<td>Full review</td>
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## Further Information

This section is not published on the final PDF document. It is for website purposes only

<table>
<thead>
<tr>
<th>Keywords for search engine</th>
<th>University-wide Procedures will be housed within the Governance Repository. Include keywords to assist location using the ‘search’ function.</th>
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<tbody>
<tr>
<td>FAQs and answers</td>
<td>Include any Frequently Asked Questions and answers to be included with the Procedure (in a separate tab or section) in the Governance Policy Repository</td>
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