Offshore Delivery Policy

SECTION 1

Purpose

1. This policy provides an overview of the Institute of Health & Management's (IHM's) approach to the delivery of online courses to offshore students.
2. The Policy has been developed to provide an effective and efficient framework for the development, administration and quality assurance of offshore teaching and support activities.
3. IHM will be enabled to meet its statutory and regulatory requirements through appropriate academic and other relevant quality assurance standards and practices in respect to offshore activities delivered by IHM.

Scope

4. This Policy applies to all offshore students enrolled at IHM and all staff who will be in contact with these students.

Definitions

5. The following definitions have their meaning as spelt out below:

    a) **Academic Progress -** The process by which students can advance in their course of study, having fulfilled all the academic requirements that are stipulated in IHM's grading schema and the relevant course accreditation bodies. It is the responsibility of a student to maintain satisfactory academic progress in their course, that is, completing at least 50% of the units in that trimester, semester, or teaching period.
    b) **Activity -** A scheduled activity, that requires the student's participation, including, but not limited to a lecture, tutorial, practical, seminar, or discussion at a specified time and/or day.
    c) **Admission -** The process of applying for, being made an offer to, accepting the offer of admission, and being admitted to an award course or a program of study at IHM
    d) **At-risk -** A student is considered at-risk of breaching their course progression obligations, for example, poor academic performance or poor attendance.
    e) **Attendance** - Physical and or online presence/engagement for the scheduled duration of a class or learning activity, at an educational or clinical facility (physical) or virtually (online).
    f) **Award course** means a set of requirements, units, and/or supervised research which when satisfactorily completed by a student normally qualifies that student for a formal IHM award.
    g) **International or overseas student(s)** - A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the Regulations.
    h) **Offshore activity -** an activity where IHM engages in an agreement or operates beyond the borders of Australia, either on its own or in cooperation with one or more international partners.
    i) **Offshore partner** - An institution (usually a higher education provider) with whom IHM cooperates in offshore activity.
    j) **Offshore course** - An IHM award course or program of study approved for delivery to students at a location outside Australia by IHM or through cooperation with an international partner.
    k) **Offshore student** – A person who is has been admitted to an award course or a non-award course

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and has an active enrolment in units or time-based study in that course which is offered offshore.

l) **Online student(s)** – Students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.

m) **Program of study** - A collection of academic content which may or may not is integrated, and do not in themselves lead to an IHM award of a degree, diploma, or certificate.

n) **Quality assurance** - The review and improvement of processes and outcomes to ensure a high level of quality is maintained.

o) **Unit of study** – A single component of a course/qualification, or a stand-alone unit, that has been approved/accredited.

Suite documents

6. This procedure is linked to the following policies and procedures:

a) All learning and teaching and student support policies and procedures approved by IHM Academic Board.

b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Policy

7. Principles

a) IHM will endeavour to identify students who need additional support so that the intervention is respectful, timely, equitable, consistent and procedurally fair.

b) Courses delivered online provide students with the opportunity to study IHM courses offshore.

c) The courses have equivalent course design, structure and learning outcomes as the courses delivered at IHM, Australia.

d) The same admission requirements and completion requirements apply.

e) Teaching staff are IHM employed staff.

f) Student learning support is provided through online teaching by IHM staff as well as online access to IHM facilities and support systems (the same as IHM students studying in Australia).

g) There are student support services provided through direct access to administration and facilities provided by IHM, e.g., online via the Student Portal.

h) Offshore course students meeting the completion requirements will be conferred the relevant IHM degree award, as graduates completing the equivalent courses delivered by IHM, Australia.

8. Quality Assurance

a) IHM will be enabled to meet its statutory and regulatory requirements through appropriate academic and other relevant quality assurance standards and practices in respect to offshore activities delivered by IHM.

b) Students studying offshore will have equivalent learning experiences ensured by the adherence to IHM policies and procedures relevant for onshore delivery.

c) Regarding monitoring and reporting on course delivery, there will be regular reports (that focus

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on student performance, support, academic integrity and engagement will be made to Academic Board and the Learning and Teaching Committee.

d) This will include:

   a. Assuring consistency of assessment contents

   b. Appropriate student support (academic and personal)

   c. Equivalent learning outcomes

   d. Consistency in grades across campuses

   e. Monitoring of relevant key academic performance indicators - progression rates, attrition, graduate outcomes.

   f. Consistency in entry requirements, including English Language, and consideration of RPL.

   g. Demonstrating consistent quality assurance processes

   h. A valuable orientation experience;

   i. Student handbook and information about IHM policies;

   j. Online learning resources;

   k. Library services;

   l. Academic and welfare support services;

   m. Offshore students' graduation

   n. Access to student appeals and complaints processes.

e) The Heads of Schools/ Course Coordinators are responsible for the overall delivery, academic management and quality assurance of the respective courses offered offshore.

f) In the Table, below are outlined the assuring of equivalence of entry requirements, student experience, support, assessment, learning outcomes, grading, key academic performance indicators and quality assurance and monitoring processes.

Table: Assuring consistency and equivalence

Academic QA and Equivalence of student Experience	Onshore students f2f or online	Offshore students (online)	Responsibility	IHM Committee Responsibility
Entry requirements	Same requirements	Same requirements	Registrar, Head of School, Course Coordinator	Academic Board
Teaching (including Tutorials)	IHM academics	IHM academics	Course Coordinator, Academics	Learning and Teaching Committee
Student support	IHM Student Support Services including special support for students	IHM Student Support Services including special support for students	Registrar	Student Support Services Committee
Assessment	Same	Same	Academics	Learning and Teaching Committee
Moderation of Assessment	Same	Same	Academics	
Learning outcomes	Will be achieved	Will be achieved	Academics	
Monitoring of academic key performance indicators – Progression rates, attrition, graduate outcomes			Head of School, Registrar, Course Coordinator, Academics	

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SECTION 3
Associated information

Related Internal Documents	- Access and Equity Policy - Access and Equity Procedure - Accessibility Policy - Accessibility Procedure - Attendance Policy - Attendance Procedure - Offshore Delivery Procedure - Student Academic Progression Policy - Student Academic Progression Procedure - Student Complaints and Appeal Policy - Student Complaints and Appeal Procedure - Student Selection and Admission Policy - Student Selection and Admission Procedure - Student Support Services Policy - Student Support Services Procedure - Learning and Teaching Policy - Learning and Teaching Procedure - Terms of Reference – Student Representative Council - Student Learning Contract
Related Legislation, Standards and Codes	- ESOS (2020). ESOS legislative framework - National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 - National Code of Practice (2018): Standard 6: Student Support Services - National Code of Practice (2018): Standard 8: Overseas student visa requirements - National Code of Practice (2018): Standard 9: Deferring, suspending, or cancelling the overseas student's enrolment. - TEQSA (2020). Online learning good practice - TEQSA (2018). Occasional Forum Series: Quality Assurance of Online Learning - HESF (2021). Higher Education Standard Framework Domain 1: Student participation and attainment - TEQSA (April 2020) Online delivery – key considerations for providers
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