FRAMEWORK FOR EXCELLENCE

ORGANISATIONAL MEMBERSHIP

On the next six pages you will see criteria for Organisational Membership eligibility.

How to Join Successfully

For a successful application, documentary evidence must show the Organisation satisfies standards set out in the FRAMEWORK FOR EXCELLENCE. You can submit your documentary evidence via email, Dropbox, WeTransfer or similar file sharing platform. An approval report is generated by the Registration Team and sent to the Committee for a decision. *Registration is not automatic.*

Understanding the Quality Criteria

Each Element of the FRAMEWORK FOR EXCELLENCE consists of 6 criteria. The Organisation must be able to meet at least 4 criteria from each Element to be eligible. In total 24 criteria must be evidenced (minimum threshold).

Collate and Track Supporting Evidence

1. Review the Elements and the criteria and select which ones you can meet with evidence.

2. Complete the self-assessment checklist on page 16 to track which criteria have been met.

3. Use the self-assessment checklist to assist you cross-reference all supporting documentary evidence that will be submitted.

ELEMENT 1: The Education Enterprise

Students and prospective students are increasingly paying more attention to the relationship between an organisation's business practices and the quality of education. Business practices permeate an entire organisation. Due to the public's increased demand for accountability, transparency and independence from local, federal or national government systems, the organisation must demonstrate and maintain certain standards in relation to administration, policy and legal responsibilities.

Organisation and Administration, Policy and Legal Responsibilities

	Focus on Students	Suggested Evidence		Responsibility of Staff	Suggested Evidence
1.1	Identify problems, secure relevant information, and recognise possible causes of conflict.	*Student feedback form/online submission, via online forums or social media*	1.4	Identify procedure or techniques for delegating authority, decision making, and information processing, planning and allocating resources.	*Role descriptions, documented management structure or staff procedures handbook*
1.2	Applied policy relevant to the experience of the students (i.e. company policy affecting the education delivered to students)	*Student services staff procedures or staff handbook*	1.5	Internal policy affecting the rights and responsibilities of individual employees.	*Workplace policies such as sexual harassment policy, grievance, or equality and diversity policy*
1.3	Transparent and easily accessible terms and conditions of enrolment	*Enrolment terms and conditions*	1.6	Apply the highest values and ethical standards[1] as they relate to the entire professions which exist within the staff.	*Evidence of staff certification, appraisals, performance reviews or promotion pathways*

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[1] Ethical standards are defined in IARC's Code of Ethics and Integrity

ELEMENT 2: Financial Resource Management

Organisations must be able to demonstrate the principles associated with finance, financial planning, accounting, auditing and reporting responsibilities and technology for the school's finance operations.

Budgeting and Planning, Auditing and Financial Reporting and Technology in Finance Operations

	Focus on Students	Suggested Evidence		Responsibility of Staff	Suggested Evidence
2.1	Communicate the relationship between funding sources and courses or programs e.g. are non-profit, focus resources on course improvements, invest in external systems of endorsement.	*Any relevant website image capture, or statement seen in promotional literature*	2.4	Recognise and forecast the major source of revenue as enrolments and use multiple approaches to determine reliable enrolments.	*Any example of planned income streams and sources, strategic marketing plan etc*
2.2	Obtain the services of an internal or external auditor, and/or prepare a corrective action plan where necessary.	*Financial auditors report or documented action procedure following audit*	2.5	Establish and verify compliance with finance-related legal and contractual provisions e.g. annual accounts submissions to government.	*Evidence of annual accounts submissions as required by corporation or taxation laws in your region*
2.3	Keep current with technology applications and programs and their security requirements.	*Any relevant website image capture or email showing use of finance apps*	2.6	Develop an operational plan, which specifically includes the use of current technology, to meet the organisation's financial goals and objectives.	*Documented procedure or plan*

ELEMENT 3: Human Resource Management

Human resource management within an organisation is of critical important. There are many day to day practical considerations which require understanding of theory and practice. Organisations need to be aware of the relevant management concepts and local, federal or national laws affecting people employed in their workplace and the students enrolled in their courses.

Human Relations, Labour Recruitment and Employment Agreements and Personnel Administration

	Focus on Students	Suggested Evidence		Responsibility of Staff	Suggested Evidence
3.1	Create a high performing business through enabling feedback opportunities for current and former students	*Student feedback form/online submission, via online forums or social media*	3.4	Recognise and promote compliance with standards of ethical behaviour and standards for professional conduct applicable to all staff.	*Documented staff procedures*
3.2	Ensure the selection and recruitment of the most suitably qualified individuals for positions particular those in curriculum or product development, instructional design, or teaching and learning support.	*Example of job adverts or copies or core academic and teaching staff qualifications*	3.5	Review and act upon current (or changing) local, federal or national laws and regulations with respect to employment agreements e.g. pension contributions amendments, casual contract agreements.	*Example of workplace agreements or staff employment contracts showing compliance with law*
3.3	Provide opportunities to feedback on dealings/communications specifically with the organisation's staff, which may significantly enhance the experience for students.	*Student feedback form/online submission, via online forums or social media*	3.6	Administer employment agreements considering common employment provisions, and grievance procedures.	*Example of workplace agreements or staff employment contracts specifically outlining discipline policy and procedure*

ELEMENT 4: Information Management

We conduct business, learning, shopping and socialising in an online environment. The information on people flows very quickly through various mediums and over numerous platforms. Organisations have a responsibility to direct, protect, analyse and update information relating to the business, the staff, students and courses. This extends beyond overseeing data, but instead requires significant consideration on legitimate and legal communication pathways and security settings for students and staff.

Courses and Programs Evaluation, Communications and Management Information Systems

	Focus on Students	Suggested Evidence		Responsibility of Staff	Suggested Evidence
4.1	Effectively manage a change process when evaluation determines that courses or programs must be improved.	*Documented procedure for updating course materials*	4.4	Participate in the planning and implementation of courses and programs improvement e.g. input from industry experts.	*Documented procedure for input from industry*
4.2	Have accessible ways of communicating with the organisation's support staff, instructional or teaching staff.	*Any relevant website image capture or statement seen in a student handbook or similar*	4.5	Demonstrate a clear understanding of any legislation which surrounds mass communication or individual communication with students or prospective students.	*Privacy policy or communication policy or similar*
4.3	Ensure students have adequate technology infrastructure in place to access information relating to their student status, the course or program materials or for assessment submission and results.	*Any relevant image capture from the student platform, portal or course delivery system*	4.6	Ensure that appropriate data security and privacy of records are maintained.	*Any relevant image showing that a student file or database is password protected, a staff handbook, documented procedure*

ELEMENT 5: Ethics and Professional Conduct

Members of IARC are committed to conducting themselves with the highest standards of professional ethics[2]. Persons with significant control must assume the responsibility for providing leadership within the organisation to maintain such standards pertaining to professional conduct[3].

Ethical Standards, Ethical Conduct and Professional Integrity

	Focus on Students	Suggested Evidence		Responsibility of Staff	Suggested Evidence
5.1	Provide an inclusive culture for learning, removing preferential treatment for particular social groups based on gender, race or ethnicity, religious or political views (examples)	*Any anti-discrimination policy, example of additional support for learning needs, or equality and diversity statement*	5.4	Actively seek professional associations and relationships with external quality control systems aimed at improving courses and overall organisational management.	*Any certificate or similar demonstrating quality management activity such as membership*
5.2	Maintain confidentiality of data and information e.g. password protected student portals.	*A login page image/screen capture from the student platform, portal or course delivery system*	5.5	Implement policies and administrative rules fully which pertain to ethical standards of the organisation.	*Documented staff procedures*
5.3	Provide a mechanism for student grievance to be disclosed safely and respectfully.	*Student feedback form/online submission, via online forums or social media*	5.6	Pursue appropriate measures to correct or eradicate unethical actions or behaviours within the organisation.	*Staff disciplinary procedure or policy for safe and respectful work culture*

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[2] Ethics and [3] Professional Conduct are defined in IARC's Code of Ethics and Integrity

ELEMENT 6: Creating Successful Learners

Quality in education is often defined by the successful performance of learners. To create successful learners, institutions and organisations must provide staff and students with well-constructed guidelines and procedures which makes study accessible, available, and comparable, and the assessment valid and fair.

Contribute to Student Success, Design Implications and Quantity of Learning

	Focus on Students	Suggested Evidence		Responsibility of Staff	Suggested Evidence
6.1	Provide clear easily accessible instructions on how to access course materials and peripheral support materials.	*Any relevant image of instructions or student study guide, or student handbook or similar*	6.4	Communicate fairly and make marking criteria accessible and grading styles accessible to all students.	*Documented procedure on assessment, marking guideline or grading thresholds*
6.2	Access a clear description of the functionality of the course.	*Course curriculum document or image from website giving course overview*	6.5	Undertake regular and appropriate course revisions.	*Documented procedure for course reviews and updates*
6.3	Access information which highlights the number and complexity of assessments are proportional to the total course length and the material delivered.	*Course curriculum document or image from website outlining assessments*	6.6	Clearly communicate expectations of study and course with students.	*Documented expectations of study, website image/screen capture, show communications channels*