Australian Government
Tertiary Education Quality and Standards Agency

Reflecting on the quality assurance of online learning in Australia

NIAD-QE University Quality Assurance Forum
September 2021

Dr Karen Treloar
Director, Engagement Group

www.TEQSA.gov.au

@TEQSAGov

TEQSA

Australian Government
Tertiary Education Quality and Standards Agency

Contents

- TEQSA Background
- Early work
- Online learning in a pandemic
- The Student Experience
- Academic integrity and contract cheating
- Emerging issues for policy development
- Conclusions

TEQSA

Australian Government
Tertiary Education Quality and Standards Agency

TEQSA Background

TEQSA

Who we are

- TEQSA is an independent national government agency

- Established by the *TEQSA Act 2011*

- Our objectives are to:

  – Protect and enhance Australia's reputation for:

    » Quality higher education

    » International competitiveness

    » Excellence, diversity and innovation

  – Protect student interests

TEQSA's core functions

What we do
- Initial registration and renewal of registration
- Accreditation and renewal of accreditation
- Conduct compliance assessments
- Thematic reviews of sector wide issues

Regulation that is based on three principles:
- Regulatory necessity
- Reflecting risk
- Proportionate regulation

TEQSA
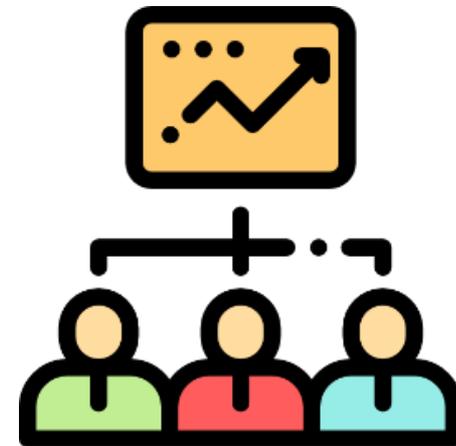
Types of providers in Australia
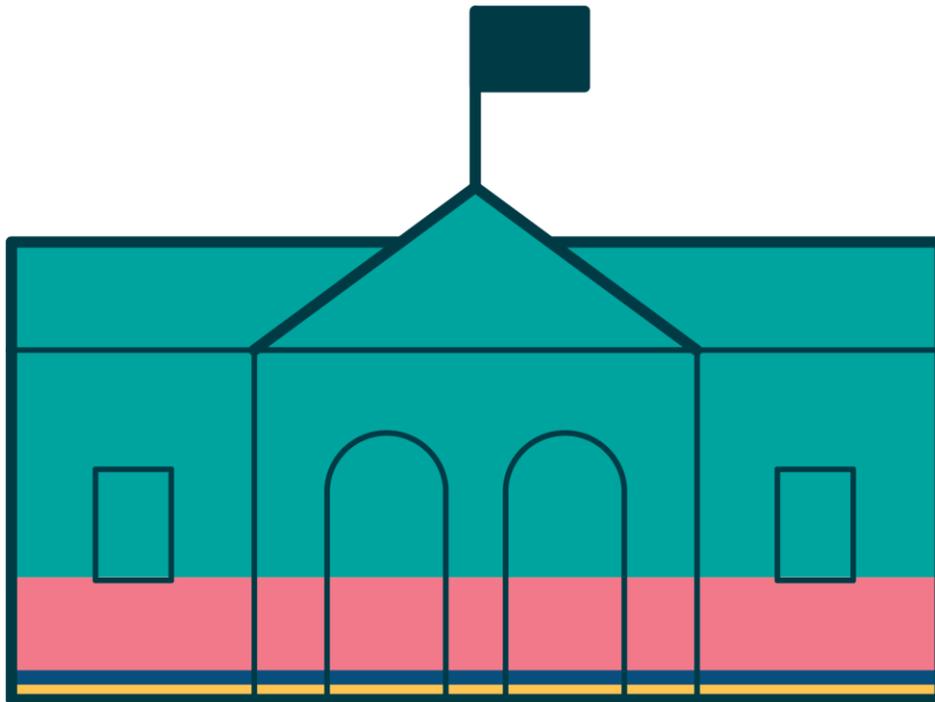
Provider category:

- Institute of Higher Education
- Australian University
- University College
- Overseas University

Australian Higher Education Providers

As of **July** 2021:
185 registered higher education providers

Approx **50%** of registered higher education providers also offer vocational education and training
(**dual-sector providers**)

Population
Australia – 25.36 million
Japan – 126.3 million

Source: World Bank 2019

2

18

14

17

78

3

45

1
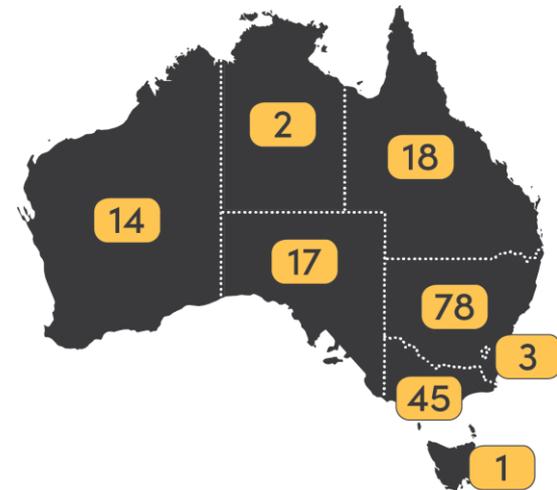
Early work: quality assurance of online learning

Development of the APEC Toolkit 2017

Online learning forum 2018

Australian Government
Tertiary Education Quality and Standards Agency

WORKSHOP
on QUALITY ASSURANCE
of ONLINE LEARNING
TOOLKIT

11 October 2017

APEC
Asia-Pacific
Economic Cooperation

APEC Quality Assurance of Online Learning Project

TEQSA

What is in the toolkit:
Quality Domains

TEQSA

DOMAINS 7, 8, 9

DOMAINS 4,5,6

DOMAINS 1,2,3

Curriculum Design

Resources

Assessment and Integrity

STUDENT ACHIEVEMENT

STUDENT ENGAGEMENT

Student Information and Support

Learning Outcomes

Student Experience

INNOVATIVE CULTURE

Leadership and Management

Review and Improvement

Staffing and Professional Development
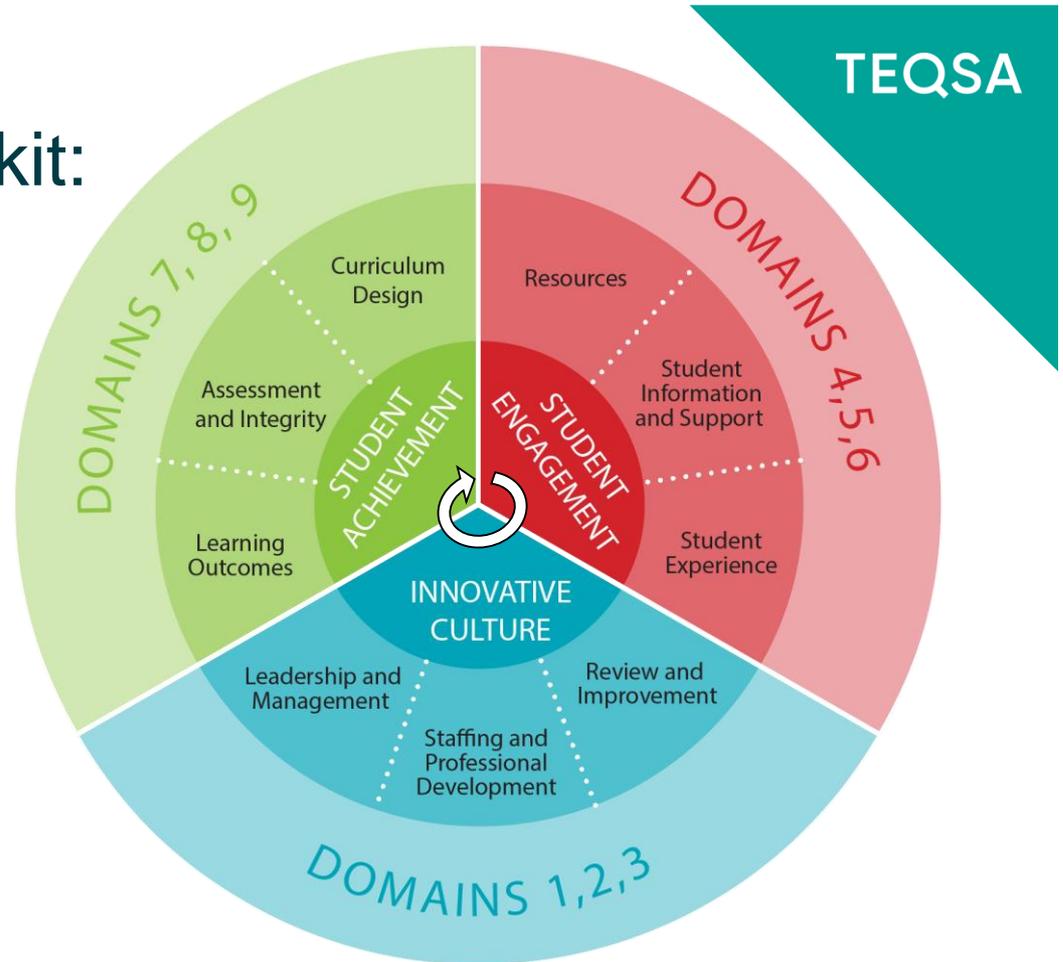
Quality Domains

- Leadership and management

- Staffing profile and professional development

- Review and improvement

- Resources

- Student information and support

- Student experience

- Curriculum design

- Assessment and integrity

- Learning outcomes

APEC Quality Assurance of Online Learning – Bali Workshop
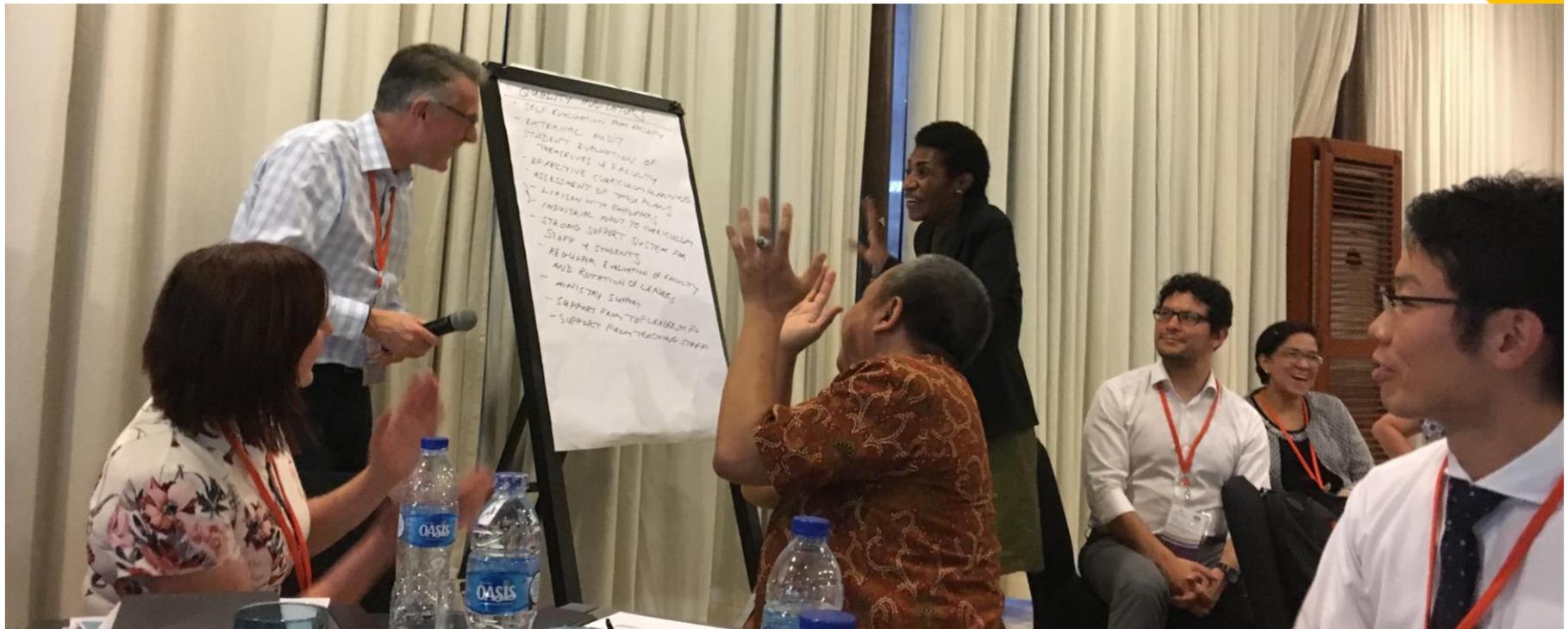
Occasional Forum Series:

Quality Assurance of Online Learning Melbourne

27 November 2018

- Focus on the definitions of online learning and the inclusion of relevant data in future higher education data collections.
- Review of the Australian Qualifications Framework Review and issues regarding online learning, including micro-credentials.
- Australian students can be protected in studying international higher education qualifications online.
- TEQSA will continue to engage in discussions on online learning with its international partners and other international quality assurance agencies and governments.

TEQSA

Online learning in a pandemic 2020-1

Australian Government
Tertiary Education Quality and Standards Agency

TEQSA

Assuring quality

Many Australian providers have a long and strong history in the provision of online learning

Our Australian Higher Education Standards provide a framework for quality education regardless of mode of delivery

In Australia we are very focused on how students are supported to achieve **learning outcomes**, across any mode of delivery

Higher Education Standards 2021

- On 27 April 2021, the new Higher Education Standards Framework (Threshold Standards) 2021 was published

- The new standards reflect the changes to the Provider Category Standards

- The new standards came into effect on 1 July 2021

Australian Government
Tertiary Education Quality and Standards Agency

Higher Education Standards Framework (Threshold Standards) 2015

Volume 1

F2015L01639

Sourced from the Federal Register of Legislation on 18 April 2019.
For the latest information on Australian Government law please go to www.legislation.gov.au
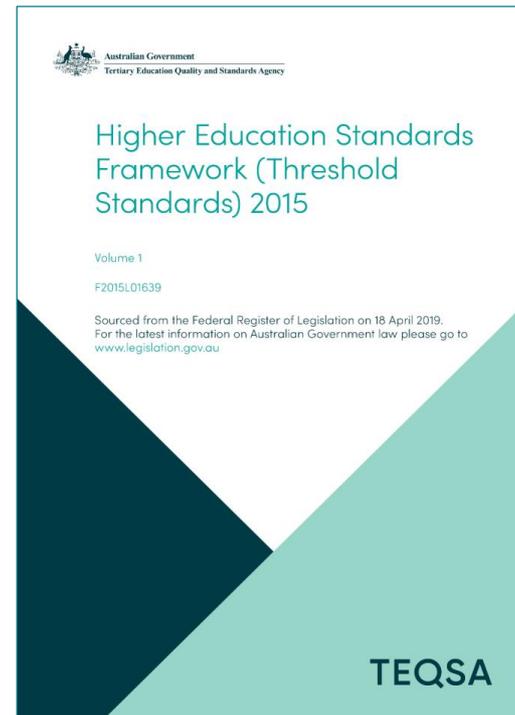
TEQSA

The Higher Education Standards

Seven domains and student centric
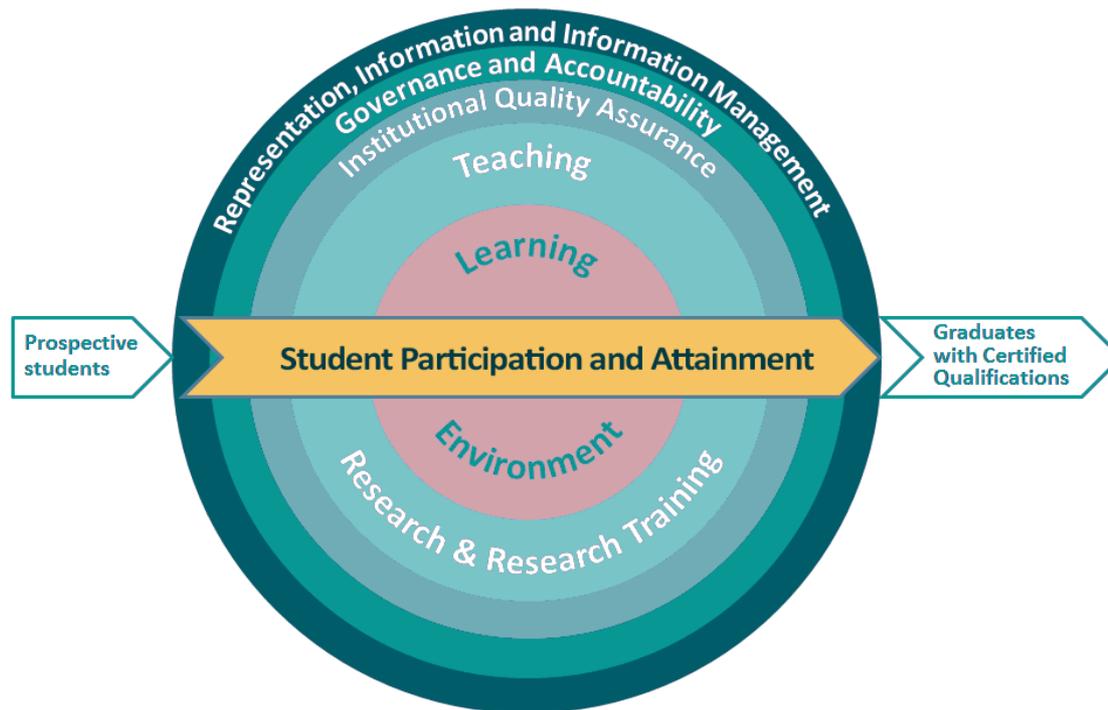
TEQSA

TEQSA has undertaken a **QUALITY ENHANCEMENT** role in its work with providers and online learning over the pandemic

Quality Enhancement

TEQSA

Providing good practice and guidance for providers transitioning to online learning

Online learning resources collected and developed for the sector and by the sector and global higher education community

Online Learning Good Practice website

Repository of practical information to assist providers in operating in an online environment

https://www.teqsa.gov.au/online-learning-good-practice
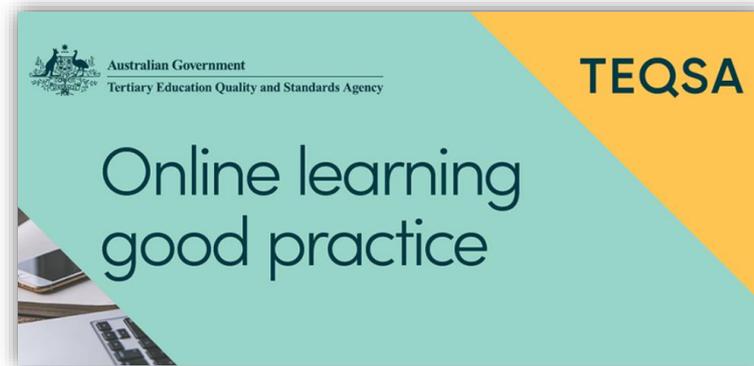
Online learning website

https://www.teqsa.gov.au/online-learning-good-practice

TEQSA

Getting Started

Enabling staff to work with online learning

Student Experience

Assessment integrity

International perspective

Webinars and podcasts

Experts advice hub

Experts advice hub

TEQSA

- Assessment considerations in moving from closed-book to open-book exams
- Designing an assessment rubric
- Expert advice on designing authentic assessments for online delivery
- Expert advice for student authentication of online assessment
- Seven ways to improve students' online learning experiences in your subject
- Statement for students studying online
- Supporting international students in an online environment

TEQSA's collaboration in developing online resources in response to the pandemic:

TEQSA

The Student Experience

TEQSA

Australian Government
Tertiary Education Quality and Standards Agency

Student Survey

https://www.teqsa.gov.au/sites/default/files/student-experience-of-online-learning-in-australian-he-during-covid-19.pdf?v=1606953179

- The *Student Experience of Online Learning in Australian higher education* explores the student experience in the transition to online learning

- Providers were asked to provide summary reports of their student experience surveys for semester 1

- 118 responses from 179 providers

- Key themes include
  - reduced interaction with academic staff and peers
  - difficulties with IT and variation in staff expertise in its use
  - assessment changes
  - isolation, lack of engagement and reduced motivation
  - difficulty with the translation of some subject areas from an internal to an online mode of delivery.

www.teqsa.gov.au/information-students
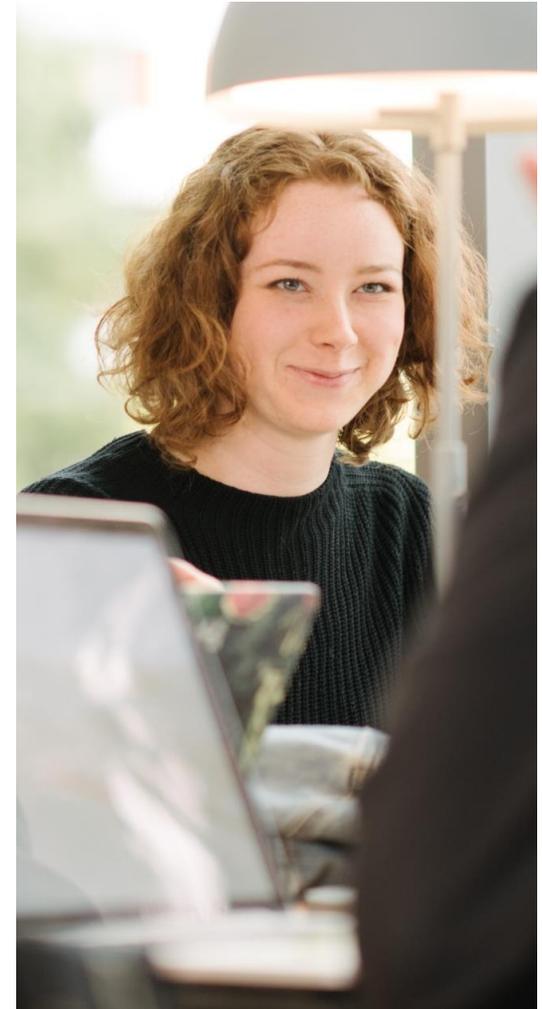
Information for students
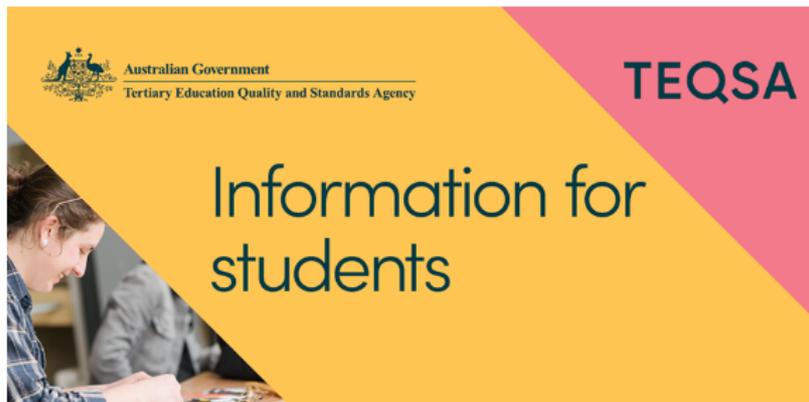
Introduction

TEQSA's key responsibilities are to safeguard the quality and reputation of Australia's higher education, and to protect student interests. During COVID-19, TEQSA is working closely with the higher education sector to understand the challenges as they evolve, to provide regulation and to support the continuation of study for all students.

These webpages have been established in response to key concerns raised by students, to provide information and resources. We are updating this website regularly and encourage you to revisit. Students are invited to let us know other questions they would like answered by emailing enquiries@tesqa.gov.au.

Resources

Graduate and Undergraduate Certificates

Under the Australian Government's higher education relief package, providers are encouraged to develop six month online courses, focused on identified national priorities.

- View Graduate and Undergraduate Certificates resources

COVID-19

Want to know the latest COVID-19 advice from the Australian Government? These resources have the most up to date information, including links to the Department of Education, Skills and Employment (DESE), Smartraveller and the Department of Health.

- View COVID-19 resources

Australian Government
Tertiary Education Quality and Standards Agency

Academic Integrity

TEQSA

Higher Education Integrity Unit

On 24 June 2020 the Government announced that it would establish a new **Higher Education Integrity Unit** within the Tertiary Education Quality and Standards Agency (TEQSA)

- $2.4m AUD in recurrent annual funding

- Exercise powers granted to TEQSA under the *Prohibiting Academic Cheating Services* amendment to the TEQSA Act

- Develop capacity for TEQSA to identify and analyse **emerging risks**
  - assist the sector to address these threats

- Undertake a range of activities including data and intelligence analysis, provision of educational resources and establishing communities of practice

Academic Integrity – Contract Cheating

https://www.teqsa.gov.au/academic-integrity-toolkit

TEQSA

Development of an academic integrity toolkit.

Recording available of workshop and slides

Development of a contract cheating website

Development of resources to support students

Sharing good practice

Toolkit

Workshop	Contract cheating
2019 TEQSA Academic integrity workshop recording, slides, and resources	Guide to substantiating contract cheating, TEQSA good practice note, and case studies
Policy and benchmarking	**Other resources**
Policy case studies, useful policy links, and benchmarking tools	Case studies, useful links, academic integrity organisations

CHEATING is NEVER the RIGHT ANSWER

Commercial academic cheating

New Download Hub

Resources for:

- Students
- Institutions
- Teaching staff

Download hub | Tertiary Education Quality and Standards Agency (teqsa.gov.au)

INQAAHE academic integrity toolkit

https://www.teqsa.gov.au/latest-news/publications/toolkit-support-quality-assurance-agencies-address-academic-integrity

Toolkit
to support quality
assurance agencies to
address academic integrity
and contract cheating

This toolkit has been developed to share Australia's lessons with our colleagues in quality assurance agencies in the global fight against contract cheating and other threats to academic integrity. It applies the principles of quality assurance to creating strong frameworks that support academic integrity.

Emerging issues for policy development

Emerging issues: policy and practice

Agency has watching brief regarding developing approaches to the quality assurance of online learning,

Regularly speaking to International Quality Assurance Agencies and partners

Consideration of the quality of the student experience of online learning: online, blended, face-to-face

Emerging issues: policy and practice

Assessment and invigilation

Sophistication of contract cheating services

Quality of the student experience online and in particular online offshore and university responsiveness.

Quality Assurance of third party delivery relationships

The microcredential marketplace and employability

Australian Government
Tertiary Education Quality and Standards Agency

Conclusions

TEQSA

Conclusions

TEQSA

- The quality assurance of online learning is a global conversation.

- The pandemic has seen Universities and Quality Assurance Agencies work together.

- Quality Assurance Agencies can play a strong quality enhancement role in working with Universities in sharing good practice.

- The future capabilities of the educational technology will continue to drive the sector.

- The quality of the student experience is being reconsidered as a response to an online learning environment.

Questions and discussion

Australian Government

Tertiary Education Quality and Standards Agency

If you have any comments or would like to get in touch

with TEQSA, please email Comms@teqsa.gov.au

Thankyou

www.teqsa.gov.au

@TEQSAGov

TEQSA