



Curtin University

A QUALITY PRACTICE IN

POLICY COMPLIANCE

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<http://legal.curtin.edu.au/policies/>

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# The Quality Process at Curtin



**APPROACH:** What do we want?



- We want behaviours that comply with expectations

**EMPLOY:** Getting people to do what you want them to...

So what do you do with your policy?

Communication- how do you advise and who?

Training- how and who, how often and what organisational process do you have for delivering and knowing who has attended?

Controls- forms, checks?

# REVIEW

Reporting and notification of compliance issues - who, what and how?

Compliance Audits/Checks

Reports issued to Executive Managers on policies due for review

How often? 3-year default, yearly student manuals

Administrative changes approved by Director LCS

*But what* are you reviewing?

# IMPROVE

Before you can improve compliance with policies you need to know what's not working, where the gaps are and what is good practice. How do you gather that information?

- Do you have an allocated person to review?
- Do you have fit for purpose policies and what is their relationship to other documents?
- Did you *really* need a policy at all?

# REALITY

- Variety of Academic Roles
- Different Perspectives
- Access
- Ownership
- How to get the balance right?



# EMBEDDING QUALITY



- 3 Year review
- Partnership with policy owner
- Policy by committee vs 'expert group'
- University buy-in
- Legal and compliance sign-off
- Committee Approval
- Communication



# THE BALANCE

Policy review –  
issues & gaps for  
improvement

New policy  
development

Deans and Faculty  
Teaching and  
Learning  
Committees



## The Way Forward

*You can write anything, but how do you manage behaviour? To close the quality loop, review and improve, you need to know where the policy compliance issues are and manage the behaviour or reconsider the processes/policy that may make compliance difficult.*

*What are the values and principles that drive the behaviour?*

*How do you foster leadership, good decision making and accountability?*



Thank you...



Any questions?

Q & A

