

## Session 2

### A QUALITY PRACTICE IN POLICY COMPLIANCE: THE DREAM AND THE REALITY

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Curtin University

A policy is nothing more than text on a page, it is the compliance with policy that makes it a reality. Managing compliance can be difficult in a large, complex and diverse organisation. Curtin University is the largest university in Western Australia with over 40,000 students, 4,000 staff and campuses in Sydney, Malaysia and Singapore. Welcome to our reality.

Lyn Marks (Executive Officer, Office of DVC Education/Teaching and Learning) and Naomi Yellowlees (Director Legal and Compliance Services) have been closely involved in the work to embed a quality approach to policy compliance at Curtin. Whilst this work covers all the policies at Curtin, this presentation will focus on teaching and learning policies. What we did, what worked, and how we'd do it better next time.

The quality approach at Curtin is based on Approach, Deploy, Review and Improve. Often policy work focuses on the *Approach*- let's write a policy and send it through an 8 week 2 committee approval process- but that's not the end of the story. What is required for the *Deploy*-how do we implement the policy in our everyday work- this is where we find out if the policy actually works. How do we *Review*? How do we know that people are complying with the policy and if not why not? What reporting/tools are we using and developing to assist with this. And then how do we *Improve*? What have we learnt from this experience and how do we make it easier for people to comply, or at least make it clearer that people must comply and what are the consequences for non compliance?

We will talk about the role of the Compliance Reference Group, the Policy Contact Officers, Legal and Compliance Services, Professional Standards and Conduct Unit, Internal Audit, Organisational Development Unit, managers and the executive in this process.

#### Presenters Biography

**Naomi Yellowlees** is the Director of Legal and Compliance Services, Corporate Services, Curtin University. Part of her role involves overseeing the implementation of the policy and compliance framework in the University. Naomi has extensive experience in the University sector and has worked in both corporate and academic areas. Previously she worked providing governance advisory services in the community sector and prior to that worked as a legal practitioner in two states and one territory in a somewhat eclectic mix of areas that has prepared her for just about anything.

**Lyn Marks** is the Executive Officer, in the Office of the Deputy Vice-Chancellor, Education. Lyn's role involves working with faculty staff ensuring teaching and learning issues are raised, matters are addressed, projects are coordinated, and policies are appropriate, embedded, and reviewed. Her background as a qualified human resources practitioner, with experience both externally and within the higher education sector, student services managerial positions, and past member of University Council, all provide a solid understanding of staff, governance, the university environment.