

## **Program Development, Review and Amendment Policy and Procedure**

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### Modification history

Date	Modification	Person responsible
28/11/11	Addition of section to meet CAP conditions	Ian Whyte

### Definitions

## Preamble

Quality assurance in program development, delivery and review, and the continuous improvement of ICHM's educational programs are fundamental to ICHM meeting its accreditation responsibility to deliver programs that are comparable in requirements, equivalent in standards and educational outcomes to programs at the same level in a similar area at an Australian university and to maintain the standards required by the "National Protocols". They are also fundamental to ICHM achieving its mission.

Program quality is achieved through a comprehensive system of design, evaluation and review, incorporating advice and feedback from students, staff and institutional stakeholders. ICHM's system of review ensures that the programs are contemporary and comprehensive.

ICHM delivers a limited number of programs focused on preparing students for careers in the hospitality industry.

## Program Development

### Policy

ICHM will develop and maintain academic programs that fit within its strategic directions and capacities.

### Procedure

Initial concepts for new programs will be discussed with the Principal and Chief Executive.

If initial concepts are supported a more detailed proposal will be prepared and include:

- Rationale
- Evidence of preliminary consultation with stakeholders including staff, industry and alumni.
- Program structure, content and outcomes
- Staffing and resources implications
- Business case
- Timelines for development, accreditation and implementation

The proposal will be submitted to the Academic Board and where required to the Swiss Hotel Association for approval.

The proposal will be submitted to the College Council for their endorsement.

Following approval and endorsement ICHM will prepare the required accreditation documentation.

When complete the required accreditation documentation will be submitted to the Academic Board and where required to the Swiss Hotel Association for their approval.

Following approval the documentation will be submitted for accreditation.

## Program Review

### Policy

ICHM will maintain the quality and continuous improvement of its programs and subjects through a system of internal and external review and benchmarking against best practice.

ICHM will identify and implement processes to ensure that internal and external individuals and groups involved in review and providing feedback are informed of the outcomes and changes resulting from their review and feedback.

### Procedure

#### ***Internal Student Surveys***

ICHM will administer the following internal student surveys:

##### *ICHM Survey of Student Perception of Quality*

Conducted mid semester, every semester and involves all students (not those on Industry Placement). The survey covers a wide variety of topics including the program content and delivery.

##### *ICHM Survey of Student Perception of Subject Quality*

Conducted every semester at the end of a semester and covers three subjects on a rotational basis from each year of the program

##### *ICHM Survey of Bachelor Degree Graduates*

Conducted annually involving graduates who completed their studies twelve months prior. The survey covers a variety of topics including questions on program content and delivery as well as preparation of graduates for industry careers.

The Principal will report on the results of the above surveys to the Discipline Streams, the Academic Committee and the Academic Board.

Where feedback on a specific aspect of a program or subject is required a range of feedback and evaluations mechanisms will be evaluated and the most suitable administered.

### ***Additional Student Feedback***

#### *Student Representatives*

ICHM will establish a Student Representative Group for each year of the program.

Student representatives will meet on a monthly basis with the Year Coordinator to discuss and provide feedback on various aspects of their program including feedback on subjects.

The Year Coordinators will report outcomes of these meeting at the next meeting of the Academic Committee.

If the Academic Committee identifies potential program or subject change they will be discussed with the relevant Discipline Stream.

If there are proposed changes to the program or subjects the Chair of the Academic Committee (the Vice-Principal) will consult with the Principal and determine the appropriate actions (see Curriculum Change) to seek approval of the proposed changes.

#### *Student Focus Groups*

At the end of each semester a student focus group for each year of the program will meet with the Principle, Vice-Principle, Discipline Stream Coordinators and lecturers from the year to discuss subject learning outcomes, delivery and assessment as well as the overall program.

If there are proposed changes to the program or subjects the Principal will determine the appropriate actions (see Curriculum Change) to seek approval of the proposed changes.

### ***Graduate and Industry Consultation and Feedback***

#### *Graduate/Industry Consultation and Feedback*

ICHM has established the Graduates in Industry International Advisory Committee (GIAC) in order to source industry advice and feedback on programs and subjects.

GIAC will meet twice a year to discuss emerging and contemporary industry developments and issues and the implications of these for ICHM programs and subjects.

GIAC will be consulted on program or subject issues where it is established their input will contribute to decisions on the issue.

GIAC will be consulted on the development of new programs.

The Principal of ICHM manages the GIAC engagement and will provide reports where relevant to Discipline Streams, the Academic Committee and Academic Board.

If there are proposed changes to the program or subjects as a result they will be discussed firstly with members of the relevant Discipline Stream/s and the result presented to the Academic Committee for their consideration and approval.

If there are proposed changes to the program or subjects the Chair of the Academic Committee (the Vice-Principal) will consult with the Principal and determine the appropriate actions (see Curriculum Change) to seek approval of the proposed changes.

#### *Industry Consultation and Feedback*

Discipline Streams will identify and implement annual and on-going strategies that engage industry and professional associations in program and subject review.

Proposed annual strategies will be presented to the Academic Committee for discussion and endorsement during October of the year prior.

Discipline Streams will report annually to the Academic Committee on implementation and outcomes.

The Principal will provide an annual report on these strategies to the Academic Board.

### ***Discipline Streams***

ICHM has created Discipline Streams for the purpose of:

- Ensuring on-going review of subjects and the streams' academic contribution to the overall program.
- Ensuring academic coherence and that subject content is progressively developed to a higher level over the duration of the program.
- Developing an environment where scholarship has a high priority.
- Mentoring new lecturing staff and/or staff who have not completed qualifications at the desired level.
- Ensuring validation and moderation of assessment.
- Identifying and encouraging professional development opportunities.

ICHM will appoint Discipline Stream Coordinators who have qualifications, academic and industry experience relevant to the position.

Discipline Stream members will meet on a monthly basis and the Stream Coordinator will report to the next meeting of the Academic Committee.

If there are proposed changes to the program or subjects the Chair of the Academic Committee (the Vice-Principal) will consult with the Principal and determine the appropriate actions (see Curriculum Change) to seek approval of the proposed changes.

### ***Swiss Hotel Association***

When deemed appropriate by the Principal and Chief Executive the Swiss Hotel Association will be included in curriculum review.

### ***Benchmarking***

ICHM will benchmark against identified best practice institutions. The institutions might not deliver hospitality programs.

The Principal in consultation with the Chief Executive will establish a working relationship with identified best practice institutions for the purpose of benchmarking.

### ***Comprehensive and formal review***

ICHM will conduct formal review of all subjects over a three-year period.

Formal review will involve academic staff, students, industry and professional associations.

Discipline Streams will establish a three-year schedule for the formal review of its subjects.

These schedules will be submitted to the Academic Committee for approval and reported to the Principal.

If there are proposed changes to the program or subjects the Chair of the Academic Committee (the Vice-Principal) will consult with the Principal and determine the appropriate actions (see Curriculum Change) to seek approval of the proposed changes.

The Principal will report annually on formal review outcomes to the Academic Board.

## Curriculum Amendments

### Policy

Proposed amendments to programs and subjects will be submitted by ICHM to the relevant body for approval.

### Procedure

#### ***Mandated procedure for specific major amendments***

Under the conditions of accreditation ICHM must seek approval from The Quality and Tertiary Education Policy (QTEP) Directorate (or its successor, TEQSA) before introducing major amendments to the program during the period of accreditation. Major changes include:

- major alterations to teaching premises;
- changes to delivery location by moving to a new site, adding an additional site (including any offshore sites) or withdrawing from an existing site;
- changes to the mode of delivery of a course, such as from face-to-face to distance education or on-line;
- withdrawal of professional or industry course accreditation;
- significant substitution of new subjects or significant deletion of subjects in a course (such as that comprising more than 25% of the total number of subjects in the course);
- any changes to the title of a course; and/or
- significant reduction in student contact hours in a course.

The above major amendments must be approved by the Academic Board before submission to QTEP.

#### ***Major amendments***

In addition to the above major amendments, the following major amendments must be submitted to the Academic Board for approval:

- Change of admission requirements
- Addition of new subjects\*
- Withdrawal of subjects\*
- Change of learning outcomes
- Change of assessment

\* not exceeding 25% of the total number of subjects in the program

#### ***Minor amendments***

The minor changes listed below must be submitted to the Academic Committee for approval.

The Chair of the Academic Committee will submit approved minor amendments to the Principal for approval.

The final decision on the amendment is the responsibility of the Principal.

The Principal will present an annual report on minor amendments to the Academic Board.

Minor amendments include:

- Change of prescribed and recommendations readings
- Modification of prerequisites and corequisites

## Development of subject materials

### Policy

ICHM will ensure that subject materials

- Include current and emerging theory, models, concepts and research.
- Include current and emerging industry practice and the latest technology.
- Include a mixture of theory/models, industry examples and learning activities.
- Ensure the guides cover student learning outcomes, indicative content and assessment as specified in the Subject Statement attached.
- Ensure the delivery structure and content allows for effective transfer of knowledge and skills.
- Include contemporary adult learning principles.
- Include a range of delivery methods/options for different learning styles.
- Provide opportunities for participants to reflect on their experience and learning.
- Ensure appropriate linkages are made to ICHM Graduate Qualities

## **Procedure**

ICHM will develop and use templates for the development of Learner and Lecturer Guides.

ICHM will develop Quality Criteria to be used in the development of Learner and Lecturer Guides, in their evaluation and update.

ICHM will include the review of Learner and Lecture Guides in external moderation of degree subjects.

Discipline Stream Coordinators will ensure that Learner and Lecturer Guides for their subjects from the degrees are reviewed by discipline stream members annually.

The ICHM Principal will report on these procedures annually to the Academic Board