

Policy Name:	Staff Capability, Educational Resources and Premises
Policy Number:	14-CRICOS-2011
Current Version:	04 - 01/07/2014
Next Revision Date:	June 2015
Purpose:	To ensure that our educational facilities, including the nature of the tenure of the occupancy of the premises, the floor space available for each student and other amenities support students to achieve their course outcomes. To outline the qualifications and experienced required by staff in their area of employment, and ensure we provide appropriate educational resources to support student learning.
Scope:	All staff
Exceptions:	Nil
Policy Owner:	Dean and Executive Officer
Related policies and legislation:	<ul style="list-style-type: none"> • Education Services for Overseas Students (ESOS) Act 2000 (https://www.aei.gov.au/ESOS) • The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf) • For further detailed information on the legislative requirements in the National Code 2007, see National Code Explanatory Guide (https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx)
Internal procedures guided by this policy:	N/A
Published Location	Y:\Administration - Compliance/Policy & Procedure - Master File/CRICOS

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
03/02/2011	Draft	Audit review	Institute Coordinator	01
18/02/2011	Final	Formatting - correct typo errors	Institute Coordinator	02
23/05/2011	Final	Formatting	Institute Coordinator	03
01/07/2014	Final	Updated staff titles and government departments	Systems Administrator/Dean and Executive Officer	04

Glossary of Terms/Definitions

Adequate staffing resources	Support staff to student ratio can vary from sector to sector, institution to institution. At present there is no formal determination for this ratio. Some examples of current practice exist in the school sector: 0.2 staff to 5 international students enrolled, 1.0 staff to 100 students; in the tertiary sector some ratio examples are: 1.0 staff to 300 students, 1.0 staff to 1000 enrolled students in larger institutions.
Education resources	Physical resources such as library, equipment, facilities and learning materials.
Experienced staff	In relation to support staff, no formal skill set has been defined however, the ESOS Evaluation Report (2005) indicates some desirable attributes for international student support personnel such as confidentiality, ability to balance tensions between student needs and those of the institution, knowledge of ESOS and migration requirements, cross-cultural sensitivity, specialist language skills, and experience with international students and issues they commonly encounter.
DeptEd	Department of Education
Designated authority	As defined by section 5 of the ESOS Act, this means a person responsible under the law of a state for approving providers to provide courses to overseas students in that state.
ESOS	Education Service for Overseas Students
PGA IGI	PGA International Golf Institute
Suitably qualified staff	Recruitment and education delivery staff can be assessed on the basis of formal qualifications; however there are very few recognised qualifications that exist for administration and support staff.

Procedure Measures

Procedure Measures	Target
Compliance with National Code 14 in relation to staff capability, educational resources and premises.	100%

Distribution

All Directors
 All Staff
 All International Students

INTRODUCTION

PGA IGI students are given every opportunity to achieve their educational objectives while studying with us in Australia. We ensure our staff members are suitably qualified and experienced and that we provide appropriate educational resources to support student learning. We ensure that our educational facilities, including the nature of the tenure of the occupancy of the premises, the floor space available for each student and other amenities support students to achieve their course outcomes.

1.0 STAFFING

1.1 Staff - general

The Dean and Executive Officer of the PGA IGI in consultation with the Board of Directors is responsible for the recruitment of staff. Our organisational chart and duty statements show the lines of authority in our training organisation and set-out the responsibilities and allocation of functions of staff.

The Dean and Executive Officer ensures that staffing requirements meet the needs of the size and scope of our operations by reviewing staffing levels with the Golf Programs Manager and Programs Development Manager annually or on an as 'needs' basis. All staff members are required to undertake professional development within their area of designated responsibility and maintain any relevant qualification deemed necessary by the Dean and Executive Officer or the Board of Directors of the PGA IGI.

1.2 Recruitment of staff

The Dean and Executive Officer of the PGA IGI (in consultation with the Board of Directors) is responsible for the recruitment and selection of staff. Staff members are recruited as needed and are required to provide the following documentation as part of the selection process:

- Resume
- Educational experience
- Relevant work experience
- Educational qualifications
- Two personal referees

In selecting staff, emphasis will be placed on the currency and relevancy of the applicant's work experience and educational qualifications.

1.3 Induction of staff

New staff members are required to undergo an induction process. The process is managed by the Dean and Executive Officer and encompasses the following areas:

- OH&S
- Company policy & procedures
- VET sector back ground information
- CRICOS & ESOS background information
- Other information relevant to the position and function

New staff may also be required to undertake orientation with other administration staff as per their role and function within the PGA IGI. At the end of the orientation process staff will be given an orientation folder.

1.4 Monitoring of staff

Staff members are required to provide a yearly professional development summary and supply evidence of professional development undertaken. The Dean and Executive Officer is responsible for monitoring and maintaining a Staff & Trainer/Assessor Register. The registers contain staff resumes, qualifications and professional development outcomes. The register will be audited on an annual basis or as required as part of our continuous improvement strategy.

1.5 Performance assessment of staff

To ensure staff performance meets our organisational requirements and standards a 360 degree assessment process is conducted at a minimum of twice annually, it includes but is not limited to:

- KPI review and assessment by the Dean and Executive Officer and Board of Directors;
- Self assessment via feed back forms;
- Formal and informal meetings with the Dean and Executive Officer
- Student review and feedback mechanisms;
- Peer review.

Staff who fail to meet performance requirements and KPIs will undergo a counselling session with the Dean and Executive Officer. Under-performing staff may also be required to attend formal and informal training sessions, in-house or by third party providers.

1.6 Staff professional development

Staff are required and encouraged to maintain a high level of knowledge and skill in their area of employment and expertise. Staff members are provided with formal and informal educational opportunities through in-house training and by third party providers. The PGA IGI assists staff in their professional development by providing financial support and paid leave for approved education and training.

2.0 EDUCATIONAL RESOURCES

The Programs Development Manager in consultation with Trainer and Assessors will ensure that the PGA IGI has sufficient, relevant and appropriate educational resources to support student learning. At the beginning of each academic semester the Programs Development Manager will undertake a review and audit of our requirements for educational resources. Student learning resources will be up-dated as required to ensure they are current, relevant and sufficient.

Students are provided with both hard (paper based) and soft copies (USB drive or web library) of all necessary learning resources. If requested the PGA IGI will arrange a library subscription (Griffith University or ICMS) to any international student, at no additional charge to the student.

3.0 PREMISES

The PGA IGI ensures that our administration facilities are appropriate for the size and scope of our operations, and that they are easily accessible to students.

Note: Relocation of Head Office/Administration Location This is the responsibility of the Dean and Executive Officer. The Dean and Executive Officer will inform the designated authority in writing (using the major changes form) of any intention to change/relocate teaching or administration facilities at least 20 working days prior to the relocation. Students will be notified verbally and via email messaging at least 20 working days prior to the relocation.

4.0 TRAINING FACILITIES

The PGA IGI will ensure that our training facilities are appropriate for the size and scope of our operations, and that they provide the student a safe learning environment, ease of access, and have all required amenities. We ensure that:

- Tenure of occupancy is secured by lease/ or written agreement;
- Floor space meets the requirement of the National Code;
- An OH&S site report is conducted at least annually;
- Random site inspections are conducted;
- Student feedback on training facilities is collected at the end of each semester;
- Trainer/assessor feedback on training facilities is collected at the end of each semester.

The Dean and Executive Officer in conjunction with the Programs Development Manager reviews training facilities at the beginning of each semester to ensure that they meet the requirements in relation to student numbers and other needs.

Note: Relocation of Teaching Location This is the responsibility of the Dean and Executive Officer. The Dean and Executive Officer will inform the designated authority in writing (using the major changes form) of any intention to change/relocate teaching or administration facilities at least 20 working days prior to the relocation. Students will be notified verbally and via email at least 20 working days prior to the relocation.

This policy will be reviewed annually and revision history updated.