



VET Governance Framework





VET Governance Framework

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Introduction

This high level document outlines the governance framework through which Australian College of Natural Medicine Pty Ltd (ACNM) delivers its vocational education and training (VET) programs through its association with parent company, Study Group Australia.

In 2015, ACNM became part of the Study Group Australia family of brands. Study Group Australia (SGA) is a wholly owned subsidiary of Study Group Pty Ltd (SG), a leading provider of global education programs in Australia and New Zealand, North America and China, and UK and Europe. SG educates over 63,000 students annually from over 130 countries. In Australia and New Zealand, SGA manages and delivers programs across both proprietary and partnership colleges.

Study Group's Mission

Study Group prepares students for life in a global economy. We educate students from every corner of the globe enabling them to realise their potential through a transformational learning experience.

Australian College of Natural Medicine (ACNM) Pty Ltd trades in the VET sector as Endeavour College of Natural Health, FIAFitnation, and College of Natural Beauty, servicing the natural health, wellbeing, beauty and fitness sectors. The term 'College' within this document should be considered as the collective of all trading names.

ACNM Corporate Board has delegated responsibility for all training matters pertaining to VET to its College Council. ACNM Corporate Board will also receive feedback from the student body on the operations of the College through Student Representative Council representation on College Council and its subsequent report to the Board.

ACNM recognises the Australian Standard 8000-2003 Corporate Governance, as follows:

Corporate governance generally refers to the processes by which organisations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, direction and control exercised in the organisation.

The VET governance framework sets out the structure and terms of reference for each committee involved in oversight of vocational education and training.

ACNM recognises that there are a number of key principles that are commonly regarded as the basis of good governance including:

- Good strategy, planning and monitoring of the vision, mission and organisational values
- Sound risk management and compliance processes
- Composition and membership of the College Council and its Committees
- The promotion of College Council, Academic Board and VET Advisory Board performance and effectiveness
- Continual improvement of reporting and monitoring.



Underlying Principles

The following principles underpin the governance structure of the College:

- ACNM is committed to the establishment, maintenance and promotion of sound governance within the College, including responsible and accountable management of the College
- All international, national and state legislation, corporate responsibilities, accountability frameworks, regulations, codes of practice and standards that are applicable to the College form part of the governance framework
- All College rules, codes of practice, policies, associated procedures and plans form part of the governance framework
- All employees, students, contractors and agents of the College, by virtue of accepting employment, enrolment or other formal association with ACNM, agree to operate in ways that are in accordance with the ACNM governance framework.

Roles of Australian College of Natural Medicine Pty Ltd Council, Boards and Committees

Australian College of Natural Medicine Pty Ltd Board of Directors (ACNM Board) is the governing corporate body of the organisation. Responsibilities for academic and VET governance have been delegated to the College Council, which in turn has delegated some academic decisions and responsibilities to the Academic Board and its committees for higher education and to the VET Advisory Board and its committees for the vocational education sector.

The College Council has nomination, induction and professional development processes in place for Council members, procedures for the conduct of the College Council, Academic Board, VET Advisory Board and Committee meetings, guidelines to assist members to exercise their duties, and processes for review of overall and individual member performance and effectiveness. College Council and the ACNM Board have a joint meeting annually.

The College Council also receives advice from the Student Representative Council (SRC) by representation of a SRC member on the College Council. While the SRC is not an official academic governance body and therefore not represented in this document, the College Council recognises the importance of student input into the academic operations of the College (particularly given the College Value of Student Centricity and ensuring it is embedded into all areas of College life), and welcomes input from the SRC.

External Obligations

Australian College of Natural Medicine Pty Ltd (ACNM) Board of Directors is bound to meet the responsibilities of a proprietary company under the Corporations Act 2001.

ACNM must comply with legislation enacted by State and Commonwealth Governments and is committed to doing so at every level.



Committees

College Council has established Committees to assist in performing the academic functions of the College and providing timely advice to the College Council.

- Each Committee of College Council will have Terms of Reference as determined by the College Council
- The composition of College Council Committees may include persons external to the College, members of the College staff and students of the College
- The Academic Board and VET Advisory Board may establish sub-committees to provide advice and recommendations, or make decisions, on matters within its Terms of Reference. The Boards may also establish working parties to consider special issues. Each Committee will have its own Terms of Reference as determined by the Academic Board and VET Advisory Board, and College Council will be advised of their establishment.
- The establishing Board shall receive reports as required from such sub-committees and working parties and have the responsibility to monitor and evaluate activities in respect of each sub-committee's functional responsibility.
- *Ad hoc* Advisory Committees may be convened from time to time to advise on relevant matters.
- The CEO of ACNM Pty Ltd is authorised to attend any meeting of any of the bodies herein at his/her discretion.

Policy and Procedures for Performance Evaluation of College Council

College Council recognises that performance evaluation is fundamental to good governance. By regularly evaluating the performance of the College Council, Academic Board and VET Advisory Board, College Council is able to identify gaps and develop strategies and actions for improvement. In accordance with good governance practice and national protocols of governance, the College Council, Academic Board and VET Advisory Board will review their performance on an annual basis.

Evaluation Framework

- College Council, Academic Board and VET Advisory Board will create measurement instruments for the purpose of self-review.
- Annually, the College Council will evaluate its conformance with all National Protocols and Corporate regulations.

Each body within this governance framework must meet the following criteria:

- **Need** (must have a clear need for its existence and a clear purpose)
- **Unique Role** (must have a clearly-defined role that is well-differentiated from the roles of other elements)
- **Adds Value** (either by making important decisions or by providing high-level advice)
- **Primary Focus** of the College is to ensure all decisions and recommendations are to meet criteria for the best student experience at all times
- **Active** (meets regularly or periodically as well as makes decisions or recommendations)



- **Stakeholder Input** (affords an opportunity for the relevant stakeholders to provide meaningful input into decisions).

Any new sub-committee should not be established unless it meets these criteria.

Following annual review of this VET Governance Framework, any structural changes recommended by the College Council are to be approved by the ACNM Board. On receipt of this approval, the changes are to be documented, actioned and this document updated and circulated by the Quality and Compliance team.

Quorum Arrangements

Overall, the quorum is half the membership plus one, of the filled positions. Vacant positions are not counted in calculating the quorum. Co-opted committee members are not counted towards the quorum. The CEO may, in appropriate circumstances, declare the College Council quorate, so that the business of the College may continue in a timely manner.

In some cases, provision may be made to allow inquorate meetings of other committees to proceed, especially if an urgent matter needs to be considered. The proceedings and decisions of any inquorate meeting will need to be ratified at the next quorate meeting.

For College Council, the quorum must include at least one external member. For Course Advisory Committees, the quorum must include at least half of the external membership of the time.

Induction Arrangements

Before the first scheduled meeting of any committee for the year, the Chairperson or their nominee will meet with any new members to brief them on the Terms of Reference and schedule of business. A copy of the College Governance Induction Guidelines will be provided to all College Council, Academic Board, VET Advisory Board and sub-committee members.

Such a briefing will also be provided to any new member who joins a College committee, sub-committee or working party during the year, preferably before the new member attends a meeting.

Secretarial Arrangements

The Chairperson of any committee shall nominate an appropriate administrative staff member to act as the Minute Secretary (unless otherwise stated, this will be a member of the Quality & Compliance team at the College). The Minute Secretary shall be in attendance at all meetings and shall have responsibility, as directed by the Chairperson, for the compilation and circulation of agendas and accompanying papers and the recording and circulation of minutes. Unless otherwise stated in the Terms of Reference, the Minute Secretary shall not have rights of debate or vote.

Agendas and Minutes

Minutes, agendas and supporting documents shall be distributed to members of the relevant committee at least five (5) working days prior to the forthcoming meeting.



Except with permission of the Chairperson, late papers or agenda topics will not be accepted and included in the forthcoming meeting. All papers must be submitted to the Minute Secretary at least seven (7) working days prior to the forthcoming meeting.

Minutes, agendas and associated meeting papers may be distributed in hard copy or electronically.

Records, due to their nature, are subject to the requirements of regulatory and accreditation bodies and relevant State Acts and therefore must be retained in accordance with good record management practice. Responsibility for ensuring appropriate records management for the committee rests with the Minute Secretary under the direction of the Chairperson of the committee. The committee shall keep minutes of each meeting. All documentation shall be retained in the College's primary electronic management system.

The minutes and action list should be sent to the Chairperson of the committee within five (5) working days of the conclusion of the meeting. The Chairperson of the committee will provide changes/feedback/confirmation of the minutes to the Minute Secretary within five (5) working days of receipt, for changing and dissemination by the Minute Secretary to all members within twelve (12) working days of the meeting being held.

College Council

Preamble

Australian College of Natural Medicine Pty Ltd Board of Directors (ACNM Board) is responsible for directing and controlling the commercial business of the Company, including guiding and monitoring its strategy and business affairs, in accordance with the legal responsibilities of the Corporations Act 2001.

The ACNM Board has delegated day to day business management of the operations of the College and policy responsibility to the Chief Executive Officer (CEO).

The ACNM Board has delegated all VET governance responsibilities to College Council. The College Council is responsible and accountable to the ACNM Board for the discharge of these responsibilities.

College Council approves the academic and student related policies and procedures that underpin ACNM's VET compliance with regulatory obligations. College Council reviews and monitors the performance of all academic areas of the College to assist with quality management and continual improvement of those operational processes.

ACNM Board has delegated the responsibility for operational policies to Executive Management.

Structure

College Council considers advice from two advisory boards, the Academic Board (for higher education matters) and the VET Advisory Board (for VET matters). Each board can have a number of sub-committees, which assist in meeting its obligations and objectives. The College

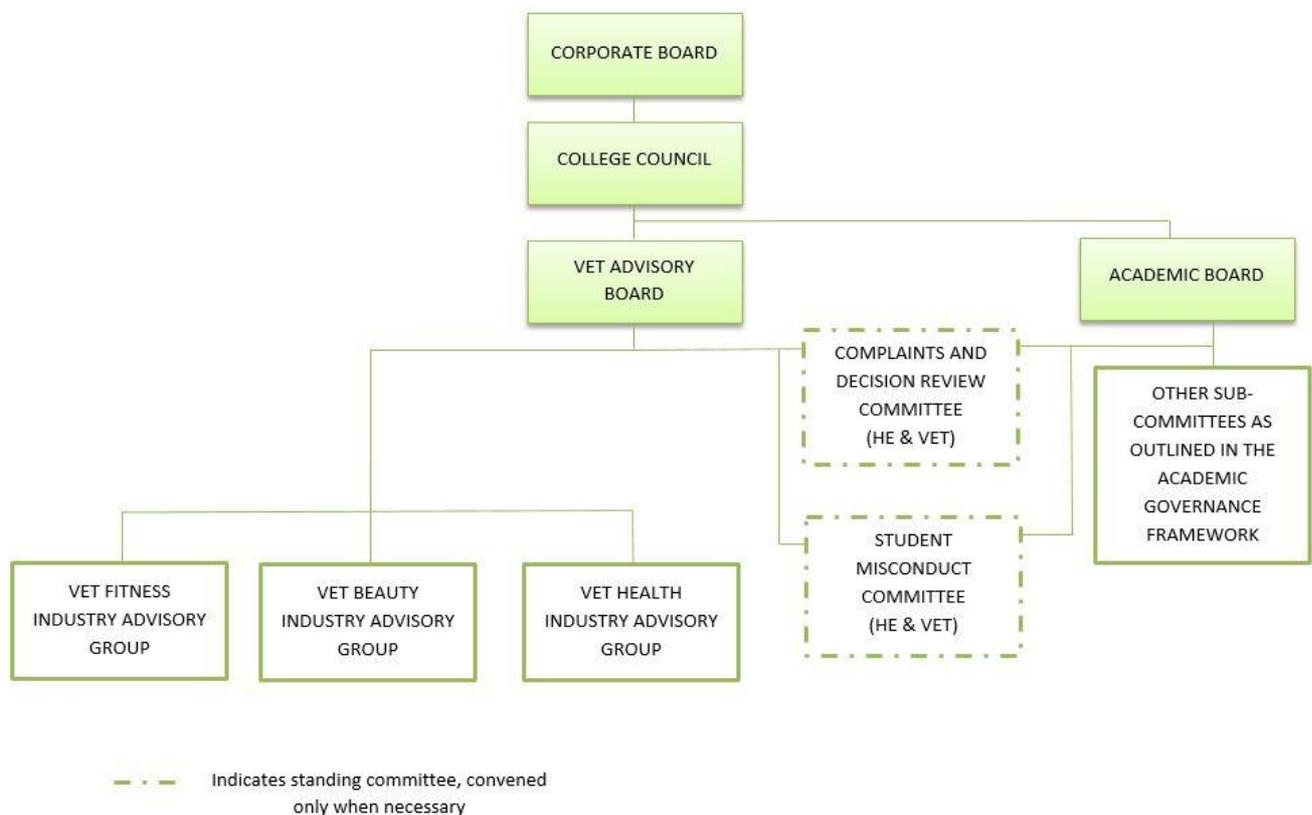


Council relies on the advice of these Boards to provide a mechanism by which progress and performance may be monitored and academic matters may be explored in order to provide College Council with the most appropriate recommended action for consideration. College Council will also seek input from the Quality and Compliance team on VET matters. College Council will receive advice or recommendations from its Boards, or referring Committees or Teams via its agenda to which will be appended comprehensive reports, analyses and supporting papers.

College Council is committed to reviewing its academic governance structure and Terms of Reference on a two yearly basis.

The diagram below outlines the Board and Committee structures of College Council.

VET Governance Structure



Terms of Reference – College Council

The current Terms of Reference for the College Council can be found in the College's Academic Governance Framework. This includes work of the Council related to VET matters at the College.



VET Advisory Board

Rationale

The College has a governance structure that promotes the goals of excellence and accountability in teaching and scholarship, quality in academic service delivery, strategic academic planning and positive and productive relationships with external educational and professional bodies and industry partners.

The Vocational Education and Training (VET) Advisory Board of ACNM has been established to provide leadership in shaping and reviewing College strategies as they relate to the vocational education sector and to support the implementation of the VET strategy. College Council views the VET Advisory Board as a forum through which senior VET staff can provide advice to College Council on the College's core business activities in VET including teaching and learning. The Council also looks to the VET Advisory Board to provide reports that ensure appropriate quality assurance processes are in place relating to VET programs and competencies, and that training package standards are maintained.

The VET Advisory Board will ensure appropriate teaching and learning standards of vocational education and training courses are met. The VET Advisory Board will liaise with the College's Quality and Compliance team to ensure the progression of continuous improvement in relation to the College's provision of vocational education and training.

The VET Advisory Board complements the work of the Academic Board and other Governance Committees of the College and will provide advice to the College Council, where relevant, on matters pertaining to the VET sector.

It should be noted that, from 2016, the business of the VET Advisory Board and its sub-committees will be managed by the Study Group Australia VET Division, with College Council to receive a regular report on its meetings and any actions arising in the VET sector.

Membership

- VET Advisory Board Chairperson – appointed by the College Council (External member with significant experience in the VET sector)
- Executive Director VET
- CEO, ACNM
- National Academic Director, Fitness
- National Academic Director, Beauty
- Associate Program Leader, Homeopathy (ACNM VET Teach-Out Coordinator)
- Director, Student Services & Retention
- National Educational Pathways Manager
- Compliance Manager – VET Operations
- One (1) VET Trainer and Assessor (staff representative) elected biennially by ACNM staff members
- One (1) VET Alumni representative
- Minute Secretary – Product Quality & Compliance Coordinator



The Chairperson of the VET Advisory Board, the Executive Director, VET, or the CEO can at any time invite other relevant guests (internal or external) to attend all or part of a meeting. These guests will not be counted in the calculation of a quorum.

Period of Office

Elected and appointed members shall normally serve on the VET Advisory Board for a term of two (2) years. Members may serve consecutive terms, if appropriate.

Quorum

The quorum for meetings of the VET Advisory Board shall be half the membership holding office at the time plus one, provided that this includes at least one external member of the VET Advisory Board. Meetings may be held face to face, by other verbal medium (e.g. teleconference or video conference) or a combination of these mediums; attendance by any of these means will be considered full attendance for the purposes of calculating a quorum.

Terms of Reference

The VET Advisory Board shall provide a general leadership role in training, assessment and delivery of approved VET programs and is charged with the responsibility for:

- Monitoring quality and compliance in line with the Standards for Registered Training Organisations (RTOs) 2015 and the Standards for VET Accredited Courses 2012 to ensure nationally consistent high quality training and assessment across the VET business
- Monitoring of the student experience and related support services within the delivery of approved VET programs
- Maintenance of high standards in training delivery
- Reviewing industry needs to determine additional qualification demand, either packaged or accredited and making recommendations to the College Council on such matters.

The VET Advisory Board shall be responsible to the College Council and will have the following functions in addition to any other functions delegated to it by the College Council:

- Consider and make recommendations to College Council on issues of strategic planning associated with the VET affairs of the College, across all schools, campuses and centres
- Consider and make recommendations to the College Council on any issues affecting those policies and procedures of the College which relate to the College's VET affairs, including educational development
- Recommend all specific rules and regulations pertaining to the conduct of students in VET programs which supports teaching and learning
- Ensure operational management are aware of industry changes around compliance and regulation of VET programs and units of competency, and that the resultant changes to College rules and regulations are presented to the VET Advisory Board
- Recommend the registration of additional qualifications to scope and if appropriate the removal of other VET programs from current scope
- Support all external accreditations and registration of VET courses and, in doing so, ensure that all internal and external requirements for accreditation by professional associations and accrediting authorities are met



- Oversee the quality of the College's VET activities relating to the conduct, assessment and continuous improvement of standards of teaching and learning, facilities and resources. This includes evaluating courses and initiatives relating to the continuous improvement of the College's VET courses and activities against the ASQA Standards (Standards for Registered Training Organisations (RTOs) 2015 and the Standards for VET Accredited Courses 2012), and reporting the results of evaluation to College Council
- Focus on review of Assessment Validation and Moderation processes across the VET business in at least one meeting per year
- Ensure consistency of VET policies, procedures, forms and standards across VET Health, Beauty and Fitness and within this confirm that all current and new VET course structures and other documents utilise the appropriate templates
- Develop and implement policies for continuous quality improvement in the VET activities of the College, which ensure the teaching and learning services provided aspire to be of the highest standard, and which inform the College Council's response to all external quality audits of College operations
- Conduct internal VET audits across Health, Fitness and Beauty to support our VET business and ensure we are audit ready
- In consultation with marketing staff, ensure that all marketing materials accurately reflect the rules and regulations, teaching and learning content, as well as the accreditation status of VET courses
- Receive and act on the advice of the College Council on long-term and short-term strategies for achieving College academic objectives
- Provide an Annual Report to the College Council for the previous calendar year (by the end of March every year) regarding achievements made, the extent to which the educational objectives have been achieved, and the continuous improvement measures implemented across the VET sector for Health, Beauty and Fitness
- Adopt VET Conferral Reports on behalf of the College Council, for Council's noting and recording.

The VET Advisory Board:

- May request and obtain information relevant to the College's VET teaching and learning affairs from any Board, Committee, Department or staff member of the College
- May constitute sub-committees, as appropriate, for the purposes of approved business. Such sub-committees shall report firstly to the VET Advisory Board on matters within their designated areas of responsibility according to a timeframe established by the VET Advisory Board
- Will report to the College Council with its minutes after each meeting and on an annual basis and shall also report on matters submitted to it by College Council
- Will ensure that after its recommendations are noted or approved by College Council, that the information is disseminated and implemented by the appropriate management within the College.

Alternate Chairperson

In the absence of a Chairperson, the meeting shall nominate a Deputy Chairperson for the meeting.



Meeting Schedule

The VET Advisory Board shall meet four (4) to six (6) times a year. Additional meetings may be scheduled on a needs basis to enable the Board to discharge its duties. Reports from VET Advisory Board meetings will be forwarded to the College Council for inclusion in the next Council Agenda.

Meeting Procedures

For the purpose of this Board policy and associated procedures, “meeting” shall include a meeting conducted face-to-face, by telephone (teleconference) or by audio-visual means (e.g. Lync).

The VET Advisory Board is empowered to seek advice and information as necessary from such other staff members and external stakeholders of the College as deemed appropriate. Such persons may be invited by the Chairperson of the Board to be in attendance at meetings where appropriate.

Staff and external stakeholders of the College may request the opportunity to address the VET Advisory Board at any time and this request will be considered and approved by the Chairperson of the Board.

Sub-committees and Working Parties

As outlined above, the VET Advisory Board may also establish sub-committees to assist its work and functions or working parties to consider special issues. The College Council should be advised when the Board establishes sub-committees or working parties.

The VET Advisory Board may co-opt persons deemed appropriate to serve on its sub-committees and/or working parties.

Reporting

In order to comply with reporting requirements of the VET sector and governance responsibilities, the following reporting shall occur:

- Minutes of meetings shall be submitted for consideration to the College Council
- Minutes of meetings shall be retained in the College’s primary electronic management system for use in regulatory and institutional reporting.

Review and Reference

Terms of Reference and the functioning of the VET Advisory Board shall be subject to review at least every two years by the College Council to ensure that it is operating effectively and fulfilling its functions and reviewed for continuing relevance. Each year the VET Advisory Board will undertake a self-evaluation of performance. Areas requiring further attention in the following year will be highlighted and recommended to the College Council.



VET Health Industry Advisory Group

Rationale & Purpose

The purpose of this Charter and Terms of Reference is to document the objectives, commitments and administration of the VET Health Industry Advisory Group of the Endeavour College of Natural Health (ECNH).

The purpose of the VET Health Industry Advisory Group is to help support and inform VET education offered at ECNH within the Health and Allied Health sectors.

VET Industry Advisory Groups are an important mechanism for connecting the College with industry. These groups bring external members' experience and perspective for the College to consider future training options and monitor the quality of existing VET courses, and provide another measure of assuring the competitive quality and relevance of the College's VET offerings.

The primary function of the VET Health Industry Advisory Group is to advise ECNH on:

- industry developments (field of study and educationally)
- workforce matters
- quality feedback
- training needs.

VET Health Industry Advisory Group members are representatives from different areas of industry, including but not limited to:

- Allied Health
- Complementary Medicine
- Western Medicine
- Regulatory Bodies
- Vocational Education and Training
- Higher Education.

The VET Health Industry Advisory Group shall advise the VET Advisory Board on matters pertaining to College VET courses in accordance with this group's Terms of Reference.

Commitments

On agreeing to be a part of the VET Health Industry Advisory Group, members commit to the following:

- To attend 2 – 4 meetings per year (or more should there be a new qualification/s or competencies, or significant industry changes for the group to consider)
- To have read over the Agenda and relevant papers before each meeting, and to have prepared any information they believe may be relevant or helpful for the meeting
- To be a two-way communication channel between industry and ECNH
- To act in accordance with this Charter and Terms of Reference
- To act in accordance with the interests of ECNH as a whole and in respect to policies and procedures.



- To follow directions and policies as may be communicated by the VET Advisory Board or College Council (including those developed by the College Council and approved by the ACNM Board) with respect to the governance and operation of ECNH

Roles & Terms of Reference

The VET Health Industry Advisory Group is not placed to make decisions or represent ECNH as employees. The group acts purely in an advisory and consultative role. Group members are encouraged to actively discuss industry trends and industry gaps within the Health, Allied Health and Wellness sectors. Group meetings are intended to ensure currency of information and knowledge of these sectors, to inform courses currently on scope and to elicit discussion of prospective additions to or removal from scope.

VET Industry Advisory Groups shall be directly responsible to the VET Advisory Board. The groups will have the following functions:

- Consider and make recommendations in relation to the structure and content of VET courses and ensure the relevance of included modules to professional and industry trends
- Provide advice on the comparability of the courses to similar courses at other registered training organisations
- Monitor issues relating to quality of the courses, and make recommendations as to the quality of training delivery and assessment
- Provide networking opportunities to benefit students and staff of the College through the establishment and maintenance of strong industry connections
- Provide advice on the usefulness of learning outcomes within the industry for graduating students
- Provide feedback on the courses with a view to future development
- Offer early input, advice and evaluative comment on proposals to add packages to scope or to add accredited courses in terms of industry relevance and professional practice and report to the VET Advisory Board on such proposals
- Provide advice on opportunities to extend the effectiveness of collaboration with other institutions, industry stakeholders, government and community organisations
- Consider and report on any matter referred to it by the VET Advisory Board or the College Council.

Membership

The VET Health Industry Advisory Group will be chaired by the Associate Program Leader, Homeopathy (ECNH) or their nominee.

Apart from the internal Chair above, the VET Health Industry Advisory Group is comprised of six to eight (6 – 8) external members, with membership reflective of the broad range of knowledge, skills, and/or attributes represented by the courses under scope. Individual external members may not necessarily be appointed as representatives of a specific constituency but for their individual contributions to an appropriate mix of perspective across the group. Members may be sourced from the following areas of expertise:

- Practitioners representing any of the fields covered by training packages under the College's scope
- Academics / Trainers from other institutions offering courses in similar fields



- Representatives of Industry Skills Councils
- Representative practitioners or academics / trainers of fields the College is looking to add to scope in the near future.

New members may be offered a position within the group by a Director, Associate Director or National Manager of ECNH and may be added at the discretion jointly of the group and ECNH executive management. Representation is encouraged from across Australia where possible.

Period of Office

Positions are for a term of 12 months with the capacity to be extended each 12 months for a period of up to three years. If a member does not attend a meeting or provide any written feedback on meeting papers as distributed for two meetings in a row, their ongoing membership of the group will be discussed by the group and may be cancelled immediately.

Should a group member wish to withdraw from the VET Health Industry Advisory Group they may do so by informing the Associate Program Leader, Homeopathy (ECNH) in writing.

Quorum

The quorum for Industry Advisory Group meetings shall be half of the members holding office at the time plus one. Meetings may be held face to face, by other verbal medium (e.g. teleconference or video conference) or a combination of these mediums; attendance by any of these means will be considered full attendance for the purposes of calculating a quorum.

Alternate Chairperson

The Chairperson shall nominate a Representative Chairperson if they are absent for a meeting.

Meeting Schedule and Procedures

Meetings will be conducted 2 – 4 times per year, after which the group shall report to the VET Advisory Board at the next available meeting. The group may meet more frequently should there be a new qualification/s or competencies, or significant industry changes for the group to consider.

For the purpose of this group, “meeting” shall include a meeting conducted face-to-face, by telephone (teleconference) or by audio-visual means (e.g. Lync, Skype). Meetings will be hosted by the ECNH Brisbane or Sydney campuses at all times.

Members will be notified of meeting dates and an Agenda will be circulated by ECNH. VET Health Industry Advisory Group members are encouraged to submit Agenda items for discussion at meetings. VET Health Industry Advisory Group Meetings will be minuted by an internal administrative staff member of ECNH. Outcomes of these meetings will be circulated by the Associate Program Leader, Homeopathy.

Information from the meeting may be used by ECNH in business decisions and within audit evidence.

Confidentiality

The VET Health Industry Advisory Group is purely an advisory group and members do not represent ECNH in any way. Information provided in meetings is subject to strict confidentiality



and not to be shared outside the meeting without the expressed permission of members of the group and ECNH management team.

Members of the group that are found to act inappropriately in regard to behaviour or confidentiality may be requested to leave the group and may be subject to legal action.

Reporting

In order to comply with the reporting requirements of this Industry Advisory Group and the governance responsibilities, the following reporting shall occur:

- Minutes of meetings shall be submitted for consideration to the VET Advisory Board
- Minutes of meetings shall be retained in the College's primary electronic management system for use in regulatory and institutional reporting.

Review and Reference

This Charter and Terms of Reference may be amended, varied or modified in writing after consultation and agreement by the VET Health Industry Advisory Group members, CEO of ACNM, Executive Director – VET, VET Advisory Board and College Council.



VET Fitness Industry Advisory Group

Rationale & Purpose

The purpose of this Charter and Terms of Reference is to document the objectives, commitments and administration of the VET Fitness Industry Advisory Group of the FIAFitnation.

The purpose of the VET Fitness Industry Advisory Group is to help support and inform VET education offered at FIAFitnation within the Health and Fitness sectors.

VET Industry Advisory Groups are an important mechanism for connecting the College with industry. These groups bring external members' experience and perspective for the College to consider future training options and monitor the quality of existing VET courses, and provide another measure of assuring the competitive quality and relevance of the College's VET offerings.

The primary function of the VET Fitness Industry Advisory Group is to advise FIAFitnation on:

- industry developments (field of study and educationally)
- workforce matters
- quality feedback
- training needs.

VET Fitness Industry Advisory Group members are representatives from different areas of industry, including but not limited to:

- Large Gym chains
- Outdoor trainers
- Franchisors
- Retailers
- Regulatory Bodies
- Vocational Education and Training
- Higher Education.

The VET Fitness Industry Advisory Group shall advise the VET Advisory Board on matters pertaining to College VET courses in accordance with this group's Terms of Reference.

Commitments

On agreeing to be a part of the VET Fitness Industry Advisory Group, members commit to the following:

- To attend 2 – 4 meetings per year (or more should there be a new qualification/s or competencies, or significant industry changes for the group to consider)
- To have read over the Agenda and relevant papers before each meeting, and to have prepared any information they believe may be relevant or helpful for the meeting
- To be a two-way communication channel between industry and FIAFitnation
- To act in accordance with this Charter and Terms of Reference
- To act in accordance with the interests of FIAFitnation as a whole and in respect to policies and procedures.
- To follow directions and policies as may be communicated by the VET Advisory Board or College Council (including those developed by the College Council and approved by the ACNM Board) with respect to the governance and operation of FIAFitnation



Roles & Terms of Reference

The VET Fitness Industry Advisory Group is not placed to make decisions or represent FIAFitnation as employees. The group acts purely in an advisory and consultative role. Group members are encouraged to actively discuss industry trends and industry gaps within the Health and Fitness sectors. Group meetings are intended to ensure currency of information and knowledge of these sectors, to inform courses currently on scope and to elicit discussion of prospective additions to or removal from scope.

VET Industry Advisory Groups shall be directly responsible to the VET Advisory Board. The groups will have the following functions:

- Consider and make recommendations in relation to the structure and content of VET courses and ensure the relevance of included modules to professional and industry trends
- Provide advice on the comparability of the courses to similar courses at other registered training organisations
- Monitor issues relating to quality of the courses, and make recommendations as to the quality of training delivery and assessment
- Provide networking opportunities to benefit students and staff of the College through the establishment and maintenance of strong industry connections
- Provide advice on the usefulness of learning outcomes within the industry for graduating students
- Provide feedback on the courses with a view to future development
- Offer early input, advice and evaluative comment on proposals to add packages to scope or to add accredited courses in terms of industry relevance and professional practice and report to the VET Advisory Board on such proposals
- Provide advice on opportunities to extend the effectiveness of collaboration with other institutions, industry stakeholders, government and community organisations
- Consider and report on any matter referred to it by the VET Advisory Board or the College Council.

Membership

The VET Fitness Industry Advisory Group will be chaired by the National Academic Director, Fitness (FIAFitnation) or their nominee.

Apart from the internal Chair above, the VET Fitness Industry Advisory Group is comprised of two (2) internal members (National Training Manager and a representative from the VET Compliance team) and six to eight (6 - 8) external members, with external membership reflective of the broad range of knowledge, skills, and/or attributes represented by the courses under scope. Individual external members may not necessarily be appointed as representatives of a specific constituency but for their individual contributions to an appropriate mix of perspective across the group. Members may be sourced from the following areas of expertise:

- Practitioners representing any of the fields covered by training packages under the College's scope
- Academics / Trainers from other institutions offering courses in similar fields
- Representatives of Industry Skills Councils



- Representative practitioners or academics / trainers of fields the College is looking to add to scope in the near future.

New members may be offered a position within the group by a CEO, Executive Director, National Academic Director or National Manager of FIAFitnation and may be added at the discretion jointly of the group and FIAFitnation executive management. Representation is encouraged from across Australia where possible.

Period of Office

Positions are for a term of 12 months with the capacity to be extended each 12 months for a period of up to three years. If a member does not attend a meeting or provide any written feedback on meeting papers as distributed for two meetings in a row, their ongoing membership of the group will be discussed by the group and may be cancelled immediately.

Should a group member wish to withdraw from the VET Fitness Industry Advisory Group they may do so by informing the National Academic Director, Fitness (FIAFitnation) in writing.

Quorum

The quorum for Industry Advisory Group meetings shall be half of the members holding office at the time plus one. Meetings may be held face to face, by other verbal medium (eg. teleconference or video conference) or a combination of these mediums; attendance by any of these means will be considered full attendance for the purposes of calculating a quorum.

Alternate Chairperson

The Chairperson shall nominate a Representative Chairperson if they are absent for a meeting.

Meeting Schedule and Procedures

Meetings will be conducted 2 – 4 times per year, after which the group shall report to the VET Advisory Board at the next available meeting. The group may meet more frequently should there be a new qualification/s or competencies, or significant industry changes for the group to consider.

For the purpose of this group, “meeting” shall include a meeting conducted face-to-face, by telephone (teleconference) or by audio-visual means (eg. Lync, Skype). Meetings will be hosted by the FIAFitnation Melbourne, Brisbane or Sydney campuses at all times.

Members will be notified of meeting dates and an Agenda will be circulated by FIAFitnation. VET Fitness Industry Advisory Group members are encouraged to submit Agenda items for discussion at meetings. VET Fitness Industry Advisory Group Meetings will be minuted by an internal administrative staff member of FIAFitnation. Outcomes of these meetings will be circulated by the National Academic Director, Fitness.

Information from the meeting may be used by FIAFitnation in business decisions and within audit evidence.

Confidentiality

The VET Fitness Industry Advisory Group is purely an advisory group and members do not represent FIAFitnation in any way. Information provided in meetings is subject to strict



confidentiality and not to be shared outside the meeting without the expressed permission of members of the group and FIAFitnation management team.

Members of the group that are found to act inappropriately in regard to behaviour or confidentiality may be requested to leave the group and may be subject to legal action.

Reporting

In order to comply with the reporting requirements of this Industry Advisory Group and the governance responsibilities, the following reporting shall occur:

- Minutes of meetings shall be submitted for consideration to the VET Advisory Board
- Minutes of meetings shall be retained in the College's primary electronic management system for use in regulatory and institutional reporting.

Review and Reference

This Charter and Terms of Reference may be amended, varied or modified in writing after consultation and agreement by the VET Fitness Industry Advisory Group members, CEO of ACNM, Executive Director – VET, VET Advisory Board and College Council.



VET Beauty Industry Advisory Group

Rationale & Purpose

The purpose of this Charter and Terms of Reference is to document the objectives, commitments and administration of the VET Beauty Industry Advisory Group of the College of Natural Beauty (CNB).

The purpose of the VET Beauty Industry Advisory Group is to help support and inform VET education offered at CNB within the Beauty sector.

VET Industry Advisory Groups are an important mechanism for connecting the College with industry. These groups bring external members' experience and perspective for the College to consider future training options and monitor the quality of existing VET courses, and provide another measure of assuring the competitive quality and relevance of the College's VET offerings.

The primary function of the VET Beauty Industry Advisory Group is to advise CNB on:

- industry developments (field of study and educationally)
- workforce matters
- quality feedback
- training needs.

VET Beauty Industry Advisory Group members are representatives from different areas of industry, including but not limited to:

- Salon Chains
- Beauty / Spa Therapists
- Franchisors
- Retailers
- Regulatory Bodies
- Vocational Education and Training
- Higher Education.

The VET Beauty Industry Advisory Group shall advise the VET Advisory Board on matters pertaining to College VET courses in accordance with this group's Terms of Reference.

Commitments

On agreeing to be a part of the VET Beauty Industry Advisory Group, members commit to the following:

- To attend 2 – 4 meetings per year (or more should there be a new qualification/s or competencies, or significant industry changes for the group to consider)
- To have read over the Agenda and relevant papers before each meeting, and to have prepared any information they believe may be relevant or helpful for the meeting
- To be a two-way communication channel between industry and CNB
- To act in accordance with this Charter and Terms of Reference
- To act in accordance with the interests of CNB as a whole and in respect to policies and procedures.



- To follow directions and policies as may be communicated by the VET Advisory Board or College Council (including those developed by the College Council and approved by the ACNM Board) with respect to the governance and operation of CNB

Roles & Terms of Reference

The VET Beauty Industry Advisory Group is not placed to make decisions or represent CNB as employees. The group acts purely in an advisory and consultative role. Group members are encouraged to actively discuss industry trends and industry gaps within the Beauty and Wellness sectors. Group meetings are intended to ensure currency of information and knowledge of these sectors, to inform courses currently on scope and to elicit discussion of prospective additions to or removal from scope.

VET Industry Advisory Groups shall be directly responsible to the VET Advisory Board. The groups will have the following functions:

- Consider and make recommendations in relation to the structure and content of VET courses and ensure the relevance of included modules to professional and industry trends
- Provide advice on the comparability of the courses to similar courses at other registered training organisations
- Monitor issues relating to quality of the courses, and make recommendations as to the quality of training delivery and assessment
- Provide networking opportunities to benefit students and staff of the College through the establishment and maintenance of strong industry connections
- Provide advice on the usefulness of learning outcomes within the industry for graduating students
- Provide feedback on the courses with a view to future development
- Offer early input, advice and evaluative comment on proposals to add packages to scope or to add accredited courses in terms of industry relevance and professional practice and report to the VET Advisory Board on such proposals
- Provide advice on opportunities to extend the effectiveness of collaboration with other institutions, industry stakeholders, government and community organisations
- Consider and report on any matter referred to it by the VET Advisory Board or the College Council.

Membership

The VET Beauty Industry Advisory Group will be chaired by the National Academic Director, Beauty (CNB) or their nominee.

Apart from the internal Chair above, the VET Beauty Industry Advisory Group is comprised of two (2) internal members (National Training Manager and a representative from the VET Compliance team) and eight to ten (8 - 10) external members, with membership reflective of the broad range of knowledge, skills, and/or attributes represented by the courses under scope. Individual external members may not necessarily be appointed as representatives of a specific constituency but for their individual contributions to an appropriate mix of perspective across the group. Members may be sourced from the following areas of expertise:

- Practitioners representing any of the fields covered by training packages under the College's scope



- Academics / Trainers from other institutions offering courses in similar fields
- Representatives of Industry Skills Councils
- Representative practitioners or academics / trainers of fields the College is looking to add to scope in the near future.

New members may be offered a position within the group by a CEO, Director or National Manager of CNB and may be added at the discretion jointly of the group and CNB executive management. Representation is encouraged from across Australia where possible.

Period of Office

Positions are for a term of 12 months with the capacity to be extended each 12 months for a period of up to three years. If a member does not attend a meeting or provide any written feedback on meeting papers as distributed for two meetings in a row, their ongoing membership of the group will be discussed by the group and may be cancelled immediately.

Should a group member wish to withdraw from the VET Beauty Industry Advisory Group they may do so by informing the National Academic Director, Beauty (CNB) in writing.

Quorum

The quorum for Industry Advisory Group meetings shall be half of the members holding office at the time plus one. Meetings may be held face to face, by other verbal medium (e.g. teleconference or video conference) or a combination of these mediums; attendance by any of these means will be considered full attendance for the purposes of calculating a quorum.

Alternate Chairperson

The Chairperson shall nominate a Representative Chairperson if they are absent for a meeting.

Meeting Schedule and Procedures

Meetings will be conducted 2 – 4 times per year, after which the group shall report to the VET Advisory Board at the next available meeting. The group may meet more frequently should there be a new qualification/s or competencies, or significant industry changes for the group to consider.

For the purpose of this group, “meeting” shall include a meeting conducted face-to-face, by telephone (teleconference) or by audio-visual means (e.g. Lync, Skype). Meetings will be hosted by the CNB Brisbane campus at all times.

Members will be notified of meeting dates and an Agenda will be circulated by CNB. VET Beauty Industry Advisory Group members are encouraged to submit Agenda items for discussion at meetings. VET Beauty Industry Advisory Group Meetings will be minuted by an internal administrative staff member of CNB. Outcomes of these meetings will be circulated by the National Academic Director, Beauty.

Information from the meeting may be used by CNB in business decisions and within audit evidence.



Confidentiality

The VET Beauty Industry Advisory Group is purely an advisory group and members do not represent CNB in any way. Information provided in meetings is subject to strict confidentiality and not to be shared outside the meeting without the expressed permission of members of the group and CNB management team.

Members of the group that are found to act inappropriately in regard to behaviour or confidentiality may be requested to leave the group and may be subject to legal action.

Reporting

In order to comply with the reporting requirements of this Industry Advisory Group and the governance responsibilities, the following reporting shall occur:

- Minutes of meetings shall be submitted for consideration to the VET Advisory Board
- Minutes of meetings shall be retained in the College's primary electronic management system for use in regulatory and institutional reporting.

Review and Reference

This Charter and Terms of Reference may be amended, varied or modified in writing after consultation and agreement by the VET Beauty Industry Advisory Group members, CEO of ACNM, Executive Director – VET, VET Advisory Board and College Council.



Complaints and Decision Review Committee – Higher Education and VET

Rationale

The College has a committee structure that promotes the goals of excellence and accountability in teaching and scholarship, quality in academic service delivery, strategic academic planning and positive and productive relationships with external educational and professional bodies and industry partners.

A Complaints and Decision Review Committee shall be convened to investigate complaints and appeals under Stage 3 – Appealing the Original Decision of the College's Grievance Policy. This Committee is to service both the Higher Education (HE) and the Vocational Education Training (VET) sectors.

Membership

- A Chairperson, who must be an external member of the College Council (appointed by the Director Student Services)
- One (1) Academic Board member
- One (1) Academic Staff member (Higher Education) or
- One (1) Academic Staff member (VET)
- One (1) Student Representative (currently enrolled)
- Minute Secretary – Director Student Services.

As this is an ad hoc committee, members shall be invited to sit on the committee by the Director Student Services (the standing Minute Secretary of this committee). On inviting members to sit on this committee, the Director Student Services will consider the nature of the complaint being reviewed and determine appropriate membership.

Period of Office

As this is an ad hoc committee, members shall serve on the Complaints and Decision Review Committee for the length of time a particular investigation is underway. Members may serve on this committee for consecutive investigations if deemed appropriate.

Quorum

All members of the Complaints and Decision Review Committee appointed to investigate a complaint/decision must be present at all meetings regarding that complaint/decision. Meetings may be held face to face, by other verbal medium (e.g. teleconference or video conference) or a combination of these mediums; attendance by any of these means will be considered full attendance.

Terms of Reference

The Complaints and Decision Review Committee shall be directly responsible to the Academic Board or VET Advisory Board and will have the following functions:



- Investigate the complaint, which may include reviewing the available evidence or seeking additional evidence or clarification on matters from staff or students, ensuring appropriate confidentiality is maintained
- Interview staff or students as required, including those against whom the complaint is made and the complainant, ensuring all parties are offered the right to have their chosen support person in attendance at the interview
- The Chairperson must determine any question relating to admissibility of evidence and any other question of law
- Determine, on balance of probabilities, whether the complaint is founded or not
- In exceptional circumstances where there are substantial grounds to believe that it is necessary in the interests of justice and procedural fairness, consider the matter afresh according to the merits of the case
- Refer a matter back to the Director of Education or Academic Board, as appropriate, for further consideration and recommendations
- Notify the student of the Committee's decision in writing
- Notify any other person of the decision and reasons where proper, ensuring appropriate confidentiality is maintained.

Secretarial Arrangements

The Director Student Services shall be the standing Minute Secretary for the Complaints and Decision Review Committee, unless a conflict of interest is either self-declared or identified by a member of the ad hoc committee. In such a case, the Director Student Services will appoint another appropriate member of staff to act as Minute Secretary.

The Minute Secretary shall be in attendance at all meetings and shall have responsibility, as directed by the Chairperson, for the compilation and circulation of agendas and accompanying papers and the recording and circulation of minutes. The Minute Secretary shall not have rights of debate or vote and must be made aware of the importance of maintaining confidentiality around the meeting proceedings.

The Minute Secretary shall provide an annual report to the Academic Board and the VET Advisory Board of the complaints that have been heard and of the outcomes, and make available to these Boards any particular decisions and reports that they may request. The Minute Secretary may also provide to the College Council any recommendations of the Complaints and Decision Review Committee on matters of policy and procedure arising out of its investigations.

Meeting Schedule

The Complaints and Decision Review Committee shall meet on an ad hoc basis as allegations or appeal requests are received.

Meeting Procedures

For the purpose of this Committee policy and associated procedures, "meeting" shall include a meeting conducted face-to-face, by telephone (teleconference) or by audio visual means.

The Complaints and Decision Review Committee is empowered to seek advice and instruction as necessary from such other staff members and external stakeholders of the College as deemed



appropriate. Such persons may be invited by the Chairperson of the Committee to be in attendance at meetings where appropriate, however appropriate confidentiality must be maintained.

Staff and external stakeholders of the College may request the opportunity to address the Complaints and Decision Review Committee at any time and this request will be considered and approved by the Chairperson of the Committee, however appropriate confidentiality must be maintained.

Reporting

In order to comply with the dual reporting requirements of this Complaints and Decision Review Committee and the governance responsibilities, the following reporting shall occur:

- Minutes of meetings shall be submitted for consideration to the Academic Board or VET Advisory Board (whichever is appropriate)
- Be retained in the College's primary electronic management system for use in regulatory and institutional reporting.

Review and Reference

Terms of Reference and the functioning of the Complaints and Decision Review Committee shall be subject to review at least every two years by the Academic Board and VET Advisory Board to ensure that it is operating effectively and fulfilling its functions and reviewed for continuing relevance.



Student Misconduct Committee – Higher Education and VET

Rationale

The College has a committee structure that promotes the goals of excellence and accountability in teaching and scholarship, quality in academic service delivery, strategic academic planning and positive and productive relationships with external educational and professional bodies and industry partners.

The Student Misconduct Committee shall be convened to investigate allegations of student misconduct under the College policy on Student Misconduct.

Membership

- A Chairperson, who must be an external member of the College Council (appointed by the Director Student Services)
- Director Student Services
- One (1) representative of the Program Leaders
- One (1) member of the Academic staff
- One (1) Student Representative (currently enrolled)
- Minute Secretary – Student Services staff member (appointed by the Director Student Services).

The Student Misconduct Committee shall comprise at least one male member and one female member to provide gender balance. All issues of conflict of interest and confidentiality must be considered in the makeup of the committee.

As this is an ad hoc committee, members shall be invited to sit on the committee by the Director Student Services. On inviting members to sit on this committee, the Director Student Services will consider the nature of the alleged misconduct and determine appropriate membership.

Period of Office

As this is an ad hoc committee, members shall serve on the Student Misconduct Committee for the length of time a particular investigation is underway, with the exception of the Director Student Services and the Director of Education, who will serve on this committee for as long as they hold the positions. Members may serve on this committee for consecutive investigations if appropriate.

Quorum

All members of Student Misconduct Committee appointed to investigate an alleged incident of misconduct must be present at all meetings regarding that alleged incident.

Terms of Reference

The Student Misconduct Committee shall be directly responsible to the Academic Board and will have the following functions:

- Investigate the allegation of student misconduct, which may include reviewing the available evidence or seeking additional evidence or clarification on matters from staff or students, ensuring appropriate confidentiality is maintained



- Interview staff or students as required, including those against whom the allegation of misconduct is made, ensuring all parties are offered the right to have their chosen support person in attendance at the interview
- The Chairperson must determine any question relating to admissibility of evidence and any further question of law
- Refer matters back to the Academic Board as appropriate for further consideration and recommendations
- Notify the student of the committee's decision in writing
- Notify any other person of the decision and reasons where proper, ensuring appropriate confidentiality is maintained
- Determine, on balance of probabilities, whether the misconduct allegation is founded or not and if so recommend the penalties, if any, to be imposed, maintaining appropriate confidentiality.

Secretarial Arrangements

The Director Student Services shall appoint a standing Minute Secretary for the Student Misconduct Committee, unless a conflict of interest is either self-declared or identified by a member of the ad hoc committee. In such a case, the Director Student Services will appoint another appropriate member of staff to act as Minute Secretary.

The Minute Secretary shall be in attendance at all meetings and shall have responsibility, as directed by the Chairperson, for the compilation and circulation of agendas and accompanying papers and the recording and circulation of minutes. The Minute Secretary shall not have rights of debate or vote and must be made aware of the importance of maintaining confidentiality around the meeting proceedings.

The Director Student Services shall provide an annual report to the Academic Board and the VET Advisory Board of the misconduct cases that have been heard and of the outcomes, and make available to these Boards any particular decisions and reports that they may request. The Director Student Services may also provide to the College Council any recommendations of the Student Misconduct Committee on matters of policy and procedure arising out of its investigations.

Meeting Schedule

The Student Misconduct Committee shall on an *ad hoc* basis as allegations or appeal requests are received.

Meeting Procedures

For the purpose of this Committee policy and associated procedures, "meeting" shall include a meeting conducted face-to-face, by telephone (teleconference) or by audio visual means.

The Student Misconduct Committee is empowered to seek advice and instruction as necessary from such other staff members and external stakeholders of the College as deemed appropriate. Such persons may be invited by the Chairperson of the committee to be in attendance at meetings where appropriate, however appropriate confidentiality must be maintained.



Staff and external stakeholders of the College may request the opportunity to address the Student Misconduct Committee at any time and this request will be considered and approved by the Chairperson of the committee, however appropriate confidentiality must be maintained.

Reporting

In order to comply with the dual reporting requirements of this Student Misconduct Committee and the governance responsibilities, the following reporting shall occur:

- Minutes of meetings shall be submitted for consideration to the Academic Board or VET Advisory Board (whichever is appropriate)
- Minutes of meetings shall be retained in the College's primary electronic management system for use in regulatory and institutional reporting.

Review and Reference

Terms of Reference and the functioning of the Student Misconduct Committee will be subject to review at least every two years by the Academic Board to ensure that it is operating effectively and fulfilling its functions and reviewed for continuing relevance. At the end of each year the Student Misconduct Committee will undertake a self-evaluation of performance. Areas requiring further attention in the following year will be highlighted to the Academic Board.