

Australian Psychology
Accreditation Council



APAC RULES FOR ACCREDITATION

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SECTION 1 DEFINITIONS

Academic Organisational Unit (AOU) means a school, department, faculty or other separately identifiable academic unit of an Education Provider offering Programs of Study in psychology.

Academic Staff means:

- (a) staff employed by the Education Provider;
- (b) who have teaching responsibilities pertaining to the Programs of Study for which accreditation is sought or has been obtained; and
- (c) including continuing, contract and casual teaching staff.

Accreditation Standard(s) (or Standards) means those Standards as approved by the Psychology Board of Australia and published on the Board's website as an Approved Accreditation Standard pursuant to Sections 47 and 48 of the National Law.

Accreditation Period means the period of time for which an Education Provider or Program of Study is accredited as meeting the Standards. The Accreditation Period is usually five (5) years commencing on 1 January of the year following the accreditation assessment process, and ending on 31 December in the fifth year of the cycle.

Accreditation Revoked means the removal of accreditation from a Program of Study and/or the removal of accreditation of an Education Provider consistent with Section 50 of the National Law.

Accreditation Assessment Committee (or AAC) means the APAC Accreditation Assessment Committee, a committee of certified accreditation assessors appointed by APAC to make assessments of applications for accreditation, and provide and make recommendations to the APAC Board.

Accredited with Conditions (or Accreditation with Conditions) means that APAC has determined that a Program of Study, and the Education Provider that provides the Program of Study, substantially meet the relevant Standards and the imposition of conditions on Accreditation will ensure the Program of Study meets the Standards within a reasonable time, consistent with Section 48 of the National Law.

Accredited without Conditions means that an Education Provider and/or its Programs of Study have been assessed as meeting all of the Standards, consistent with Section 48 of the National Law.

Advanced standing (or Credit) means any arrangement in which the recognition of prior learning undertaken by a student results in that student being exempted from the requirement to complete some component or components of a Program of Study, and may also be referred to by institutions as "credit for prior learning". It includes credit transfer, exemption, and recognised prior learning or accelerated entry.

AHPRA means the Australian Health Practitioner Regulation Agency.

APAC means the Australian Psychology Accreditation Council Limited.

APAC website means the web pages accessed through www.psychologycouncil.org.au/ or such other website as published by APAC from time to time.

AQF means the current edition of the Australian Qualifications Framework.

AQF level means level of Qualification Type as set out in the current edition of the Australian Qualifications Framework.

Applicant means the organisation making an application for assessment for accreditation of an Education Provider and the Programs of Study offered by the Education Provider.

Application Fee means all of the monies required to be paid to APAC in consideration of any APAC accreditation assessment, as set out in the fee schedule published by APAC from time to time.

Application Form means the appropriate application form as published by APAC from time to time.

Assessment Team means the person or people appointed by APAC to assess the Education Provider and the Programs of Study for which the Applicant is seeking accreditation or which have been accredited.

Board means the Board of Directors of APAC Ltd.

Client means a person, group of persons, organisation or community to whom psychological services are provided.

Client contact means direct contact with a real client, clients or other closely associated parties while performing specific tasks of psychological assessment, diagnosis, intervention, prevention, treatment, consultation, coaching, and the provision of advice and strategies, undertaken as part of the supervised Practicum requirements of the Program of Study.

Client-related activities means activities which do not involve interaction with the client or clients but are considered necessary to provide a high standard of psychological service to clients and to support the achievement of the practice competencies addressed by the Program of Study. These activities may include: scoring and interpretation of completed assessment protocols and analysis of other assessment data/observations (including diagnostic information); writing and reviewing client-related reports, case notes and letters; consulting and corresponding with other professionals about a client; participating in supervision sessions concerning the provision of services to a client, designing and reviewing intervention protocols and management plans, and peer consultation where it concerns the provision of psychological services to a client.

Constitution means the Constitution of APAC.

Core topics means content areas which are part of the compulsory components of a Program of Study.

Credit – see *Advanced standing*.

Education Provider has the meaning set out in Section 5 (“Definitions”) of the *Health Practitioner Regulation National Law 2009*.

Electives means units or subjects or other separately identifiable components of a Program of Study which are optional but may include a specific component that, while not itself required, may be one of a group of components from which some number must be chosen and completed as part of the Program of Study.

EuroPsy means the [European Certificate in Psychology](#), a set of standards and benchmarks for the education and training of psychologists encompassing more than 30 countries and including the *European Register of EuroPsy Psychologists*.

Extended Period has the meaning set out in clause 2.14 of the Rules

Head means the head or director of the AOU that is responsible for a Program of Study of an Education Provider.

Internal Review means a review of a decision relating to Accreditation, as required by the National Law (ss 48[5] and [6]), and carried out under the provisions of Section 8 of these Rules.

Internal Review Committee means the committee appointed by APAC pursuant to Section 8 of the *APAC Rules for Accreditation*.

National Health Practitioner Ombudsman means the office established to receive complaints and help people who believe they may have been treated unfairly in administrative processes by the agencies operating under the National Law.

National Law means the *Health Practitioner Regulation National Law (2009)* as enacted in each state and territory of Australia.

National Registration Board (also referred to as National Board) means the Psychology Board of Australia, a national health practitioner board established pursuant to Section 31 of the National Law, and including its regional boards. One of the functions of the National Board is the registration of psychologists.

NRAS means the National Registration and Accreditation Scheme for the Health Professions.

Off-shore means not physically located in Australian territory.

Observed structured clinical examination (OSCE) means a well-established method of examination designed to test skill, performance and competence, usually comprised of a circuit of stations, in which each candidate is examined on a one-to-one basis with one or more impartial examiner(s) and either real or simulated clients, and where each station has a different examiner. Candidates are required to rotate through each of a series or circuit of stations.

Overseas country means a country other than Australia.

Overseas Education Provider means a tertiary academic institution recognised by one or more of: (i) 'The World of Learning' published by Europa Publications Ltd; (ii) the 'Country Education Profiles' published by Australian Education International, Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE, or its successor); or (iii) local regional accreditation bodies; and which offers a Program of Study leading to a diploma or degree equivalent to those defined in Levels 5–10 of the Qualification Types in the current edition of the AQF.

Placement means the supervised professional practice of psychology undertaken within a workplace setting (including any clinic or other service operated by the Education Provider) where psychological services are provided to clients as part of a Program of Study.

Practica (Practicum) means learning activities that focus on the achievement of skills in the practice of psychology, including supervised placement, role playing and other simulated learning tasks, skills practice, observation of the practice of other practitioners, case analysis and similar practical exercises designed to develop competence.

Principal Supervisor means the identified main supervisor who is responsible for the work of a student and for the majority of supervision of his/her professional practica, undertaken in the particular activity, unit, Placement, course or Program of Study in question, and who has been approved by the Psychology Board of Australia to supervise psychologists and/or provisional psychologists. Note: this is a separate role from the role of Research Supervisor.

Program of Study (also referred to as Program) means a program of study in psychology provided by an Education Provider consistent with Section 5 of the National Law and includes all of the requirements formally approved by the Education Provider, the successful completion of which results in the award of a qualification accredited by TEQSA (or where

TEQSA has granted the Provider self-accrediting authority, accredited by the Provider), and for which an application for APAC accreditation has been made, or accreditation has been granted.

Provisional Psychologist means a person registered with the Psychology Board of Australia as a provisional psychologist under Section 62 of the Health Practitioner Regulation National Law 2009.

Psychology Board of Australia (PsyBA) is a national health practitioner board established pursuant to Section 31 of the National Law, and including its regional boards.

Psychologist means a person who holds general registration as a psychologist with the Psychology Board of Australia under Section 52 of the National Law, or where referring to an Program of Study conducted offshore, to a psychologist who holds a current licence to practice psychology and/or the necessary qualifications and recognition of those authorities with the responsibility for regulation of the practice of psychology in the country where the Offshore Program is being delivered.

Psychology Intern means a person registered with the Psychology Board of Australia as a provisional psychologist under Section 62 of the National Law and who is undertaking a program of supervised practice approved by the Board.

Research Supervisor means the main supervisor of any research project undertaken by a student enrolled in the Program of Study.

RPL refers to recognised prior learning (see also **Advanced standing**).

Rules means these rules for the Accreditation of Education Providers and the Programs of Study they offer as prescribed by APAC and amended from time to time.

Sequence means a recognised set of units of study in psychology and the rules governing their completion including the order in which they must be undertaken.

Site Visit means the attendance by an APAC assessor or assessors to a campus of the Education Provider or to another relevant location, undertaken as part of the process of assessment, to determine the extent to which the Programs of Study and/or the Education Provider which offers them comply with the APAC Standards.

Standard(s) means the APAC Accreditation Standards as approved by the Psychology Board of Australia and published on the National Board's website pursuant to Sections 47 and 48 of the National Law.

Supervision means an interactive process, in real time, between a student enrolled in the Program of Study and a supervisor, which by its nature is a special type of mentoring relationship and which includes clear recognition of the supervisor's responsibility for the quality and professionalism of the student's practice.

TEQSA refers to the Tertiary Education Quality and Standards Agency established pursuant to the *Tertiary Education Quality and Standards Agency Act 2011* (Cth).

Year, in the context of Programs of Study, for example "a one-year Program of Study" means full-time study which involves two semesters (or the equivalent) of full-time student work. Thus a "four year Program of Study" will involve eight semesters of full-time study. In addition, when reference is made to a specific year level, for example third year, this should be read as the third full-time year of study in the Program of Study

SECTION 2 APPLICATIONS FOR ACCREDITATION

2.1 General

- (a) The complete accreditation process is published on the APAC website in accordance with Section 45 of the **National Law**.
- (b) An **Education Provider** must be a registered and accredited Higher Education Provider.
- (c) The onus is on the **Applicant** to ensure that APAC has received Application Forms and other information sent by the Applicant.
- (d) The onus is on the Applicant to demonstrate that it and its **Programs of Study** meet the **Standards** and to show how it will continue to meet those Standards during the Accreditation Period.
- (e) Where two or more Education Providers propose to offer a Program of Study in cooperation with each other and intend to establish joint ownership, branding of, and/or responsibility for that Program of Study, only one Education Provider should make the accreditation application and that Education Provider will be responsible for entering into, and continuing to meet the terms of, an accreditation contract with APAC. There must be one Education Provider which meets the Standards in order for the proposed jointly branded Program of Study to be accredited.
- (f) The accreditation process will assess the Education Provider and each of the Programs of Study offered by that Education Provider. It is possible that an Education Provider may be accredited without all of its Programs of Study gaining accreditation.
- (g) In conducting an assessment for accreditation, APAC will have regard to:
 - (i) written material provided with the **Application Form**;
 - (ii) a report of observations made by an **Assessment Team** during a **site visit** to the Education Provider;
 - (iii) the Applicant's response to any matters that have been raised by the Assessment Team; and
 - (iv) any other relevant information or material.
- (h) Any Applicant not satisfied with the assessment may seek an **Internal Review** of the assessment in accordance with the provisions of Section 8 of these Rules.

2.2 Failure to apply for assessment for accreditation

- (a) An Education Provider must apply for assessment for accreditation of its Programs of Study, including existing programs which have been assessed in a previous cycle of accreditations, as well as new programs. If no application is received by APAC, no assessment will be made.
- (b) The accreditation of an Education Provider or its Programs of Study will not be extended beyond the **Accreditation Period** as a result of the failure of an Education Provider to make a timely application for assessment for accreditation.

- (c) Where:
 - (i) an education provider fails to make an application for assessment for accreditation within six (6) months of commencing any new program of study or
 - (ii) a new Program of Study fails to receive accreditation within the twelve months of commencement

the students who graduate from that Program of Study will be deemed to have graduated from a Program of Study that was not accredited.

That is, if the Education Provider offers a three-year undergraduate Program of Study and fails to apply for accreditation within the first six (6) months of students enrolling in that Program of Study, any assessment for accreditation of that Program of Study will not be of benefit to those students.

2.3 Pre-accreditation self-assessment

- (a) Self-assessment against the Standards is a valuable quality improvement tool. APAC strongly encourages Education Providers to undertake a self-assessment against the Standards 12–18 months before the end of an Accreditation Period.
- (b) The Application Form may be used as a guide for self-assessment.
- (c) APAC may require the Education Provider to provide evidence of having completed a self-assessment.

2.4 Accreditation Process

- (a) An application for assessment for accreditation or for reaccreditation must be initiated by the submission of a fully completed Application Form to be received by the APAC office no later than 31 March in any year in which it is desired that an assessment take place.
- (b) Where an Education Provider holds current **Accreditation without Conditions**, APAC will write to that Education Provider in the year immediately preceding the final year of that Education Provider's Accreditation Period:
 - (i) seeking confirmation that the Education Provider will be making an application for assessment for accreditation;
 - (ii) reminding the Education Provider that an Application Form and all required documentation should be submitted to APAC by 31 March of the following year;
 - (iii) requesting information regarding the details of undergraduate and postgraduate Programs of Study to be assessed; and
 - (iv) asking for the nomination of dates (usually between May and September) during which a **site visit** may most conveniently be conducted.
- (c) Upon receipt of an Application Form, the Application Form will be reviewed to assess whether all required documentation has been adequately provided.
 - (i) If an Application Form is assessed as including all required information to an adequate level, the Applicant will be sent an acknowledgement of receipt.
 - (ii) If an Application Form is assessed as deficient in any way, the Applicant will receive a request for any missing documentation or for additional information.

- (iii) The Applicant should submit missing documentation or additional information in the form requested within two (2) weeks of receiving the request.
- (d) Before 31 March of each year a site visit calendar will be prepared for each of the Education Providers that have applied for assessment for accreditation, and **Assessment Teams** will be nominated to assess each application and conduct the site visits.
- (e) Applicants will be notified of the dates of their site visit and the proposed members of the Assessment Team conducting their site visit no later than four (4) weeks prior to the commencement of the site visit. Any changes to the membership of the Assessment Team will be notified to the Applicant as soon as practicable.
- (f) Upon receipt of confirmation of the dates for their site visit, Applicants should prepare a proposed Site Visit Agenda which complies with APAC's template and which provides the Assessment Team with sufficient time to conduct all required assessments as set out in Section 3 of these Rules. An example Site Visit Agenda is available from APAC. APAC will determine the final content of any Site Visit Agenda.
- (g) At the conclusion of the site visit, the Assessment Team or nominee will meet with the **Head** (or delegated senior officer of the Education Provider) to discuss the outcome of the visit and any particular concerns that members of the Assessment Team may have.
- (h) On the final day of the site visit, the first draft of a formal report is commenced by the Assessment Team. The purpose of this report is to communicate:
 - (i) matters of fact regarding the structure, function and nature of the Education Provider and its Programs of Study relevant to the Standards;
 - (ii) relevant details of the activities undertaken by the Assessment Team in the course of making its assessment; and
 - (iii) the Assessment Team's draft recommendations for accreditation and the grounds on which they are based.
- (i) The recommendations and opinions contained within the draft report are those of the Assessment Team, not APAC. The contents of the report are subject to change following review by APAC.
- (j) Following the accreditation assessment site visit and a preliminary review by APAC, the draft report will be forwarded to the Head at the Education Provider. The Head will have two (2) weeks within which to submit a rejoinder containing:
 - (i) comments on the factual accuracy of the report; and
 - (ii) comments on the recommendations, conclusions or judgments contained in the report.
- (k) If no rejoinder is received from the Head within the specified time frame, it will be assumed that there are no errors of fact within the report and that the Applicant has no comments to make on the conclusions and/or recommendations contained in that report.
- (l) APAC will make a determination as to the accreditation status of the Education Provider and its Programs of Study based on the information received from the Education Provider and the recommendations of its Assessment Team(s) within the year of assessment where all deadlines as specified in these Rules have been met.
- (m) APAC will forward a report of its determinations regarding the accreditation of each Education Provider and its Programs of Study to the **National Board**.

- (n) The National Board will notify APAC whether it approves or refuses to approve the accredited Programs of Study as qualifications for the purpose of registration as a psychologist in accordance with Section 49 of the National Law.
- (o) The Chair (or delegate) of APAC will notify Applicants of the outcome of their assessment for accreditation, and of any approval granted by the National Board. The possible outcomes of an assessment are set out in Section 5 of these Rules.
- (p) Any matters which are stated as requiring further action as part of a determination of **Accreditation with Conditions** will be the subject of monitoring by APAC to determine whether the Conditions are addressed within the specified time frames.

2.5 Applications for accreditation of proposed new courses in psychology

- (a) It is not possible to complete a full accreditation assessment of a Program of Study or an Education Provider which has no current students enrolled in it. Applications for assessment of Programs of Study in psychology or of Education Providers which have not previously been accredited should be made within the first six months of students being enrolled in, and/or and participating in, a Program of Study.
- (b) In making an application for accreditation, a new Education Provider, using the appropriate Application Form, must demonstrate how the Education Provider meets the Standards.
- (c) New Education Providers applying for accreditation must include one or more Programs of Study as part of their application.
- (d) Accreditation of Programs of Study offered by a new Education Provider will not be retrospective. Determinations of accreditation status will only take effect from the start of the year in which accreditation is granted.
- (e) Applications for accreditation of new Programs of Study should include:
 - (i) full details of the proposed Program of Study;
 - (ii) details of any additional staff who have been appointed to teach in the proposed Program of Study when it is introduced, or any proposal to appoint staff to positions in the Education Provider in which the Program of Study will be taught; and
 - (iii) full current staffing details of the Education Provider and any changes to Programs of Study since the last site visit.
- (f) A fee will be payable for any assessment (including any site visit) required as part of the accreditation of any Program of Study, whether it falls within or outside an established accreditation cycle.

2.6 Applications for reaccreditation prior to expiry of Accreditation Period

- (a) There is no automatic renewal or extension of the Accreditation Period for Education Providers or Programs of Study which have previously been accredited.
- (b) An Applicant accredited as an Education Provider with Programs of Study must make an application for assessment for accreditation in accordance with these Rules prior to the expiry of their Accreditation Period.
- (c) Failure to make an application for assessment for accreditation prior to expiry of the Accreditation Period may result in a determination of **Accreditation Revoked** for the Education Provider and/or its Programs of Study.

2.7 Discontinued programs

- (a) Where an accredited Program of Study is discontinued (no new students are being admitted) and students remain enrolled in the Program of Study (i.e. the Program of Study is being “taught out”), an *Application for Accreditation of a Discontinued (Taught-Out) Psychology Program* should be made and included as part of any cycle assessment application (this application is available from the APAC office).
- (b) A Program of Study that is being “taught out” may be granted the status of Accreditation with Conditions for a period of not more than 12 months.
- (c) If the Program of Study is to be taught out for more than a period of 12 months, then the Education Provider must make an *Application for Accreditation of a Discontinued (Taught-Out) Psychology Program* prior to the end of each year, until the Program of Study is no longer taught.
- (d) If no *Application for Accreditation of a Discontinued (Taught-Out) Psychology Program* is received and the Program of Study continues to be taught after the expiry of a period of 12 months, then the Program of Study will have a status of Accreditation Revoked and any students completing the Program while the Program’s accreditation has been revoked will not have completed an accredited Program of Study.

2.8 Combined applications

- (a) Applications for assessment for reaccreditation of already accredited Education Providers or Programs of Study and assessment for accreditation of any new Programs of Study may be made on the same Application Form.
- (b) In completing a combined application, Applicants must clearly differentiate between the Programs of Study in psychology to be reassessed for accreditation, and any Programs of Study not previously assessed.

2.9 Application Forms

- (a) Applications must be made on the Application Form specified by APAC.
- (b) Application Forms are available through the APAC website or by contacting APAC.
- (c) One original hard copy of the Application Form with original signatures and attachments must be submitted to APAC by 31 March of the year in which the Education Provider is to be assessed for accreditation.
- (d) The Vice-Chancellor or President of the Applicant (or a delegated senior officer authorised to act as a signatory for the Applicant) must sign the Application Form cover sheet. Applications submitted without the appropriately signed cover sheet will not be accepted.
- (e) Applicants must submit six (6) electronic copies of the complete Application Form and all attachments, each copy on a separate memory stick or other standard removable flash memory device with a USB interface.
- (f) Application Forms must not be submitted by email.
- (g) Submission of a completed Application Form signed by an authorised signatory as per the provisions of s2.9(d) above binds the Applicant to the terms and conditions set out in that Application Form.

- (h) Failure to comply with the terms and conditions will be deemed as a breach of contract and may result in Accreditation being revoked.
- (i) It is expected that the Application Form will be prepared by senior Academic staff involved in the teaching of the Programs of Study to be assessed. The Application Form must identify a senior member of the Academic staff as a contact point for the APAC office and Assessment Team when seeking clarification or requesting additional documentation.
- (j) The Application Form and attachments will be provided to each member of the Assessment Team appointed to assess the application.

2.10 Fees and costs

- (a) Applicants are required to pay an Application Fee at the time of submitting their Application Forms.
- (b) The Application Fee is set annually by APAC and listed in the APAC Schedule of Fees which may be found on the APAC website.
- (c) Applications for assessment for reaccreditation received after 31 March in the year of assessment for accreditation will attract an additional late fee set annually by APAC and included in the APAC Schedule of Fees.
- (d) The Application Fee is calculated as outlined in the APAC Schedule of Fees.
- (e) APAC will issue a tax invoice for payment of the Application Fee after receipt of notice from the Applicant of the Programs of Study and campuses to be assessed.
- (f) The Application Fee and any additional late fees are not refundable.
- (g) If, after the site visit, it is determined that there has been an under-calculation of the Application Fee, APAC will issue a tax invoice to the Applicant for payment of the balance due.
- (h) The costs of all off-shore travel, including business class airfares, accommodation, meals, taxi fares and any other expenses associated with an off-shore site visit by the Assessment Team will be the responsibility of the Applicant.

2.11 Composition of an Assessment Team

- (a) APAC has established a working committee of qualified assessors who comprise the Accreditation Assessment Committee (AAC).
- (b) APAC will appoint an Assessment Team for each assessment. The composition of the Assessment Team usually includes:
 - (i) Assessment Team Leader – an APAC-certified and experienced assessor whose usual place of employment is not located in the same state or territory as the Education Provider to be assessed, and who is responsible for coordinating the assessment
 - (ii) a second APAC assessor (for larger assessments)
 - (iii) an APAC staff member.
- (c) Observers (including APAC staff) may also be appointed by APAC to Assessment Teams, and are considered to be full members of the Assessment Team.

- (d) Before being appointed to an Assessment Team and before commencement of any assessment, each proposed team member is required to sign a confidentiality agreement and a declaration of any relevant personal or professional interest that may be perceived to conflict with his/her ability to undertake impartially his/her duties as a member of an Assessment Team.
- (e) Where a potential conflict of interest is drawn to the attention of the APAC office by persons external to the Applicant, APAC will notify the Head or other senior officer of the Applicant. Where this is the case, the Applicant has until four (4) weeks before any site visit to communicate to APAC in writing any concerns arising from the perceived conflict and the nature of those concerns. Where a potential conflict of interest is identified by the Applicant, it must be drawn to the attention of the APAC office in writing without delay.
- (f) APAC will assess any claimed or declared potential conflict of interest and may, at its discretion, choose to:
 - (i) replace the relevant member of the Assessment Team,
 - (ii) postpone a site visit,
 - (iii) conduct a secondary site visit if a suitable replacement cannot be found prior to the scheduled visit,
 - (iv) Manage the conflict or interest through provisions put in place for the assessment and supervised by the Team Leader.

2.12 Site visits

- (a) After consideration of the Application Form and attachments received from an Applicant, the Assessment Team will make a site visit to the Education Provider at the time notified to the Education Provider.
- (b) The purpose of a site visit includes:
 - (i) providing the Assessment Team with the opportunity to clarify or seek further information about any issues arising from the Application Form and attachments;
 - (ii) enabling the Assessment Team to check that all resources, policies and procedures of the Education Provider meet the required Standards;
 - (iii) enabling the Assessment Team to meet and interview staff, students and other relevant persons, and to review teaching methods, materials and student assessments; and
 - (iv) allowing the Assessment Team to discuss any matters that arise during the site visit, and set timeframes for addressing those matters.
- (c) The composition of the proposed Assessment Team will be communicated in writing to the Head at the Education Provider at least four (4) weeks prior to the site visit, together with the name and email contact details of the APAC site visit team leader. Any changes to the membership of the Assessment Team will be notified to the Applicant as soon as practicable.
- (d) The Head at the Education Provider will be responsible for coordinating all arrangements for the site visit in consultation with the APAC office.
- (e) Where an Applicant has more than one campus, the Assessment Team will conduct a site visit to each campus at which a Program of Study to be accredited is being/will be taught.

- (f) Site Visit Agendas must be submitted to APAC at least three (3) weeks prior to the date of the site visit so that appropriate advance planning by the Assessment Team can be undertaken.
 - (i) It is essential that the Site Visit Agenda is approved by the APAC office at least one (1) week prior to the date of commencement of the site visit.
 - (ii) APAC will be responsible for all site visit travel and accommodation arrangements unless the site visit is to be conducted at an **off-shore** campus.
 - (iii) For off-shore campuses, the Applicant will be responsible for the arrangement and payment of all site visit travel arrangements, including Business Class airfares and accommodation for assessors travelling to those campuses. The Applicant must provide a copy of the confirmed travel itinerary and Site Visit Agenda to APAC no later than twenty-one (21) days prior to the commencement of the site visit.
- (g) The duration of a site visit will depend on the number of campuses and the complexity of the Programs of Study to be accredited. Members of the Assessment Team must be given ample time to examine all of the resources and Programs of Study to be assessed.
- (h) During the site visit the Assessment Team or members of the Assessment Team will:
 - (i) meet with the Vice-Chancellor, President, or his/her nominee (e.g. Deputy Vice-Chancellor or Dean of Faculty);
 - (ii) meet with academic, administrative, technical and other staff, students and any other persons APAC deems relevant;
 - (iii) inspect facilities including teaching venues, computer laboratories, research laboratories, teaching laboratory equipment, test library, and other libraries on each campus at which psychology is taught; and
 - (iv) consider examples of student work, in particular, recently completed Honours and coursework Masters and Doctoral theses along with the examiners' reports pertaining to the theses considered.
- (i) At the conclusion of the site visit, the Assessment Team will meet with the Head and other senior officers of the Applicant to discuss the preliminary views, where formed, following the visit, including any particular matters that members of the Assessment Team may wish to raise, and to provide a confidential draft version of the accreditation report where it has reached an appropriate stage of drafting. Note that the final report may differ from the initial draft, which is presented to facilitate correction of errors and preparation of a rejoinder by the Applicant.

2.13 Accreditation cycle

- (a) The accreditation process has been designed to run for the Accreditation Period, such that an Education Provider and all the Programs of Study offered by that Education Provider are assessed and considered for accreditation in a particular year and as part of one process.
- (b) Accreditation without Conditions will be granted for the Accreditation Period, subject to the Education Provider satisfying, and continuing to comply with, the Standards.
- (c) If an Education Provider has made substantial changes to a Program of Study and wishes to have these considered for accreditation before the expiry of the Accreditation Period, a new application and an assessment will be necessary and this may include a site visit, at the Applicant's expense.

- (d) If Programs of Study are introduced during the Accreditation Period at campuses other than those for which accreditation has been granted, a new application and an assessment will be necessary and this may include a site visit, at the Applicant's expense.
- (e) Any new Program of Study introduced or Program of Study substantially changed during the Accreditation Period, such that a new application for accreditation should be made or is made by an Education Provider for the purpose of accrediting those Programs of Study, will be assessed for the balance of the Accreditation Period and will thereafter be assessed at the same time as the Education Provider and all other Programs of Study offered by the Education Provider.

2.14 Exceptional circumstances extension of Accreditation Period

- (a) An Education Provider may apply to APAC to extend its period of accreditation for no more than twelve (12) months from the date of expiry of its Accreditation Period.
- (b) An application for extension of an Accreditation Period:
 - (i) can only be made when exceptional circumstances apply; and
 - (ii) must be made prior to 31 October in the year before the expiry of the current Accreditation Period for that Education Provider.
- (c) In the event that APAC, at its sole discretion, extends the Education Provider's Accreditation Period for no more than twelve (12) months (the Extended Period), then:
 - (i) the Education Provider and all of its accredited Programs of Study will hold a status of Accreditation with Conditions for the Extended Period; and
 - (ii) the Education Provider must make an application for accreditation at least 4 months before the end of the Extended Period.
- (d) In the event that the Education Provider fails to make an application in the timeframe set out at s2.14(c) APAC cannot guarantee that an assessment for accreditation of the Provider and/or any relevant Programs of Study can be completed before the Extended Period expires.
- (e) If APAC is unable to complete an assessment in the circumstances described in s2.1(d) the Education Provider and all of its accredited Programs of Study will, at the expiry of the Extended Period, be deemed to hold the status of Accreditation Revoked.

SECTION 3 TIMELINE FOR ACCREDITATION

3.1 Time for making application

Applicants should submit an application for assessment for reaccreditation no later than the year prior to offering any new Program of Study, or the year prior to the year in which their Accreditation Period expires. This will permit an assessment to be scheduled in a timely fashion for the following year.

3.2 Late provision of information

Please note that the dates set out below are final dates for receipt of information from Applicants or provision of information to APAC in the normal accreditation process. Documents or information received from Applicants after these dates may not be taken into consideration until the commencement of the assessment process in the following year.

3.3 Timetables

The following timetables apply to APAC accreditation cycles. Where an assessment is conducted outside of a standard APAC accreditation cycle, the dates listed will be varied at APAC's sole discretion.

In the case of an audit or other assessment conducted outside of a normal accreditation cycle, some steps may be deemed unnecessary at APAC's sole discretion.

The **Pre-site visit timetable** consists of the administrative processes undertaken in order to prepare for and commence an assessment.

<u>Timing</u>	<u>Task</u>
September–November	Updated 'Notification of Intended Application' and Application Forms are placed on the APAC website. Cycle Education Providers receive letter and email regarding Notification of Intended Application. Non-cycle Education Providers receive email regarding Notification of Intended Application for out-of-cycle assessments.
30 November	Deadline for receipt of confirmation of Notification of Intended Application from cycle and non-cycle Education Providers.
30 November	Deadline for Education Providers to request an extension on their scheduled assessment cycle.
January	APAC office assigns institutions to Assessment Teams with regard for potential conflicts of interest and preferred dates of the Education Provider, and notifies the Assessment Teams.
January	Anticipated fees are calculated and invoices prepared for issuing early in the year.
January–February	Correspondence sent to Education Providers acknowledging receipt of form and advising of the date that has been selected for the accreditation site visit.
28 February	Deadline for Education Providers to request a change in assessment date.
January–February	Assessment schedule is published on the APAC website.
March	Correspondence sent advising Education Providers of the composition of Assessment Teams.
31 March	Deadline for receipt of applications for assessment, site visit agenda and payment of accreditation fees, including applications for out-of-sequence assessments.
April	APAC office checks to ensure documentation is complete.
March–May	Assessor training and certification sessions held. Applications for assessment are distributed to assessors. Program of Study applications are entered into the accreditation database.
April–September	Site visits are conducted.

The **Site visit timetable** consists of the processes undertaken to support the site visit component of the assessment. Phases one (1) to three (3) will typically be conducted on consecutive days.

<u>Timing</u>	<u>Task</u>
April–May	Assessors receive application documentation.
4 weeks prior	Assessors notify APAC office of any missing, incomplete or inconsistent data in applications. APAC office requests additional information from the Education Provider
3 weeks prior to site visit	APAC office coordinates site visit agenda, which is to be confirmed by the Education Provider and all Assessment Team members.
2 weeks prior to site visit	Deadline for Education Provider to supply additional information to the APAC office. APAC office forwards additional information to the Assessment Team.
One week prior to site visit	Any requested audio meetings with interviewees are conducted.
Phase 1 on-site visit	Assessment of undergraduate Programs of Study completed.
Phase 2 on-site visit	Assessment of postgraduate Programs of Study completed.
Phase 3 on-site visit	Head has until 12pm on last day of site visit to supply the Assessment Team with any additional information. Assessment Team commences drafting the report including the recommendation sections and provides verbal feedback to the Head of Education Provider.
Phase 4 on-site visit	Assessment completed of any Offshore programs. Assessment Team commences drafting the report including the recommendation sections and provides verbal feedback to the Head of Education/Provider.

The **Post-site visit timetable** consists of the process undertaken following the site visit, including the requirements for the Education Provider to respond to any conditions placed upon either the Education Provider and/or its Programs of Study.

<u>Timing</u>	<u>Task</u>
2 weeks after Phase 4	APAC office and the AWC checks the report to identify any potential anomalies. Draft report sent to the Head of Education Provider for checking of errors of fact and a rejoinder.
6 weeks after site visit	Deadline for Education Provider to submit rejoinder documentation, including errors of fact, to the APAC office for consideration. APAC adds supplied documentation to Accreditation Working Committee agenda.
7 weeks after site visit	Assessment Team/APAC office to incorporate any intended changes in the report.
October–December	Accreditation recommendations are forwarded to the APAC Board of Directors for a determination.
December	Final report and notice of accredited Programs of Study sent to Head of Education Provider by APAC office. Copies of the final report and correspondence sent to the Vice Chancellor or President of the Education Provider and the Assessment Team.

Summary reports and correspondence detailing accredited Education Providers and Programs of Study sent to the National Board for approval. APAC office updates website listing of accredited programs of study and adds summary reports of accreditation assessments to the website.

January–February	Receipt of approvals advice from the National Board.
28 February	First progress report outlining how any conditions have been met due to be submitted to APAC office.
30 April	Annual Update form to be submitted to the APAC office.
31 August	Second progress report outlining how any conditions have been met due to be submitted to APAC office.

SECTION 4 ACCREDITATION STANDARDS

4.1 Importance of Standards

- (a) The Standards have been developed to ensure that all accredited Education Providers offer Programs of Study which are of a high quality and meet the needs of stakeholders by equipping graduates with appropriate competencies, while allowing flexibility in content and design.
- (b) Failure to meet the relevant Standards for a Program of Study may result in an Education Provider not being accredited for the purpose of providing that Program of Study.
- (c) An Education Provider will be granted accreditation only in respect of its accredited Programs of Study.
- (d) The Standards may be amended from time to time to reflect changes in government and community expectations of the standards of education relevant to psychologists and the psychology discipline.
- (e) Section 47 of the National Law:
 - (i) requires these Standards to be submitted to the National Board for approval;
 - (ii) requires the National Board to publish approved Standards on its website;
 - (iii) provides for a Standard to take effect from the day it is published on the National Board's website unless a later date is specified within the Standard.
- (f) Section 48 of the National Law:
 - (i) requires Applicants to meet all of the Standards before being granted Accreditation without Conditions;
 - (ii) allows for Applicants that substantially meet the Standards to be granted Accreditation with Conditions provided that the imposition of conditions will ensure the Applicant is able to make the required changes to meet the Standards within a reasonable time.
- (g) An accredited Education Provider can offer Programs of Study that are not accredited provided that it clearly informs all students proposing to enrol in those Programs of Study that the program(s) of study do not fall within the Education Provider's accreditation and either do not meet the Standards, or have not been assessed for accreditation.

SECTION 5 ACCREDITATION STATUS

5.1 Accreditation of Education Provider and its Programs of Study

- (a) Accreditation applies to both the Education Provider and the Programs of Study offered by it.
- (b) An Education Provider and the Programs of Study offered by it are assessed separately; however:
 - (i) An Education Provider may be Accredited without Conditions provided that at least one Program of Study offered by it is also Accredited without Conditions.
 - (ii) If all Programs of Study offered by an Education Provider are assessed as no better than being Accredited with Conditions, then the Education Provider will also be Accredited with Conditions, provided that it meets the Standards.
 - (iii) If an Education Provider is Accredited with Conditions then no Program of Study offered by that Education Provider can receive an accreditation status higher than Accreditation with Conditions until the Education Provider gains Accreditation without Conditions.
- (c) Accreditation status is determined by APAC. Once APAC has made a determination as to the accreditation status of an Education Provider and its Programs of Study, APAC is required by Section 48 of the National Law to provide a report to the National Board of the status determined.
- (d) Pursuant to Section 49 of the National Law:
 - (i) The National Board may approve or not approve an accredited Program of Study for the purpose of qualification for registration as a psychologist. If APAC does not accredit a Program of Study, the National Board is not able to approve that Program of Study.
 - (ii) The National Board must publish approved Programs of Study on its website.
 - (iii) Approval of a Program of Study does not take effect until that Program of Study is published on the National Board's website.
- (e) APAC may revoke accreditation of a Program of Study that is not approved by the National Board.

5.2 Accreditation Status

- (a) An Applicant may be granted the following accreditation status:
 - (i) Accreditation without Conditions;
 - (ii) Accreditation with Conditions;
 - (iii) Accreditation Revoked;
 - (iv) Accreditation Expired.
- (b) Any application for accreditation of a new Education Provider or Program of Study which is unsuccessful in gaining Accreditation without Conditions, or Accreditation with Conditions, will have no accreditation status.
- (c) Impact of accreditation status:

(i) **Accreditation without Conditions** (Section 48 of the National Law)

Accreditation without Conditions will only be granted if the Education Provider and the Program/s of Study assessed for accreditation meet all of the applicable Standards.

(ii) **Accreditation with Conditions** (Sections 48, 50 of the National Law)

Accreditation with Conditions may be granted when:

- the Applicant meets most of the Standards, and in APAC's view all Standards not met at the time of assessment are likely to be successfully addressed within 12 months of the date of determination of accreditation status;
- an Applicant accredited without conditions makes changes to its Programs of Study or resources such that the Education Provider or its Programs of Study no longer meet the Standards, and in APAC's view the Standards not met at the time of assessment are likely to be successfully addressed within 12 months;
- APAC audits an Education Provider and determines that the Standards have not been maintained, and the Standards not met at the time of audit are in APAC's view likely to be successfully addressed within 12 months of the date of determination of the audit.
- a Program of Study has not previously been accredited in the form in which it is now being proposed but despite satisfying most of the Standards, the first students to graduate from that Program of Study are yet to graduate;
- an Education Provider has not previously been accredited and despite satisfying most of the Standards, the first students to graduate from an assessable Program of Study of that Education Provider are yet to graduate.

A Program of Study that has not previously been accredited and/or an Education Provider that has not previously been accredited and which APAC deems to satisfy most of the Standards may be identified with the additional notation "under development".

A determination of Accreditation with Conditions will be accompanied by a detailed list of matters to be addressed and a date (normally within 12 months) by which those matters must be addressed (Conditional period).

An Education Provider with a status of Accreditation with Conditions (whether pertaining to the Provider itself and/or its Programs of Study) is required to submit a report to APAC setting out the progress made toward satisfying of all Standards prior to 28 February and 31 August in the year immediately following the assessment of accreditation which resulted in a determination of Accreditation with Conditions.

Progress reports toward satisfaction of Standards are mandatory and must detail:

- actions that have been taken towards satisfying the Standards that were not satisfied at the time of assessment for accreditation, and
- how the satisfaction of all other Standards continues to be achieved.

If all conditions are addressed by the prescribed date, then the Accreditation status may be reassessed and Accreditation without Conditions may be granted.

If all conditions are not addressed to APAC's satisfaction within the Conditional period then the Education Provider or its Programs of Study may be determined as having Accreditation Revoked.

(iii) **Accreditation Revoked** (Sections 50, 51 of the National Law)

- A status of Accreditation Revoked will apply to a previously accredited Education Provider or Program of Study where resources or practices of the Education Provider or of a Program of Study have changed to the extent that the Education Provider or any of its Programs of Study no longer meet the Standards.
- A determination of Accreditation Revoked will be accompanied by a detailed list of matters to be addressed and a date, normally within 12 months, by which those matters must be addressed.

(iv) **Accreditation Expired** (Sections 50,51 of the National Law)

A status of Accreditation Expired will apply where the Program of Study was previously accredited and either:

- the accreditation period has come to an end and no application and assessment for reaccreditation has been made; or
- an application for reaccreditation has been made after the expiry of the Accreditation Period and the Program of Study has not yet been reassessed.

(v) **No Accreditation Status** (Section 48 of the National Law)

No accreditation status will be granted in circumstances where a new application for accreditation is assessed as unsuccessful in gaining Accreditation without Conditions, or Accreditation with Conditions.

An Education Provider or Program of Study will not be granted an accreditation status:

- if serious concerns arise in regard to the Education Provider or its Programs of Study which the Education Provider cannot adequately demonstrate it is able to fully address within a 12 month period; or
- if the Education Provider modifies accredited Programs of Study after a site visit in ways that are in clear violation of the Standards, without prior consultation with APAC.

Status on website or response to enquiry	Explanations
Accreditation without Conditions	Application for accreditation was made in a sufficiently timely manner. Education Provider and the Program/s of Study assessed as meeting all of the applicable Standards.
Accreditation with Conditions	Application for accreditation was made in a sufficiently timely manner, or an APAC audit of the Education Provider has determined that the Standards have not been maintained, or there is insufficient evidence to support that the Standards have been maintained. The Education Provider or any of its Programs of Study do not meet all of the Standards, but are in APAC's view likely to meet the relevant Standards within a period of less than 12 months from the date of assessment, or the

	application relates to a new Program of Study “ <i>under development</i> ” for which the first cohort of students is yet to graduate.
Accreditation Revoked	<p>The course was previously accredited but having changed significantly since accreditation no longer meets the Standards.</p> <p>An application for re-accreditation was made and the Education Provider or Program of Study has failed to meet the Standards or the threshold for Accreditation with Conditions.</p> <p>An Education Provider or Program of Study that was Accredited with Conditions has failed to meet the conditions within the stipulated time frame.</p>
Accreditation Expired	<p>The course was previously accredited and either:</p> <ul style="list-style-type: none"> - the accreditation period has come to an end and no application for re-accreditation has been made, or - an application for re-accreditation has been made close to or after the expiry of the Accreditation Period and the Education Provider or Program of Study has not yet been re-assessed.
No Accreditation status	An application for accreditation of a new Education Provider or new Program of Study has failed to meet the Standards or the threshold for Accreditation with Conditions.

5.3 Publication of accreditation status

- (a) APAC will maintain a publicly available list of all current APAC-accredited Programs of Study and Education Providers on the APAC website.
- (b) The list of all current APAC-accredited Programs of Study and Education Providers will state the current accreditation status and will be amended to reflect any change in the accreditation status of the Program of Study or Education Providers from time to time.
- (c) APAC will also publish on its website a summary of the outcomes of each accreditation assessment it conducts.
- (d) The National Board publishes all approved Education Providers/Programs of Study on its website, as required under Section 49(5) of the National Law.
- (e) It is the responsibility of an Education Provider to at all times accurately inform students and other stakeholders of the accreditation status of its Programs of Study.
- (f) If an Education Provider changes the name of the qualification awarded on completion of an APAC-accredited Program of Study, or any other significant part of a Program of Study, the Education Provider must not represent that the amended Program of Study is accredited by APAC nor approved by the National Board.

5.4 Change in accreditation status

- (a) An Education Provider’s accreditation status may be changed as a result of:

- (i) the closure of the Education Provider or its department or school of psychology (or other academic unit out of which accredited Programs of Study are taught);
 - (ii) the withdrawal of a Program/s of Study;
 - (iii) an APAC accreditation process;
 - (iv) an APAC audit or monitoring process;
 - (v) compliance or non-compliance with the requirements of conditions of Accreditation with Conditions.
- (b) An Education Provider's accreditation status may be changed by APAC as a result of an assessment for accreditation, whether at the commencement of an Accreditation Period or otherwise.
- (c) APAC will notify the National Board of a change in status pursuant to Section 50 of the National Law.
- (d) Where APAC changes the status of a Program of Study to Accreditation Revoked, the approval of that Program of Study by the National Board is cancelled, pursuant to Section 51 of the National Law.
- (e) An Education Provider that has its accreditation status changed may:
- (i) seek an internal review of the decision to change accreditation status; or
 - (ii) resubmit an application for accreditation at any time.

5.5 Impact on students of change in accreditation status

- (a) Completion of an accredited Program of Study, approved by the National Board:
- (i) Students completing a Program of Study in psychology with an accreditation status of Accreditation without Conditions or Accreditation with Conditions as at the date of their completion of that Program of Study will have completed an accredited Program of Study.
 - (ii) Students completing an accredited Program of Study which is listed on the website of the National Board as a Program of Study approved for the purpose of registration as a psychologist at the time of completion of their studies will have completed an approved Program of Study.
 - (iii) Approval by the National Board does not take effect until published on the National Board's website, pursuant to Section 49 of the National Law.
- (b) Completion of a non-accredited or approved Program of Study:
- (i) Where a student completes a Program of Study which has no accreditation status or an accreditation status of Accreditation Revoked or Accreditation Expired, then that student will not have completed an accredited Program of Study.
 - (ii) The National Board may revoke approval of an accredited Program of Study independently of APAC pursuant to Section 51 of the National Law. If a student completes a Program of Study that is not approved by the National Board for the purpose of registration as a psychologist, the student may not meet the requirements for registration.

5.6 Changes to Education Providers or Programs of Study during the Accreditation Period

- (a) APAC monitors accredited Education Providers and accredited Programs of Study to ensure that they continue to meet the Standards, pursuant to Section 50 of the National Law.

- (b) It is the responsibility of Education Providers to inform APAC of any changes to the provision of Programs of Study that may fall within the Standards, including but not limited to:
 - (i) any change to a multiple campus arrangement;
 - (ii) any changes to a Program of Study name;
 - (iii) any change to the level of staff or the staffing mix;
 - (iv) any changes to resources available to the Education Provider or which are provided in offering the Program of Study, and
 - (v) any changes to the content and delivery of material in a Program of Study.
- (c) An Education Provider that plans to make changes to its department or school of psychology (or other relevant AOU), or to any Programs of Study offered, must inform APAC of the proposed changes no later than one calendar month after the proposed changes are announced.
- (d) Changes to Education Provider resources or to Programs of Study may affect the accreditation status of the Education Provider. APAC may work with the Education Provider to cooperatively manage some short-term difficulties that may arise after it is informed of a proposed change.
- (e) Failure to inform APAC of any changes to the Provider itself or its Programs of Study may adversely affect the future accreditation status of the Education Provider or its Program(s) of Study, or may result in the status of the Education Provider or one or more of its Programs of Study being determined as Accreditation Revoked.
- (f) If APAC determines a change in accreditation status is necessary, it will notify the National Board pursuant to Section 50 of the National Law.

SECTION 6 MONITORING COMPLIANCE

6.1 Annual reporting

- (a) For each accredited Education Provider and accredited Program of Study in psychology an APAC Annual Update Form must be submitted prior to 30 April each year.
- (b) The APAC Annual Update Form is available from the APAC website.
- (c) Failure to submit the Annual Update Form prior to 30 April may result in a determination of Accreditation with Conditions for the Education Provider and all of its Programs of Study.
- (d) An Annual Update Form is not required to be submitted in the final year of the Education Provider's current accreditation cycle where the Education Provider makes an application for reassessment of itself and its Programs of Study.

6.2 Auditing compliance with the Accreditation Standards

- (a) APAC may audit an Education Provider at any time during the Accreditation Period.
- (b) APAC will determine the extent of its audit of an Education Provider. An audit process may include any one or more of the following:
 - (i) a request for confirmation of information provided in the immediately preceding accreditation assessment pertaining to the Education Provider and/or any of its Programs of Study;

- (ii) a request for copies of current Program of Study documentation for review;
 - (iii) a request for interview with any one or more members of staff, students, or other stakeholders who might in APAC's view reasonably be expected to contribute information useful to the conduct of the audit; and
 - (iv) a site visit or visits to any one or more campuses of an Education Provider, as well as other locations where practica or other components of education and training are conducted and/or assessed.
- (c) APAC will provide Education Providers with at least twenty-one (21) days written notice of an audit.
 - (d) Education Providers agree to provide APAC with full access to all staff, materials, documents and Education Provider facilities requested by APAC for the purpose of APAC conducting an audit, including facilitating access to students where required.

6.3 Costs of an audit

- (a) Costs associated with an audit process, including APAC assessment fees, are payable by the Education Provider.
- (b) If a site visit is conducted as part of an audit process, the Education Provider being audited will be liable for the cost of all travel, accommodation, meals and taxi fares of the audit Assessment Team.
- (c) Invoices issued by APAC to an Education Provider for an audit process will be:
 - (i) itemised;
 - (ii) issued within six (6) weeks of the end of the audit process; and
 - (iii) payable by the Education Provider within thirty (30) days of the date of invoice.

6.4 Complaints against Education Providers

- (d) APAC may investigate any complaints about an Education Provider received by it in regard to the standards of teaching, assessment or resources in psychology offered, or any other matter referred to in the Standards.
- (e) If the Education Provider complained about has not previously been accredited by APAC, APAC will inform the complainant that it has no power to investigate the complaint.
- (f) If APAC encounters evidence which suggests a potential breach of the law or conduct which may be unethical, APAC will take steps to draw the matter to the attention of the relevant authorities.

SECTION 7 INTERNAL REVIEW (Section 48 National Law)

7.1 Entitlement to internal review

- (a) Where an Education Provider is unsuccessful in gaining an accreditation status, or is granted an accreditation status of Accreditation Revoked, the Education Provider may seek an internal review by APAC of that decision, pursuant to Section 48 of the National Law.
- (b) An application for internal review must be made within thirty (30) days of receipt of written notice of the decision from APAC regarding accreditation status.

- (c) Only the Applicant or the relevant Education Provider has the standing necessary to seek an internal review of a determination of APAC. An application for internal review made by any person or entity other than the Applicant or relevant Education Provider will be refused.
- (d) A determination of Accreditation with Conditions is not subject to internal review.

Any Applicant dissatisfied with a determination of Accreditation with Conditions may submit proof of satisfaction of the conditions to be addressed at any time after the date of the determination of Accreditation with Conditions (and before expiry of the Conditional Period), for the purpose of gaining Accreditation without Conditions.

7.2 Making an application for internal review

- (a) An application for internal review must:
 - (i) be made in writing addressed to the CEO of APAC;
 - (ii) be made within thirty (30) days of receipt of written notice of decision from APAC of failure to attain accreditation status or Accreditation Revoked;
 - (iii) set out the areas of determination disputed by the Applicant, and why they are disputed;
 - (iv) state whether or not the Applicant requires a site visit to be conducted as part of the internal review process.
- (b) An application for internal review is not required to be in any specific format, provided that it is in writing and contains the information set out in subparagraph (a).
- (c) An application for internal review that is not made within thirty (30) days of receipt of written notice of decision from APAC is invalid and will not be considered. The Applicant or Education Provider must then make a new application for accreditation.

7.3 Costs of the internal review

- (a) There is no fee for making an application for internal review.
- (b) If a site visit is conducted as part of an internal review process, the applicant for internal review will be liable for the cost of all travel, accommodation, meals and taxi fares of the audit Assessment Team.
- (c) Invoices issued by APAC to an Education Provider for an internal review process will be:
 - (i) itemised;
 - (ii) issued within six (6) weeks of the end of the internal review process; and
 - (iii) payable by the Education Provider within thirty (30) days of the date of invoice.

7.4 Appointment of an Internal Review Committee

- (a) Upon receipt of an application for internal review, APAC will form an Internal Review Committee made up of not less than four (4) people with prior experience in the accreditation assessment process.
- (b) The Internal Review Committee may appoint a chairperson from among their number.
- (c) The following persons will not be a member of the Internal Review Committee, in compliance with Section 48 of the National Law:

- (i) any person who was a member of the Assessment Team who conducted the assessment and recommended the decision which is the subject of the internal review; and
- (ii) any person who was a member of the Board at the time the decision which is the subject of the internal review was made.

7.5 Conduct of internal review

- (a) The Internal Review Committee will determine its own processes and procedures for conduct of the internal review process, including:
 - (i) timing of the review process to ensure that it is completed within ninety (90) days from the date of application for internal review;
 - (ii) identification of all documentation required from the Applicant and APAC for consideration as part of the review;
 - (iii) identification of all persons, if any, to be interviewed as part of the review;
 - (iv) providing the applicant for internal review with the opportunity to respond to a preliminary report of findings prior to finalising the internal review process.
- (b) The Internal Review Committee may inform itself in any way it sees fit, including but not limited to considering any one or more of the following:
 - (i) the original Application Form, including any appendices;
 - (ii) the report of the Assessment Team;
 - (iii) the determination of the APAC Board;
 - (iv) any further information supplied by the Applicant about the Education Provider and its Programs of Study during any site visit conducted by the Internal Review Committee (where relevant); and
 - (v) any and all further information provided by the Applicant during the internal review process.
- (c) The Internal Review Committee must determine whether or not the Education Provider and/or Programs of Study that are the subject of the review meet the Standards.

7.6 Site visits as part of the internal review process

- (a) If the applicant for internal review requests a site visit, the Internal Review Committee will appoint a time for a site visit.
- (b) The Internal Review Committee may determine that a site visit is appropriate and appoint a time for a site visit if the application for internal review disputes findings made in respect of the resources of an Education Provider.
- (c) The Internal Review Committee will notify the Applicant of the time for the site visit not less than fourteen (14) days prior to the date the site visit is to commence.
- (d) If a time for a site visit is nominated, the Applicant shall do all things reasonably necessary to accommodate the site visit at that time. The time for a site visit will only be changed in exceptional circumstances.

- (e) When notifying the Applicant of a site visit by the Internal Review Committee, the Internal Review Committee will specify any matters it wishes to address during the visit, which may include:
- (i) people to be interviewed;
 - (ii) resources to be reviewed;
 - (iii) assessments to be reviewed; and
 - (iv) any other relevant matter.
- (f) The Applicant for internal review will have the opportunity during the site visit to present any material relevant to the Standards that it wishes to present in support of its case.

7.7 Decision of the Internal Review Committee

- (a) A copy of the decision of the Internal Review Committee will be provided in writing to the applicant for internal review within fourteen (14) days of the date of the decision. A copy of the decision of the Internal Review Committee will also be provided to the National Board.
- (b) The decision of the Internal Review Committee is final and no further correspondence will be entered into.
- (c) An applicant for internal review that is not happy with the decision of the Internal Review Committee may make a new application for assessment for accreditation at any time.

7.8 Timetable of the Internal Review

- (a) The Internal Review Process should be completed in a timely manner.
- (b) APAC will endeavour to ensure that the Internal Review process is completed within ninety (90) days from the date of application for internal review.
- (c) For an internal review process that runs over the December – January holiday period, the dates between 21 December and 9 January shall not be included in any calculation of time.
- (d) The following table sets out an example of the anticipated timetable of the internal review process:

zero	Decision of no accreditation status or Accreditation Revoked
+ 30 days	Application for internal review received by APAC
+ 45 days	Appointment of Internal Review Committee
+ 60 days	Notification of site visit (if any)
+ 75–90 days	Site visit conducted
+ 60–90 days	Decision of Internal Review Committee
+ 90–104 days	Notification to applicant and National Board of decision of Internal Review Committee

SECTION 8 COMPLAINTS PROCESS

8.1 General

- (a) An Applicant who is dissatisfied with the conduct of a member of the Assessment Team or Internal Review Committee during an accreditation process may make a complaint.
- (b) Complaints can only be made with respect to conduct of a member of the Assessment Team, Audit Team or Internal Review Committee. Any complaint about an accreditation decision must be made by application for internal review.
- (c) Any complaint about the conduct of a member of the Assessment Team or Internal Review Committee is to be sent to the APAC office, addressed to the Board.
- (d) It is the responsibility of the Board to investigate and respond to complaints about the conduct of a member of the Assessment Team or Internal Review Committee.
- (e) The Board may delegate investigation of a complaint to one or more Board members.

8.2 Making a complaint

- (a) Complaints must be made in writing.
- (b) Anonymous complaints will not be investigated.
- (c) A complainant's details may be kept confidential at the discretion of the Board. If the Board forms the view that the person or team complained about cannot properly respond to the complaint without knowing who made the complaint, the Board may notify the respondent of the complainant's identity.
- (d) The complaint should be specific in the details of the incident, conduct or behaviour giving rise to the complaint, including dates and identification of the people involved.
- (e) Any person making a complaint will be invited to state what result they expect to arise out of having the complaint investigated.

8.3 Complaint process

- (a) APAC will provide written receipt of acknowledgement of every complaint.
- (b) The complainant will be provided the name of the officer who is responsible for managing the process of consideration of their complaint.
- (c) If the complaint is about the conduct of a member of the Assessment Team or Internal Review Committee, the matter will be considered by the Board. In all other matters, the complainant will be notified that the complaint cannot be considered by the Board, and where appropriate, of the internal review process.
- (d) When considering a complaint, the Board will be guided by the following principles:
 - (i) APAC's Assessment Principles.
 - (ii) The complainant will be treated in a fair, impartial and objective manner.
 - (iii) The complainant will receive an acknowledgement of receipt promptly.
 - (iv) If the complaint cannot be addressed within fourteen (14) days the complainant will be notified as to the progress of their complaint.
 - (v) If the Board agrees an investigation is required then a timeline will be established.

- (vi) The complaint will be managed in a confidential manner.
- (vii) The response provided to the complainant will be clear and informative.
- (e) Any member of an Assessment Team, Audit Team or Internal Review Committee who is specifically mentioned within a complaint will be provided with an opportunity to respond to the complaint.
- (f) Any response to a complaint must be made in writing sent to the APAC office, addressed to the Board.
- (g) The Board and/or the respondent may invite another member of the Assessment Team, Audit Team or Internal Review Committee to comment regarding the circumstances of the complaint.
- (h) The Board will consider all submissions.

8.4 Outcome of a complaint

- (a) After investigating and considering a complaint, the Board may choose to:
 - (i) take no further action;
 - (ii) send an apology to the complainant;
 - (iii) caution, advise or reprimand a member of an Assessment Team or Internal Review Committee;
 - (iv) require a member of an Assessment Team or Internal Review Committee to undertake further training;
 - (v) remove a member of an Assessment Team or Internal Review Committee from its register of assessors and/or from the AAC.
- (b) If the complainant remains dissatisfied with the outcome of their complaint, the complainant may wish to contact the National Health Practitioner Ombudsman.

APPENDIX

1. ASSISTANCE WITH A DEVELOPMENT OF A NEW PROGRAM OF STUDY

1.1. Pre-accreditation Program of Study development

APAC views the provision of assistance to Education Providers for the purpose of developing Programs of Study in psychology as an important role, which it undertakes in a spirit of cooperation. The involvement of APAC at the development stage can greatly assist with the accreditation process.

- (a) Any information or advice provided by staff appointed by APAC to assist with a Program of Study development process should be regarded as opinion only and will be provided in good faith.
- (b) The provision of information or advice from any person representing APAC does not automatically guarantee that a Program of Study will be granted Accreditation without Conditions or Accreditation with Conditions and it remains the responsibility of an Education Provider to ensure that it can demonstrate how its Programs of Study meet the Standards.

1.2. Requests for assistance in Program of Study development

- (a) All Education Providers planning new departments/schools of psychology, or new Programs of Study, can request limited development assistance from the APAC office. APAC provides limited assistance for the development of Programs of Study:
 - (i) for Education Providers that are not currently accredited and so do not offer accredited Programs of Study; and
 - (ii) for accredited Education Providers for the development of any new Program of Study.
- (b) Requests for Program of Study development advice should be directed in the first instance to the APAC office, which will provide orientation advice and subsequently direct enquirers to appropriate consultants who can be engaged to assist in the Program of Study development process.

1.3. Costs of Program of Study development assistance

- (a) Any costs involved in the provision of development assistance by consultants recommended by APAC are borne by the Education Provider directly.