



ACPET Quality Endorsement

Frequently asked questions

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FREQUENTLY ASKED QUESTIONS –

Who undertakes the Quality Endorsement review?

The desk based review and site visits are managed and undertaken by the ACPET Quality Team with the final review conducted by an expert independent review panel. A recommendation is then made to the ACPET Chief Executive Officer for endorsement.

Does the Quality Endorsement review involve multiple sites?

Yes.

Where members have multiple campuses it will be necessary for the service to evaluate the range of educational offerings and facilities in the first round of reviews. The number of sites is dependent on student numbers as outlined in the information kit costing sheet, however the maximum sites to be reviewed is three (3). The 12 month review may not require all campuses to be reviewed.

However, providers that have multiple campuses and do not exceed 2000 students can request for additional site visits (maximum of 3). Additional charges apply, refer to costing table for details.

How long will the process take?

The length of time required is dependent on the number of students the member has, which determines the number of campuses that require a site review.

On receipt and acceptance of the member's application, a signed contract with all of the necessary documentation provided, the process should take around 6 weeks to complete for one site. Where multiple campuses are involved ACPET will create a time schedule with the member to ensure the service is completed in a timely and co-ordinated manner.

What happens if I am not successful?

If unsuccessful, members will have the opportunity to re-apply.

The final report outlines all areas identified as requiring improvement. These matters are discussed with the member throughout the process and at the exit interview outlining that further support is available through a variety of other services.

The actions for any required improvements will be as follows:

Minor: Application remains open with improvements to be demonstrated within three months of application submission.

Major: Resolution will take over three months to implement – a new application is required.

The key to measuring the performance of these improvements having been implemented remains with the student and their feedback. Additional surveys will be distributed, collated and analysed to ensure the impact has been demonstrated to the students.

On completion of the review process, the member can discuss the timing of their next attempt with ACPET. No funds will be reimbursed should a member not gain the Quality Endorsed status.

Who endorses members that have been through the service?

In the final phase of the review, the independent review panel will make a recommendation on whether the member obtains endorsement. Endorsement will be confirmed by the ACPET Chief Executive Officer.

How long does the endorsement last for?

The initial endorsement period will be for one year with an interim review required to conduct focus groups with students and staff to gain a further two years of Endorsement.

On completion of the two-year cycle, the member will recommence the Quality Endorsement process.

Quality Endorsed status will elapse if:

- complaints are raised against the member that are justified as breaches against the Code of Ethics
- sanctions or conditions are placed on the member by regulators or funding bodies
- findings in the 12 month interim review identify feedback from students and staff indicating a decline in quality practices and behaviours against benchmark requirements, or
- membership is not renewed.

Quality Endorsement Cycle

