

## Charles Sturt University's Cycle 2 AUQA Audit

### Briefing Notes

*The following notes are to **brief** and **assist** interviewees in relation to their participation in the Australian Universities Quality Agency (AUQA) Audit of Charles Sturt University's upcoming audit.*

#### Message to Interviewees

- All comments made to the Audit Panel are treated in strict confidence, and will not be attributed to individuals.
- Expect to be asked anything within the scope of the audit, not merely the topics that may seem obvious for the particular group. However, you do not have to comment about areas outside your responsibility.
- Be aware that the Panel may not interact as one would expect in a normal social setting – they may follow a particular line of enquiry to the exclusion of what you may think is important and may not acknowledge comments or provide feedback (positive or negative) in the 'usual' manner.
- Notwithstanding the previous point, be prepared to engage with the panel by 'telling your story' and where appropriate highlighting how it contributes to the big picture, i.e. know the processes, systems and what you've achieved.

#### Tips for Interviewees

##### DO

- ✓ Be prepared – be able to speak about your areas of responsibility, how they relate to the University more generally and how they relate to the scope of the audit
- ✓ Understand processes and outcomes in your area of responsibility

- ✓ Be aware of relevant internal or external standards and how these are determined and upheld
- ✓ 'Bring to front of mind' activities that have been and are used to improve quality, including situations where external reference has been used to assist with this
- ✓ Be able to substantiate your answers
- ✓ Read the suggested materials
- ✓ Be honest, factual and succinct
- ✓ Be enthusiastic and engage with the Panel
- ✓ Be aware of others in your group
- ✓ Be on time for the interview

### **DON'T**

- ✗ Avoid or ignore a question
- ✗ Table any material
- ✗ Take detailed notes or document questions or responses
- ✗ Dominate the session
- ✗ Be surprised by unexpected questions
- ✗ Use the session to raise personal 'gripes'

### **Resources for Interviewees**

- CSU's Cycle 2 AUQA Audit Performance Portfolio and associated material available at:  
[http://www.csu.edu.au/division/plandev/students\\_only/quality\\_assurance/supplementary/](http://www.csu.edu.au/division/plandev/students_only/quality_assurance/supplementary/)
- CSU's response to Request for Further Information is available at:  
[http://www.csu.edu.au/division/plandev/students\\_only/quality\\_assurance/supplementary/further\\_info.htm](http://www.csu.edu.au/division/plandev/students_only/quality_assurance/supplementary/further_info.htm)
- CSU's Updated Progress Report, as at May 2009 available at:  
[http://www.csu.edu.au/division/plandev/students\\_only/quality\\_assurance/docs/AUQA\\_progress\\_report\\_may\\_2009.pdf](http://www.csu.edu.au/division/plandev/students_only/quality_assurance/docs/AUQA_progress_report_may_2009.pdf)

- CSU's Desk Review (Statement of compliance with 'Nationally agreed criteria for all higher education institutions') available at:  
[http://www.csu.edu.au/division/plandev/students\\_only/quality\\_assurance/secure\\_docs/docs/desk\\_review\\_cycle\\_2.pdf](http://www.csu.edu.au/division/plandev/students_only/quality_assurance/secure_docs/docs/desk_review_cycle_2.pdf)
- Scope for CSU's two selected Themes is available at:  
[http://www.csu.edu.au/division/plandev/students\\_only/quality\\_assurance/themes.htm](http://www.csu.edu.au/division/plandev/students_only/quality_assurance/themes.htm)
- Framework for Risk Assessment and Framework for Standards, Evidence and Outcomes, Appendix D and E respectively, available in the AUQA Audit Manual (Version 6, March 2009) available at: <http://www.auqa.com.au/qualityaudit/auditmanuals/>