



ISN Psychology - APAC Accreditation Assessment Summary Report

Higher education provider	ISN Psychology Ltd
Name of the Psychology AOU	ISN Psychology
Standards version	Version 1.2, 1 January 2019
Purpose of assessment	Follow-up visit
Programs and level of study assessed	Bachelor of Psychological Science (Honours) (Level 2) (Campus: Austin Precinct) Master of Psychology (Clinical) (packaged level 3 and 4) (Campus: Austin Precinct)
Campus	Austin Precinct, 443 Upper Heidelberg Road, Ivanhoe VIC 3079
Date of site visit	28 August 2019
Date of APAC Board determination	28 October 2019
Accreditation end date	31 December 2021



Background and overview

ISN Psychology (ISN) programs are currently accredited with conditions until 26 November 2019, with the condition being that they 'Demonstrate that all Standards are met'. A site visit was conducted on 17 April 2019 focusing on the Master of Psychology program in response to the receipt of information from several sources raising concerns about the number and quality of the students in the program and difficulties with clinical placements. The current site visit was undertaken to review both the Honours and Masters programs following considerable changes in staffing at ISN over the past few months and information from several sources raising concerns about the impact of this on the quality of the programs with direct implications for public safety and the student experience. This assessment focuses on select Standards rather than representing a comprehensive review of both programs against the current Australian Psychology Accreditation Council (APAC) Standards. The Standards of particular focus are:

- Domain 1 - Public Safety
 - Criteria 1.1-1.10
- Domain 2 - Academic governance and quality assurance
 - Criteria 2.1 – 2.5
- Domain 3 - Program of study
 - Criteria 3.3, 3.4, 3.7, 3.9
- Domain 4 - the Student experience
 - Criteria 4.3, 4.5, 4.6
- Domain 5 - Assessment
 - Criteria 5.4, 5.5

An APAC Assessment Team conducted a site visit on 28 August 2019 to Austin Precinct. This visit was conducted jointly with an assessment team from TEQSA. Inspections of facilities and student work samples were not conducted as part of the current visit.

During the visit interviews were held with the following stakeholders:

- The President and CEO
- Chief Operations Officer
- Corporate Board Members
- Academic Board members
- Undergraduate, Research Scholarship, and Clinical Program Divisional Heads



- Undergraduate teaching staff
- Current Masters and Honours students
- Clinical program teaching staff
- Clinical supervisors
- Placement Program Manager
- Clinical Program Manager



Key findings

Information from the documentation provided and from interviews with stakeholders indicates that ISN has implemented a number of changes including the appointment of key staff and is working on a range of ongoing initiatives to improve academic governance and ensure that they deliver high quality experiences and learning outcomes for students. There was generally positive feedback about the experienced and anticipated impacts of these changes and these will be monitored by APAC via ISN's responses to the conditions outlined below, as well as the standard reporting mechanisms.



APAC Board determination

That the following ISN Psychology's programs are accredited until **31 December 2021**:

- **Bachelor of Psychological Science (Honours)** (Level 2) (Campus: Austin Precinct)
- **Master of Psychology (Clinical)** (packaged level 3 and 4) (Campus: Austin Precinct)

Subject to the following conditions:

For the **Bachelor of Psychological Science (Honours)** (Level 2) program:

1. To ensure Standard 2 Academic governance and quality assurance, criterion 2.2 is met, ISN is to provide evidence of external benchmarking of the program by **26 August 2020**.

For the **Master of Psychology (Clinical)** (packaged Level 3 and 4) program:

By **26 November 2019**:

1. To ensure Standard 1 Public safety, criterion 1.7 is met, ISN is to demonstrate evidence of appropriate senior academic leadership of the program.
2. To ensure Standard 1 Public safety, criterion 1.8 is met, ISN is to demonstrate evidence of the clear communication of supervision requirements to students and supervisors.
3. To ensure Standard 1 Public safety, criterion 1.9 is met, ISN is to demonstrate evidence of clear communication of placement duration requirements to students and supervisors.
4. To ensure Standard 1 Public safety, criterion 1.10 is met ISN is to demonstrate evidence of the clear communication of supervision requirements to students and supervisors.

By **26 February 2020**:

5. To ensure Standard 1 Public safety, criterion 1.8 is met, ISN is to demonstrate evidence that all students have adequate levels of supervision.
6. To ensure Standard 1 Public safety, criterion 1.9 is met, ISN is to demonstrate evidence that all students complete sufficient hours of placement, including direct client contact, in order to demonstrate the graduate competencies.
7. To ensure Standard 1 Public safety, criterion 1.10 is met ISN is to demonstrate evidence that all students have adequate levels of supervision to enable students to practise safely.



8. To ensure Standard 3 Program of study, criterion 3.9 is met, ISN is to demonstrate evidence that the application of the principles of inter-professional learning and practice is included as a required learning outcome in the program.
9. To ensure Standard 3 Program of study, criterion 3.7 is met, ISN is to demonstrate evidence of the placement experiences of students across the course, including the diversity of setting and clients, and the total numbers of hours of placement hours and direct client contact hours completed.

By **26 August 2020**:

10. To ensure Standard 2 Academic governance and quality assurance, criterion 2.2 is met, ISN is to provide evidence of external benchmarking of the program.

As a monitoring requirement for all programs ISN is to provide the following reports:

1. An update on the recruitment of a level E academic. To be provided by **30 November 2019**.
2. Data on student numbers, completions and attrition rates for each accredited program at the end of each Semester. Reports to be submitted by:
 - 31 December 2019
 - 30 June 2020
 - 31 December 2020



Table 1: Summary of findings regarding each criterion for each Standard

Domain 1: Public safety	Standard Statement 1: Public safety is assured	
	Level 2 Standard is met	Level 3 and 4 Clinical Standard is substantially met
Domain 2: Academic governance and quality assurance	Standard Statement 2: Academic governance and quality assurance processes are effective	
	Level 2 Standard is substantially met	Level 3 and 4 Clinical Standard is substantially met
Domain 3: Program of study	Standard Statement 5: Assessment is fair, reliable and valid	
	Level 2 Standard is met	Level 3 and 4 Clinical Standard is substantially met
Domain 4: The student experience	Standard Statement 4: Students are provided with equitable and timely access to information and support	
	Level 2 Standard is substantially met	Level 3 and 4 Clinical Standard is met
Domain 5: Assessment	Standard Statement 5: Assessment is fair, reliable and valid	
	Level 2 Standard is met	Level 3 and 4 Clinical Standard is met