

ADC accreditation decision

The ADC has determined that accreditation is maintained for The University of Adelaide's programs, subject to the following conditions:

1. To ensure Standard 1 – Public safety is met in full, a review is to be undertaken into the complaints handling processes to ensure they remain effective. A report is to be provided by **23 July 2021** addressing:
 - (a) the process undertaken to review the complaints handling processes used within the School;
 - (b) details of consultation with management, staff and students to ensure the processes meet all stakeholder needs;
 - (c) any changes made to the complaints management processes as a result of the review;
 - (d) how the revised complaints management processes support staff and students to raise concerns or complaints safely or respond to concerns raised about them in a safe manner;
 - (e) how the School will communicate with stakeholders to make them aware that actions are being taken, considering the need to maintain individual confidentiality and show respect to all parties involved.
2. To ensure Standard 2 – Academic governance and quality assurance is met in full, the School is to provide a report on the implementation of the newly developed School Operational Framework by **15 October 2021**. The report should provide updates of any changes made to the Framework as presented, including any changes to roles or responsibilities. The report is to provide evidence that the structures outlined, including Committees, are operating as intended and detail how feedback from staff, students, the dental professions and dental consumers are used to review and improve the programs.
3. To ensure Standard 3 – Program of study is met in full, the School is to provide an updated staffing profile with each quarterly COVID-19 monitoring report. These reports are due **31 May 2021**, **31 August 2021** and **30 November 2021**. The staffing report should advise of:
 - (a) Total number of staff and FTE available across all programs, including administrative/support staff.
 - (b) Details of new appointments made, including roles and responsibilities.
 - (c) Any resignations, and the plans the School has put in place to ensure that the programs remain supported and appropriately resourced.

The ADC has determined that this condition has been met for the reporting period 31 May 2021.