

Policy Supported:	<i>Service Teaching Policy</i>		
Audience:	Staff and Students		
Related Procedures:	<i>Academic Planning Procedure</i>		
Supporting Documents:	<i>Academic Planning</i> templates		
Contact Officer:	Secretary to Academic Council	Phone:	See Campus Directory

Printed copies are for reference only. Please refer to the electronic copy in Policy and Procedure Manager™ [the electronic policy management system (EPMS)] to ensure you are referring to the latest version.

Objectives:

1. To limit the duplication of Units (same/similar) where this can be avoided by the use of Service Teaching.
2. To ensure effective communication between Service Teaching User and Provider Groups, by clarifying the roles and responsibilities of each group.
3. To ensure an efficient and transparent process is followed in making amendments to Service Teaching Units.

Implementation Steps:

Identification of Service Teaching Units in the Academic Planning Database

1. Deans Academic Operations are responsible for ensuring that Service Teaching Units are identified in the Academic Planning Database. This will alert staff to the fact that any Academic Planning amendments proposed for the Unit may have an impact on User Groups.
2. Information regarding courses/majors in which the Service Teaching Unit is used will be available in the Course and Unit Set (courses/majors/minors) detail reports that are sent out to Unit Coordinators and Academic Chairs for the Main Academic Planning Amendment Round.
3. As part of the Main Academic Planning Amendment Round, Service Teaching Units need to be reviewed following the communication process, as outlined in the Communication Model in the *Service Teaching Policy* (Attachment 1).
4. Service Teaching Units are identified in the Academic Planning Database. When a Unit ceases to be a Service Teaching Unit, such identification must be removed from the Database by the Provider Discipline.
5. All changes outside the Main Academic Planning Amendment Round need to be treated as Late Planning Amendments.

Data collection (Unit Evaluation)

6. Providers (Academic Chairs, Unit Coordinators), if requested by User Groups, are to collect and make available to them information on the academic quality, curriculum/content and teaching of a Service Teaching Unit. Information can be provided by Board of Examiners reports, Unit Surveys (MOSS), Teacher Evaluations and/or student feedback.

Data analysis (Unit Review)

7. If consistent negative User Group feedback is received regarding a Service Teaching Unit, both the Provider and User Groups are required to meet to discuss and review the Unit, so as to better meet the needs of both groups.

Decision-Making

8. If Provider and User Groups cannot resolve issues related to Service Teaching by discussion, the following steps should be followed:
 - 8.1 If the Provider and User groups are within the same College, the matter should be taken to the College Academic Committee (CAC) for advice and resolution.
 - 8.2 If the Provider and User groups are not from the same College, then the Chairs of the respective CAC should meet and make a decision.
 - 8.3 If no resolution is reached, the matter should then be referred to the Provost who will make a recommendation to Academic Council for approval.

Provider Group Amendment, Cancellation or Discontinuation of Service Teaching Units

9. Providers must consult with User Groups when changes to existing Service Teaching Units are proposed as follows:
 - 9.1 Significant amendment to a Service Teaching Unit.
 - 9.2 Cancellation of offerings of Service Teaching Units.
 - 9.3 Discontinuation of a Service Teaching Unit.

In all cases, as listed above, the Provider must consult with the User Groups to ensure that adequate consultation has taken place prior to any recommended amendment. This process must be recorded on the *Service Teaching Consultation Template*. This information will then be noted on the Academic Planning Database.

User Group Removal of a Service Teaching Unit from a Course/Major

10. If the User Group considers that a Service Teaching Unit is unsuitable for its purposes, the User Group can consider removing an existing Service Teaching Unit without replacement.
 - 10.1 When proposing to remove an existing Service Teaching Unit from a course/major, the User Group must consult with the Provider Group before a decision is made. This process must be recorded on the *Service Teaching Consultation Template*. This information will then be noted on the Academic Planning Database.

New Core Unit Establishment

11. If the Provider or User Group considers that a Service Teaching Unit is unsuitable for its purposes, a new core Unit may be established to replace the existing Service Teaching Unit.

When establishing a new core Unit to replace an existing Service Teaching Unit, the College Board/s, with the appropriate Dean/s Learning and Teaching and Academic Operations, must:

- 11.1 check that no existing Unit has equivalent or very similar content;
- 11.2 confirm that the new core Unit offers substantial educational gains for students without incurring unnecessary cost to the University;
- 11.3 ensure that the staff teaching in the new Unit are the best qualified to do so; and
- 11.4 ensure that adequate consultation has taken place prior to this decision. This process must be recorded on the *Service Teaching Consultation Template*. This information will then be noted on the Academic Planning Database.

Performance Indicators:

There are no performance indicators.

Definitions:

These definitions have been copied from the "Dictionary of Terms". Please refer to the "Dictionary of Terms" in Policy and Procedure Manager™ to ensure you are referring to the latest version.

"Course"

"Major"

"Service Teaching Unit"

Related Documents:

Academic Planning Procedure

Academic Planning Templates

Units Policy

References:

There are no references.

Approval and Implementation:

Approval Authority:	President Academic Council
Responsible Officer(s):	Secretary to Academic Council

Revision History:

Version	Date Approved	Effective Date (if later than 'Date Approved')	Next Review Date	Resolution No. (if applicable)
Approved by AC	12/03/2019		12/03/2022	AC/16/2019(ii)
Administrative amendments	31/05/2018		19/10/2013	
	12/08/2010		19/10/2013	LTC/29/2010