1. **ATEM CONFERENCE 22 - 24 APRIL 2009**

Jon Stubbs, Director of Student Services, talked briefly to the group about the upcoming ATEM 2009 Student Centre Conference to be held in Fremantle from 22 to 24 April, the fourth in the series.

All WA universities will be represented as well as New Zealand and two from the UK. Jon noted that the Vice-Chancellor has withdrawn from speaking at the conference due a last minute trip to China and the Senior Deputy Vice-Chancellor will be speaking in his place.

Members and interested persons are invited to attend the conference, with discounted conference fees for ATEM members.

Copy conference flyer is attached.

2. **UPDATE FROM ACADEMIC COUNCIL**

Sylvia Lang provided an update on the Academic Council meeting held on Wednesday 4 March 2009:

(i) **Items from circular dated 6 February 2009:**

**International Agreements:**
The following agreements approved under the relevant delegated authority were noted:
(a) Student Exchange Agreement between The University of Western Australia and the University of Copenhagen – Ref F12232
(b) Student Exchange Agreement between The University of Western Australia and the University of Nottingham – Ref F26422
(c) Articulation Agreement between The University of Western Australia and University of Kuala Lumpur – Ref F25557

**New Course:**
Master of Commerce (Advanced) – Ref F26424
Members were reminded that in 2008 the Faculty of Business had moved to six point units to standardise with the rest of the University and had revised a number of its postgraduate courses. This new course is part of that review process and offers a two-year study option, which is an important factor in the choice of course for many international students. The Master of Commerce is a 72 point course.

**Discipline Groups:**
Members noted a change of Chair for the History Discipline Group to A/Professor Charlie Fox for 2009.

(ii) **International Agreements**
The following agreements approved under the relevant delegated authority were noted:
(a) Student Exchange Agreement between UWA and the University of Science and Technology of China (USTC) – Ref F24958 (in relation to a joint double-badged programme previously organised)

(iii) **Membership of the Academic Council**
Official provision for the position of Associate Chair of the Academic Board in the Council’s constitution was recommended. This position shares the workload of the Chair of the Academic Board.

(iv) **New Units**
New units were noted from the Faculties of Engineering, Computing & Mathematics and Law.
Vice-Chancellor’s Report to the Academic Council

The SDVC spoke to the VC’s report, noting in particular:

- **2009 Admissions Exercise**
  The SDVC noted that the University has attracted 872 students with a TER greater than 95, an increase in such enrolments of approximately 100 over 2008 enrolments.

- **The SDVC referred to the speech presented by the Hon Julia Gillard at the Universities Australia Conference on 4 March 2009, noting the following:**
  - The over enrolment cap was raised to 10% from 5% for 2010/2011, with no cap after 2012
  - HECS cap would not be raised
  - Government has set target of 40% of 25-40 year olds having at least a bachelor’s degree by 2025
  - From 2012, universities will be funded on the basis of student demand (This would not be a voucher system as talked about previously)
  - A national regulatory body assessing university performance is to be established
  - The full text of the speech can be found at: [http://www.deewr.gov.au/Ministers/Gillard/Media/Speeches/Pages/Article_090304_155721.aspx](http://www.deewr.gov.au/Ministers/Gillard/Media/Speeches/Pages/Article_090304_155721.aspx)

Legislative Committee Membership

Sylvia noted that Council has endorsed Zan Blair’s membership of the Legislative Committee to 31 December 2009.

New Course – Mathematics Enabling Course

The Dean (Engineering, Computing and Mathematics) and the PVC (Teaching and Learning) both spoke to this item.

Sylvia noted that this course had the support of the relevant deans and the Executive.

The course comprises one unit with a nominal value of 6 points: the unit cannot be credited to any award courses.

The course is currently only available to MAP students: Consideration to offer to other students may be addressed at a later stage.

New Transnational Programme – Bachelor of Science (Chemistry) at PSB Academy in Singapore

This item was endorsed subject to the financial aspects being approved by the Planning and Budget Committee. There was some discussion about the implications of the Review of Courses for this and similar programmes.

Reviews

The review of the School of Environmental Systems Engineering was considered and members noted some financial problems. The Faculty Dean advised Council that a strategic review of the Faculty was currently underway and that the SESE review recommendations should be seen in light of the Faculty review recommendations.

Follow-Up Reports

The Follow up report for the review of the School of Paediatrics and Child Health was considered.

The general issue of timeliness of reporting was raised and noted that this would be addressed further by way of a working party.

Update on New Structure for Academic Staff Positions

Council noted that a Heads of Agreement has been signed between the University and unions. As a result the new academic titles could be implemented and relevant academic staff members had been invited to indicate whether they wished to accept the new titles or remain with the old. It was also noted that the changes affect titles only and there are no implications for remuneration at this stage. It was noted that a high percentage of staff responding have accepted the changes.
Some issues were raised however, in particular in relation to applications for external research funding where there was no opportunity to explain the significance of the new titles.

(xii) Update on Implementation of New Course Structures: The UWA Future Framework
Professor Don Markwell spoke to this item. He noted that the SDVC will be taking over his role in relation to the Future Framework when he leaves the University to take up his new position at Oxford University in mid-2009. The Implementation committee has already met twice in 2009. Some membership of the working parties has been determined but there is still some opportunity for change. The DVC(E) pointed out that there would be opportunities for input other than via working party membership.

3. COMPLAINTS HANDLING SYSTEM

Gina Barron, Manager, Complaints Resolution, spoke to the group about the Complaints Handling System and sought feedback on whether the system should be extended to include student appeals.

Gina introduced herself advising that the position is a newly created one set up in January 2009 and will address complaints from the public, staff and students.

Gina will be talking to the faculties and schools over the next few weeks as part of the implementation process for the Complaints Handling System. The aim is to provide an effective University-wide complaints management system; the complaints policy should be available in the next week.

Gina noted that there have been numerous queries from staff for clarity about what constitutes an ‘appeal’ and a ‘complaint’, and the shades in between. Gina noted that the Complaints Handling system could also provide advice as to which process needs to be employed.

Gina explained that if a separate ‘appeal management’ system were to be set up, it would mimic the Complaints system.

In answer to a query from Sylvia, Gina confirmed that sample letters could be available on the system. Gina added that the system would be fully integrated and link to other University programmes such as Callista, TRIM, etc.

With regard to establishing an “Appeals Management system”, members queried whether this would promote an overly bureaucratic process and expressed concern that minor issues may be escalated unduly. Gina noted that clear end points would be in place to obviate any unnecessary escalation and that the system would also avoid the possibility of duplication in managing an appeal.

Some members advised that they provided for students to present a case for not having a sanction applied. Sylvia expressed concern that there was currently no framework to allow this to happen and that differing approaches were being used by the faculties. She pointed out that a university-wide process would have the advantage of being overt and equitable.

There was some discussion about ‘show cause’ and the different approaches. Gina noted that the ANU ‘show cause’ setup provided a good example of a university wide approach which is transparent and functional.

Gina noted that the ANU policy on progress and show cause application is made at the university committee level. The ANU Academic Progress Policy is located at: http://policies.anu.edu.au/procedures/academic_progress/procedure and the show cause application can be found at:
The University of Queensland’s policy and procedures are based on a Faculty approach to “show cause” and is located at: [http://www.uq.edu.au/myadvisor/academic-standing](http://www.uq.edu.au/myadvisor/academic-standing)

Gina advised that part of her role as Manager, Complaints Resolution, is to provide help and support in the management of complaints for staff, students and the public.

Gina will be providing a demonstration of the Complaints Management System at the next meeting of this group on Friday 3 April.

### 4. REPEATING UNITS

Sylvia reminded members that currently University General Rule 1.2.1.4 states as follows:

“(1) Students are not permitted to enrol in a unit which is the same or substantially the same as one which they have previously passed or had credited towards their course unless the faculty decides that there are sound academic reasons for them doing so.

(2) If a student is permitted to repeat a unit, the unit is credited only once towards their course.”

The intention of the rule is that, unless the Faculty allows otherwise for sound academic reasons, students will not be able to repeat a unit that they have previously passed, irrespective of the course in which the unit was passed, or for which they have been granted advanced standing in the course in which they are enrolled.

It has come to light that the Student Information Management System will permit a student to repeat a unit if they enrol in that unit in a different course however it will not permit them to repeat a unit in the same course if they have already passed the unit, or have advanced standing for it, in that course.

It is proposed to initiate a change to the system so that, unless the Faculty permits otherwise in accordance with UGR 1.2.1.4, students will not be allowed -

- to enrol in a unit that they have previously passed, irrespective of the course in which it was passed
- to enrol in a unit for which they have been granted advanced standing in the course in which they are enrolling.

Members agreed to the suggested change to the system as worded above.

There was some discussion about permission to undertake units additional to the course requirements, particularly in the case of combined courses, where a student may have completed additional units in one faculty and then had insufficient “room” to complete the requirements of the other course component.

Sylvia noted that, in these circumstances, a rule waiver should be sought from the Chair of the Academic Board in accordance with the policy that governed units additional to course requirements. There was a query as to which faculty would be responsible for requesting the rule waiver in the case of a combined course and it was noted that the faculty that had permitted enrolment in the additional units should be responsible for requesting the rule waiver.
5. **HANDBOOK ENTRIES FOR HIGHER DEGREE BY RESEARCH PRELIMINARY**

*It has been brought to the attention of the Secretariat that there are a variety of entries in the Postgraduate Handbook for the course overviews for the Higher Degree by Research Preliminary and it has been proposed that they contain some common wording.*

The following is proposed for discussion:

“A higher degree preliminary course is a course of study that a student may be required to complete before the Faculty or the Board of the Graduate Research decides whether or not to admit the student to candidature for a research higher degree (master’s by research, PhD or other doctoral degree by research)”

Members agreed to have the common wording in place. It was noted that the *Higher Degree by Research Preliminary* was appropriate for students wishing to pursue degrees by research and that graduate diplomas or similar should be promoted in other circumstances, eg students wishing to proceed to master’s by coursework.

6. **ANY OTHER BUSINESS**

(i) **Incorrect information provided at Faculty Information Sessions**

Harvey noted that at a recent Faculty information evening, a comment was incorrectly made that the University provided hard copy invoices. Harvey noted that this is not the case and that only electronic copies are made available. Harvey requested that in circumstances where there is uncertainty it is recommended to provide no information rather than wrong information.

(ii) **Enrolment Issues**

**Invalid Units**

Rob Blandford commented that the number of ‘invalid units’ showing on student records had created a lot of work for administrative staff in checking and deleting the entries.

Some members commented that the ‘invalid unit’ entries assisted staff in checking enrolments. It was noted they were often brought about by students who had been granted advanced standing not having the exact prerequisite for a unit.

(iii) **TEE Equivalent Results**

It was noted that TEE equivalent results for international students had not been available on the system. Mary advised that in 2010 the International Centre would be able to enter these.

(iv) **Postgraduate Applications**

Harvey noted that the large volume of postgraduate applications received very late in the piece had caused processing problems. He requested that faculties not store these up. It was pointed out that there may have been a quota issue in relation to some of these. It was suggested that a closing date for submission of postgraduate applications be set with a late payment fee applicable for any late submissions. A late fee was also proposed for late transfers. It was pointed out that faculties were not obliged to accept late transfers.

(iv) **Enrolments Wash-Up Meeting**

Given the issues that had been raised in relation to this year’s enrolment process there was general agreement to have a meeting of relevant parties to address these concerns. It is suggested to hold a meeting of relevant parties for the first hour (9:30am – 10:30am) at the next meeting of this group to be held Friday 3 April. The formal part of the meeting will
commence from 10:30am. It would be desirable to have members from the following areas attend for the “Enrolment Process” meeting:

- Faculty Reps (both Junior and Senior) who had been involved with the process
- International Centre
- Study Abroad
- Student Services (Mary Carroll)
- Student Administration (Harvey von Bergheim)
- Admissions
- SIMS Support (Lisa Mills)

Lidia Cuoco  
**Executive Officer**
CONFERENCE THEME
The conference provides an opportunity for administrators and other professionals working in the tertiary education sector who are responsible for designing, delivering, and evaluating services to students to:

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- Meet representatives from organisations supplying key services to higher education, and
- To network and share their insights and expertise with their peers.

The conference offers a combination of invited keynote addresses, workshop / panel discussions, delegate-led presentations and industry displays.

CONFERENCE ACTIVITIES
Wednesday 22nd April
Visit to ECU Joondalup Library & Technology Centre and the Murdoch University Learning Common
Conference Welcome Cocktails @ The University of Notre Dame Australia
Thursday 23rd April
Trade Exhibition, Conference Day 1 & Conference Dinner
Friday 24th April
Trade Exhibition & Conference Day 2

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FURTHER INFORMATION
Jon Stubbs Chair Conference Organising Committee
Email: jon.stubbs@uwa.edu.au
Telephone: 08 6488 2427 or 08 6488 3803
Keynote Speakers

Professor Alan Robson

Alan Robson is Vice Chancellor at The University of Western Australia and currently Chair of the Group of Eight, a member of Universities Australia Board and a member of the Western Australian Science Council.

Professor Robson is one of the country’s leading agricultural scientists and education figures having held many distinguished positions including board memberships of the National Library of Australia and the CSIRO.

Professor Celia Hammond

Professor Hammond, Vice Chancellor of the University of Notre Dame, Australia is a legal practitioner with experience in private practice in WA. She is also a Vice Chancellor who may be at the vanguard of changing expectations both of tertiary study and of university CEOs: she is not only young and female, but has also held senior professional appointments within the University sector as well as those senior academic positions which, traditionally, have been seen as pre-requisites for university leadership.

Mr Fred Chaney

Fred is a Director of Cox Howlett and Bailey Woodland. As part of a young team of Melbourne-based directors, he helped develop a reputation in Victoria as a creative, commercially responsive and innovative design studio. Fred has led project teams on a range of commercial and institutional projects including new buildings and redevelopment projects for universities and TAFE colleges. Fred’s expertise includes master planning, education, justice commercial and residential development and his projects have been the recipients of numerous architectural, development, planning and industry awards.

Professor Jan Thomas

Professor Thomas has worked in higher education for nearly 20 years, first as an academic in veterinary science and more recently in university-wide management. She is an Auditor for the Australian Universities Quality Agency and a Fellow of the Australian Institute of Company Directors.

Jan was appointed to the position of Pro Vice Chancellor Academic at Murdoch University in February 2003, and Deputy Vice Chancellor Academic in May 2006. Her portfolio includes responsibility for teaching and learning, academic quality assurance, including preparation for and implementation of the AUQA audits, academic planning and profile, library, student administration, student support including equity, health, counselling and disability services.

Ms Robyn Reilly

Director, Business Improvement, Customer Service Benchmarking Australia

Robyn is one of the most respected leaders in the Australian Contact Centre Industry.

She brings with her over 25 years experience gained in both Operational and Executive contact centre and customer service Management roles. Robyn has led over 40 centres right across Australia, delivering Sales, Customer Service and Directory Assistance.

CSBA develops all Client programs in consultation with Robyn to ensure focused programs that suit the ever changing nature of modern contact centres.

Robyn provides targeted coaching and strategic guidance to CSBA clients to ensure best practice customer service and staff engagement at all levels of an organisation.

Her enthusiastic presentation and facilitation style will harness the energy in your contact centre to ensure optimal performance going forward.

ATEM 2009 Student Service Centre Conference

Organizing Committee:
Curtin University of Technology
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Notre Dame University of Australia
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