

Program Directors: A Quick Guide.



A UniSA Learning Resource.



UniSA



■ FREQUENTLY ASKED QUESTIONS

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Quick-Guide for Program Directors

Question	The basics	Further information
<p>1. What is a Program Director?</p>	<p>Under the direction of the Head of School, the Program Director is responsible for the provision of academic leadership in the planning, management, development, quality assurance and improvement, and growth of the academic program. You will play a leading role in promoting and representing the program within and external to the University and for developing and maintaining strategic relationships with external stakeholders and communities.</p> <p>Information about the Program Director role is available from the Human Resources website, including guidelines for conditions of employment and a generic position description.</p> <p>The advice that follows in this <i>Quick Guide</i> is based on the position description. In some cases there will be situations, for example managing offshore programs, where the emphasis and focus of aspects of the role may vary.</p>	<ul style="list-style-type: none"> • <i>Program Director – Guidelines conditions of employment</i> www.unisa.edu.au/hrm/employment/recruitment/progam_director_guidelines.doc • <i>Position Description</i> www.unisa.edu.au/hrm/employment/recruitment/prog_director_pd.doc • <i>Agreement for secondment - template</i> www.unisa.edu.au/hrm/employment/recruitment/prog_dir_template.rtf
<p>2. I've just been appointed as a Program Director. What is one of the first things I should do?</p>	<p>You should consult with your School Medici contact to ensure your staff details are updated on the UniSAnet program home page. Staff home pages should also be updated to facilitate staff and student contact.</p>	<ul style="list-style-type: none"> • <i>School Medici contact</i> • Staff home pages - help
<p>3. Who should I get to know?</p>	<p>You should interact effectively with key individuals and groups within and external to the University including:</p> <p>School</p> <ul style="list-style-type: none"> • Program Team • Head of School • Course Coordinators • Divisional Office • Divisional Dean: Teaching and Learning • Relevant divisional committees, including Teaching and Learning Committee <p>Support Units</p> <ul style="list-style-type: none"> • Learning and Teaching Unit • Campus Central • External Stakeholders (Professional Associations, Industry Groups, employers etc) 	<p>School</p> <ul style="list-style-type: none"> • <i>Program team</i> • <i>Head of School / Associate Head of School</i> www.unisa.edu.au/directory/seniorstaff.asp • <i>Course coordinators</i> www.unisanet.unisa.edu.au/staff/position-list.asp?Position=Course+Coordinator <p>Division</p> <ul style="list-style-type: none"> • <i>Division, School and Administrative Units</i> www.unisa.edu.au/about/divs/default.asp • <i>Divisional Deans: Teaching and Learning</i> www.unisa.edu.au/teachinglearning/strategy/teachlearn.asp <p>Support Units</p> <ul style="list-style-type: none"> • <i>Learning and Teaching Unit</i> www.unisa.edu.au/ltu/default.asp • <i>Campus Central</i> www.unisa.edu.au/campuscentral/

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<p>4. What policies and procedures do I need to know about?</p>	<p>You should be aware of the following:</p> <ul style="list-style-type: none"> ▪ Assessment Policies and Procedures Manual ▪ Codes of Good Practice ▪ Confidentiality of student information ▪ Students with disabilities ▪ Copyright ▪ Quality assurance and improvement: Programs, courses and teaching arrangements ▪ Legislated and ethical responsibilities of staff ▪ Program approval and amendments process 	<ul style="list-style-type: none"> • <i>Policies and Procedures website</i> www.unisa.edu.au/policies/default.asp • <i>Assessment Policies and Procedures Manual</i> www.unisa.edu.au/policies/manual/default.asp • <i>Codes of Good Practice</i> www.unisa.edu.au/policies/codes/goodprac.asp • <i>Confidentiality of students' personal information</i> www.unisa.edu.au/policies/policies/academic/A46.asp • <i>Students with disabilities</i> www.unisa.edu.au/policies/policies/corporate/C07.asp • <i>Copyright</i> www.unisa.edu.au/copyright/ • <i>Quality Assurance and improvement: Programs, courses and teaching arrangements</i> www.unisa.edu.au/policies/policies/academic/A35a.asp • <i>Quick guide to the legislated and ethical responsibilities of staff</i> www.unisa.edu.au/staffdev/guides/legislated_contents.pdf • <i>Program Approval and Amendments Manual</i> www.unisa.edu.au/sas/processes/progapproval.asp
<p>5. What should I know about UniSA information systems?</p>	<p>You are encouraged to familiarise yourself with the following systems:</p> <ul style="list-style-type: none"> ▪ Staff Portal Resources ▪ BI Reporting ▪ BI Hub ▪ AssignIT (electronic submission of student assignments) ▪ TellUs2 (for student/staff surveys) ▪ Turnitin (an online plagiarism tool) ▪ Results Entry <p>The Learning and Teaching Unit's On-line Education Support team, local IT support and administrative staff in your School can provide assistance with the above systems.</p>	<ul style="list-style-type: none"> • <i>Staff Portal My Teaching site</i> my.unisa.edu.au/staff/Portal/myTeaching/Courses/Courses.aspx • <i>BI Reporting for program directors</i> https://teamsites.unisa.edu.au/res/par/bireportinghub/User%20profiles/Program%20Directors.aspx • <i>BI Reporting (for data relevant to the management of your programs such as GPA reports, enrolment statistics and class enrolment numbers, etc)</i> https://my.unisa.edu.au/staff/bireporting • <i>BI Hub: the gateway to data and information at UniSA</i> https://teamsites.unisa.edu.au/res/par/bireportinghub/default.aspx • <i>AssignIT Help</i> www.unisa.edu.au/helpassignit/ • <i>TellUs2 Help</i> www.unisa.edu.au/helptellus2/ • <i>Turnitin</i> www.unisa.edu.au/academicdevelopment/assessment/integrity.asp#turnitin www.unisa.edu.au/helpstudents/turnitin/default.asp • <i>Results entry</i> www.unisa.edu.au/sas/processes/results.asp • <i>On-line Education Support team</i> www.unisa.edu.au/oes/default.asp

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<p>6. What University, division and school timelines should I know about?</p>	<p>You should be aware of dates such as:</p> <ul style="list-style-type: none"> • Pre-enrolment sessions/enrolment advice sessions • University dates (eg census, withdraw and withdraw fail dates) • Transnational dates for transnational programs • School dates (eg regular School meetings) • Program review timelines 	<ul style="list-style-type: none"> • <i>Student and Academic Services key dates and timetables</i> www.unisa.edu.au/future/study/keydates.asp • <i>Transnational academic calendars</i> www.unisa.edu.au/partner/transnational/transcalendar.asp • <i>SAS schedule of student administration activities</i> www.unisa.edu.au/sas/ScheduleActivities/default.asp • <i>School dates and course amendment timelines - School Executive Officer or School Manager</i>
<p>7. What other dates should I know about?</p>	<p>Program Directors should also be aware of dates such as the SATAC round of offers.</p>	<ul style="list-style-type: none"> • <i>South Australian Tertiary Admissions Centre</i> www.satac.edu.au/
<p>8. What are my responsibilities regarding marketing?</p>	<p>Contact your school's Marketing Officer or the Divisional Marketing Coordinator.</p> <p>Divisional Marketing Coordinators are responsible for activity in the division and they liaise with the Marketing and Development Unit (MDU). They facilitate publication, advertising, student recruitment and event activities, including career evenings and school visits.</p> <p>Your divisional Marketing Coordinator and sometimes MDU may contact you seeking information on interesting students who may be willing to provide a testimonial for publications.</p> <p>You will also be contacted by the divisional marketing staff to check/proof relevant publications that contain information on your program.</p>	<ul style="list-style-type: none"> • <i>Divisional Marketing Coordinators</i> www.unisa.edu.au/styleguide/contact.asp • <i>Marketing and Development Website</i> www.unisa.edu.au/mdu/ • <i>The University's marketing policy statement</i> www.unisa.edu.au/policies/codes/miscell/marketg_guidelins.doc
<p>9. What are my responsibilities regarding quality assurance and evaluation?</p>	<p>Your responsibilities include:</p> <ul style="list-style-type: none"> • Providing academic leadership to staff in the program team to promote: <ul style="list-style-type: none"> • teaching practices consistent with the <i>Code of good practice for University teaching</i> • consistent and effective use of the Course Evaluation Instrument (CEI) or Student Evaluation of Teaching (SET) • assessment practices consistent with Assessment Policies and Procedures Manual • Undertaking program evaluation requirements of the Quality assurance and improvement: Programs, courses and teaching arrangements policy 	<ul style="list-style-type: none"> • <i>University teaching and Codes of good practice</i> www.unisa.edu.au/policies/codes/goodprac.asp • <i>Quality assurance and improvement: Programs, courses and teaching arrangements</i> www.unisa.edu.au/policies/policies/academic/A35a.asp • <i>Course Evaluation Instrument</i> www.unisa.edu.au/oes/cei/default.asp • <i>Student Evaluation of Teaching</i> www.unisa.edu.au/oes/set/default.asp • <i>BI Reporting Training</i> https://teamsites.unisa.edu.au/res/par/bireportinghub/BI%20Reporting%20training/Forms/AllItems.aspx • <i>Evaluation of programs, courses and teaching</i> www.unisa.edu.au/academicdevelopment/quality/program.asp • <i>Assessment Policies and Procedures Manual</i> www.unisa.edu.au/policies/manual/default.asp

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<p>10. What are my responsibilities in relation to the teaching team?</p>	<p>You are expected to provide academic leadership for the staff who contribute to the program in order to promote high quality teaching and good practice in:</p> <ul style="list-style-type: none"> ▪ program and course development ▪ design and delivery ▪ staff and student interaction ▪ student assessment ▪ evaluation of teaching <p>This is outlined further in section 1 of the core duties in the Program Director's generic position description.</p>	<ul style="list-style-type: none"> • <i>Head of School / Associate Head of School</i> • <i>School Executive Officer or School Manager</i> • <i>Course Coordinators</i> • <i>Program Director's generic position description.</i> www.unisa.edu.au/hrm/employment/recruitment/prog_director_pd.doc • <i>Protocols for the Management of Academic Casual Staff</i> www.unisa.edu.au/hrm/employment/recruitment/academic/protocols.asp • <i>Quick Guide for Sessional Academic Staff</i> www.unisa.edu.au/staffdev/guides/sessional_staff_quick_guide.pdf
<p>11. What are my responsibilities in relation to Human Resource Management?</p>	<p>You may be responsible for human resource management and administration in collaboration with the Head of School, including:</p> <ul style="list-style-type: none"> ▪ recruitment ▪ induction ▪ supervision and performance development and management of sessional staff ▪ managing workload allocations and organising guest lecturers 	<ul style="list-style-type: none"> • <i>Head of School / Associate Head of School</i> • <i>School CAS (Casual Administration System) Administrator</i> • <i>Divisional HR contacts</i> www.unisa.edu.au/hrm/contacts/division.asp • <i>Working at UniSA</i> www.unisa.edu.au/workingatunisa/default.asp • <i>Protocols for the management of Academic Casual staff</i> www.unisa.edu.au/hrm/employment/recruitment/academic/protocols.asp
<p>12. What are my responsibilities in relation to student support?</p>	<p>You are responsible for the oversight of student progress in academic programs (section 2 of core duties). Responsibilities regarding student support include:</p> <ul style="list-style-type: none"> ▪ Ensuring referral to appropriate academic or other counselling for individual students. ▪ Referral to support services such as Learning and Teaching Unit, equity contact or Student Ombud when required ▪ Providing students with information about availability/preferred method of contact for you 	<ul style="list-style-type: none"> • <i>Learning and Teaching Unit</i> www.unisa.edu.au/ltu/staff/default.asp • <i>Equity contacts</i> www.unisa.edu.au/hrm/contacts/equity.asp • <i>Student Ombud Website</i> www.unisa.edu.au/ombud/default.asp • <i>Software help – staff home pages</i> www.unisa.edu.au/helpstaff/ • <i>Assessment Policies and Procedures Manual</i> www.unisa.edu.au/policies/manual/default.asp

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<p>13. What are my responsibilities in relation to student assessment?</p>	<p>You should ensure that you and your teaching team have a knowledge of:</p> <ul style="list-style-type: none"> • The Assessment Policies and Procedures Manual • Examinations and supplementary examinations/assessments (Section 7). • The Academic review process (Section 10). • The identification and reporting of suspected academic misconduct to Head of School/Academic Integrity Officer (Section 9). • AssignIT • Assessment resources • Grades and grade rosters 	<ul style="list-style-type: none"> • <i>Head of School / Associate Head of School</i> • <i>Assessment Policies and Procedures Manual</i> www.unisa.edu.au/policies/manual/default.asp • <i>Examinations</i> www.unisa.edu.au/sas/processes/examinations.asp • <i>Academic Review at the Student and Academic Services Website</i> www.unisa.edu.au/sas/processes/acadreview.asp • <i>AssignIT</i> www.unisa.edu.au/helpassignit/ • <i>Assessment resources</i> www.unisa.edu.au/academicdevelopment/assessment/default.asp • <i>Grades and grade rosters</i> www.unisa.edu.au/sas/processes/results.asp#documentation
<p>14. Where can I get further information about academic integrity?</p>	<p>Each school has an Academic Integrity Officer.</p> <p>Further information about Academic Integrity and Academic Integrity Officers is available at the Learning and Teaching Unit website for both staff and students as well as Section 9 of the Assessment Policies and Procedures Manual.</p>	<ul style="list-style-type: none"> • <i>Academic Integrity Officers</i> www.unisa.edu.au/academicdevelopment/assessment/integrity.asp#aio • <i>Academic Integrity Website</i> www.unisa.edu.au/tu/integrity/default.asp • <i>Section 9 of the Assessment Policies and Procedures Manual</i> www.unisa.edu.au/policies/manual/2009/9_academic_integrity.pdf
<p>15. What are my responsibilities in relation to timetabling and scheduling?</p>	<p>You may be required to provide input in relation to the timetabling and scheduling of a program and associated exams.</p> <p>Assistance can be provided by the school timetabler for specialist teaching rooms. For meeting room bookings contact Campus Services.</p>	<ul style="list-style-type: none"> • <i>School Timetable Officer</i> www.unisa.edu.au/sas/processes/Timetabling/timetablers2008-09.pdf • <i>Room bookings at Campus Services</i> www.unisa.edu.au/facilities/cs/roombooking.asp • <i>Timetabling at the SAS Website</i> www.unisa.edu.au/sas/processes/timetabling.asp
<p>16. What are my responsibilities in relation to the start and end of the study periods?</p>	<p>Responsibilities at the beginning and end of study period may include :</p> <ul style="list-style-type: none"> • Overseeing the approval of alternate assessment and study plans as a result of application of credit or other student request. • Overseeing assessment activities and associated grade entry where required <p>Important dates are available at Student and Academic Services website.</p>	<ul style="list-style-type: none"> • <i>Recognition of prior learning (policy)</i> www.unisa.edu.au/policies/policies/academic/A13.asp • <i>Results entry</i> www.unisa.edu.au/sas/processes/results.asp • <i>Key dates and timetables</i> www.unisa.edu.au/future/study/keydates.asp

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<p>17. Where can I get help with school administration?</p>	<p>Issues regarding administration can be directed to:</p> <ul style="list-style-type: none"> • School Executive Officer or School Manager • Program Support Officer • Academic Support Officer • Program Administrative Officers • Administrative Officers 	<ul style="list-style-type: none"> • <i>School Executive Officer or School Manager</i>
<p>18. What support can I get from the Learning and Teaching Unit?</p>	<p>Support from the Learning and Teaching Unit can include:</p> <p>For staff</p> <ul style="list-style-type: none"> • Academic Development staff • Online Advisers • Induction to Teaching and Learning <p>For students</p> <ul style="list-style-type: none"> • Learning Advisers • Counsellors • International student officers • Disability counsellors 	<ul style="list-style-type: none"> • <i>Learning and Teaching Unit Resources and Services for staff</i> www.unisa.edu.au/tu/staff/default.asp • <i>Teaching @ UniSA</i> www.unisa.edu.au/academicdevelopment/what/teaching.asp • <i>Learning and Teaching Unit Resources and Services for students</i> www.unisa.edu.au/learningadvice/ • <i>Learning and Teaching Unit homepage</i> www.unisa.edu.au/tu/default.asp
<p>19. What support can I get from UniSA International?</p>	<p>Support from the Quality and Compliance Team within UniSA International can include advice:</p> <ul style="list-style-type: none"> • on your responsibilities for international students. • in relation to Education Services for Overseas Students (ESOS) related questions. • in relation to restrictions under the ESOS Act and National Code 2007 placed on international students onshore under a student visa. 	<ul style="list-style-type: none"> • <i>UniSA International</i> www.unisa.edu.au/international/default.asp • <i>Quick Guide to the legislated and ethical responsibilities of staff</i> www.unisa.edu.au/staffdev/guides/legislated_contents.pdf • <i>ESOS website</i> www.unisa.edu.au/int/esos
<p>20. What support can I get from the Library?</p>	<p>Each division and research concentration has a team of librarians who are able to:</p> <ul style="list-style-type: none"> • identify, design and deliver training and resources to support teaching, learning and research activities • ensure that academic programs have appropriate information resources eg databases, journals and books available • help academic staff keep up to date with electronic information products in their area of specialisation 	<ul style="list-style-type: none"> • <i>Library support for staff</i> www.library.unisa.edu.au/services/teachingsupport/

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<p>21. What support can I get from Campus Central?</p>	<p>Campus Central can help you with many processes including:</p> <ul style="list-style-type: none"> ▪ access to hardcopy student files ▪ assessment of eligibility criteria and graduation support ▪ academic review ▪ adhoc reports ▪ aspects of a student's lifecycle including leave, credit, enrolment and change of grades 	<ul style="list-style-type: none"> ▪ <i>Services and functions provided by Campus Central</i> www.unisa.edu.au/campuscentral/services.asp
<p>22. What support can I get from Student and Academic Services?</p>	<p>Student and Academic Services offer a wide range of services to assist you with program management including:</p> <ul style="list-style-type: none"> ▪ Academic Review ▪ Enrolment ▪ Credit ▪ Exams ▪ Program and course approval ▪ Admission 	<ul style="list-style-type: none"> ▪ <i>Services provided by Student and Academic Services Unit</i> www.unisa.edu.au/sas/processes/default.asp
<p>23. What student career information is available?</p>	<p>Career Services provide information and advice about careers and employment opportunities for your graduates and Alumni, including:</p> <ul style="list-style-type: none"> ▪ an online careers website offering careers advice and information ▪ vacancy advertising and alerts ▪ seminars and workshops ▪ a Career Development Tool 	<ul style="list-style-type: none"> ▪ <i>Career Services Website</i> www.unisa.edu.au/careers/ ▪ <i>Career Services team</i> www.unisa.edu.au/careers/contact/whoweare.asp ▪ <i>Career Development Tool (logon required)</i> www-p.unisa.edu.au/careers/
<p>24. How can I plan the management of my program?</p>	<p>Each Division also has specialised resources for Program Directors located under the Division's 'Teaching and Learning' web pages.</p>	<ul style="list-style-type: none"> ▪ <i>Education, Arts and Social Sciences - Program Directors homepage</i> www.unisa.edu.au/easdeanteaching/progdirectors/default.asp ▪ <i>Business – Teaching and Learning web page</i> www.unisa.edu.au/businessteaching/staff/ ▪ <i>Health Sciences – Teaching and Learning web page (logon required)</i> www.unisanet.unisa.edu.au/learn/UniSAnet-3D/?PATH=/Resources/DTL04/Teaching+and+Learning+in+the+Health+Sciences/&default=Welcome.htm ▪ <i>Information Technology, Engineering and the Environment web page – Teaching and Learning</i> www.unisa.edu.au/itee/deanTeachLm/default.asp