# Facilities and Resources Review Policy and Procedure

## Purpose

1. This Policy outlines the mechanisms that the Australian International Institute of Higher Education ('the Institute') uses to assure the adequacy and quality of its facilities and learning resources.

## Scope

2. This Policy applies to all facilities and learning resources of the Institute including physical spaces and physical and online resources.

## Definitions

3. There are no specific definitions for this Policy.

## Policy

### Principles

4. The Institute is committed to providing high quality, well-maintained campus facilities and resources supporting teaching and learning. Continuous review, maintenance and improvement of facilities and resources is conducted in order to satisfy the needs of students and staff, including equity and diversity requirements, and to accommodate growth in student enrolments, curriculum and staff appointments.

5. The Institute's Governing Council assures the adequacy of facilities and resources through this Policy and responds to recommendations for further development of facilities and resources proposed by the Executive Management Team and the Teaching and Learning Committee. The Academic Board will review proposals for all changes to facilities and resources which are designed, or are likely, to have an impact on teaching and learning.

## Procedure

### Stakeholder feedback

6. Regular feedback on the adequacy of the Institute's facilities and resources is achieved via a continuous cycle of evaluation obtaining feedback from students, academic staff, administrative and support staff as well as external stakeholders and partners.

7. Student evaluation of facilities and resources is conducted formally via the Student Evaluation Survey that is conducted at the end of each semester and measures satisfaction with campus facilities and resources including recommendations for improvements. Informal feedback from students with regard to improvements in facilities and resources is achieved via a range of other mechanisms including the Library 'suggestions box' and emailed or verbal requests submitted from students to academic staff, library staff or the Academic Dean.

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8. Academic staff evaluation of facilities and resources is conducted formally via the Academic Staff Satisfaction Survey that is conducted at the end of each semester and measures satisfaction with campus facilities and resources including recommendations for improvements. Informal feedback from all staff and/or stakeholders on recommended improvements and enhancements to facilities and resources can be received through oral or written formats to the Chief Executive Officer, Student Learning Support Officer, and the Course Coordinator(s) at any time.

9. The Course Coordinator will review the Student Evaluation Survey and Academic Staff Satisfaction Surveys each semester and provide summary reports to the Chief Executive Officer with regards to the adequacy of facilities and resources supporting teaching and learning. Recommendations for improvements and/or enhancements of facilities and resources are also reported. Where necessary, the Chief Executive Officer and Course Coordinator will meet with staff and/or students to address any issues with regard to facilities and resources and formulate strategies for improvement.

10. The Chief Executive Officer will report to the Teaching and Learning Committee at appropriate meetings on the outcomes from Student and Academic Staff Satisfaction Surveys that are relevant to the improvement of facilities and resources. Informal requests and suggestions for improvement of facilities and resources based on stakeholder feedback and/or external benchmarking may also be reported to the Teaching and Learning Committee.

11. The Teaching and Learning Committee will identify required improvements and enhancements of facilities and resources based on this feedback and will submit recommendations for actions/purchases to the Executive Management Team for action.

12. The Executive Management Team will delegate a responsible staff member to complete specific actions identified for improvement and enhancement of facilities and resources within an agreed timeframe. The Executive Management Team monitors the completion of such tasks on the basis of documentary evidence.

13. In the event that proposed purchases or spending on facilities and resources extends beyond approved allocations in the annual budget, the Chief Executive Officer will submit a report on the specified facilities and resources development to Governing Council along with a request for additional funding.

14. Where the Governing Council approves additional spending on facilities and resources, the Executive Management Team will delegate a responsible staff member to the specified task(s) for completion within an approved timeframe and to report completion of tasks to the Governing Council.

**External referencing**

15. The Institute will conduct external referencing on its facilities and resources every year as outlined in the *External Referencing and Benchmarking Policy and Procedure*. The method for the review may consist of:

    a) benchmarking against similar providers;

    b) peer review;

    c) review by a subject-matter expert in a course offered at the Institute;

    d) independent assessment; or

    e) combination of the above, as appropriate.

16. The scope of the external referencing of the Institute's facilities and resources must include:

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a) key teaching and learning resources, such as classrooms and equipment, IT infrastructure, library and online collection, learning management system, student portal; and

b) available services for training and support for the use of facilities and resources by students.

## Library resources and services

17. The Institute Library acquires, preserves and makes available to students and staff a comprehensive range of resources supporting learning and teaching across the curriculum as well as beyond the curriculum in support of further learning and scholarship through the following processes:

18. The Institute's Library is provided with an initial budget in order to purchase a range of resources and materials that support the courses and subjects offered at the Institute at the appropriate level of the Australian Qualifications Framework (AQF), including but not limited to prescribed and recommended texts for each subject as published in subject outlines. Further to this, the Library is allocated an annual budget in order to build the diversity of the text collection and the number of available copies to satisfy the requirements of enrolled students and staff.

19. Students are provided access to hard copies of prescribed texts for each subject within their degree or students obtain a copy of their prescribed textbooks as part of their tuition fees package. The Library holds a limited number of set texts per subject and concentrates on developing its collection of recommended and further readings relevant to the disciplines of study including introductory and advanced level texts at the appropriate AQF level.

20. The Library purchases subscriptions to full text journal databases in relevant disciplines and makes these available to staff and students working from any location over the internet.

21. In order to ensure relevant and adequate resources for learning, teaching and scholarly development, the Library seeks, analyses and responds to regular feedback from staff and students through a variety of media (student/academic staff satisfaction surveys, customer suggestions/complaints, usage data, etc.) on the quality of Library services and resources as well as suggestions for further resources and services supporting learning.

22. At the end of each academic year, the Teaching and Learning Committee reviews the Library collections and holdings to determine Library purchases for the following year. This review takes into account evaluative feedback from Student and Staff Satisfaction Surveys, informal recommendations received by the Library or the Academic Dean for further resource purchases, and new courses or changes to courses that require purchase of specific new resources. Recommendations for the purchase of new library resources are approved by the Teaching and Learning Committee where such purchases are within the resources budget approved by the Governing Council for the respective year.

23. Where new or changed courses or subjects require the purchase of additional resources as recommended by the Course Coordinator or Academic Dean through new or revised course proposals, these requests should as far as possible be scheduled to be reviewed at the last Teaching and Learning Committee of the prior academic year to allow procurement of the resources prior to the first enrolment in that new course or subject.

24. Where the Teaching and Learning Committee identifies the need for the purchase of new library resources that exceed the budget allocation approved by the Governing Council, the Teaching and Learning Committee will submit a report listing proposed purchases, associated costs and a rationale for this expenditure to the Academic Board for their consideration. If the Academic Board approves this expenditure, the purchase request and supporting information will be submitted to Governing Council for approval of the increased expenditure.

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25. The Library is responsible for ensuring that adequate computing facilities exist to support the academic research work and database searching of all students and staff using the Library.

26. The Library will maintain copies of prescribed and recommended texts and readings according to the following ratio:

    a) 1 to 40 students: 2 copies

    b) 41 to 80 students: 3 copies

    c) 81 to 120 students: 4 copies

    d) 121 or more students: 5 copies

## Information and Communication Technology (ICT) infrastructure and software

27. The Institute's ICT Infrastructure exists in order to support the activities of the organisation including academic operations. The ICT infrastructure includes but is not limited to hardware, such as computers, printers, copiers, scanners, telephones, as well as software and systems for mail and email, the Learning Management System, website pages and intranet. The Institute's rights and responsibilities pertaining to such infrastructure persist regardless of whether the equipment or facility is owned, leased or under contractual agreement.

28. The maintenance, management and review of the Institute's ICT infrastructure is outlined in the *ICT Management Plan*.

## Other facilities

29. Other facilities provided by the Institute include informal social and study areas, reception area, toilets, etc.

30. These facilities are reviewed for adequacy in the context of the Institute's vision, values, and commitments, such as diversity, collaboration, respect and wellbeing.

31. The Executive Management Team is responsible for making recommendations to the Academic Board on required resources for changes and improvements to facilities.

32. The Governing Council will review requests for funding of changes and improvement to facilities as required and will receive a report from the Chief Executive Officer on the adequacy of facilities and resources, including any recommendations from the Academic Board.

## Ongoing review

33. The Executive Management Team will continuously review the efficacy of facilities and resources in their areas of responsibility. Each member of the Executive Management Team will be required to report at each Executive Meeting on any issues related to facilities and resources that have arisen since the previous meeting.

34. Where improvements to the Institute's facilities and resources are required, the Executive Management Team will identify the actions required and allocate actions to a responsible person for completion within an agreed timeframe.

35. If expenditures that are not allocated in the budget are required for the improvement of facilities or resources, the Chief Executive Officer will detail the requirements in their report to the Governing Council in conjunction with a request for additional funding.

36. Where the Governing Council has given approval for the additional funding, the Executive Management Team will ensure the actions to implement the improvements are allocated to a responsible person for completion within the agreed timeframes.

## Responsibilities

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37. Course Coordinators are responsible for reviewing all staff and student surveys and providing summary reports to the Chief Executive Officer in relation to facilities and resources.

38. The Chief Executive Officer has responsibility for:

    a) reporting outcomes of surveys on facilities and resources to the Teaching and Learning Committee;

    b) reporting to the Governing Council on the adequacy of facilities and resources;

    c) making requests to the Governing Council for any requests outside the annual budget.

39. The Academic Dean has responsibility for making recommendations to the Teaching and Learning Committee for the purchase of new Library resources for new or changed courses.

40. The Teaching and Learning Committee has responsibility for:

    a) reviewing the Library collections and holdings to determine Library purchases for the following year;

    b) responding to outcomes of surveys in relation to facilities and resources that have an impact on teaching and learning.

41. The Academic Board will review proposals for all changes to facilities and resources which are designed, or are likely, to have an impact on teaching and learning, including proposals from the Learning and Teaching Committee for new library resources.

42. The Governing Council has overall responsibility for the adequacy of facilities and resources and responds to recommendations for further development of facilities and resources.

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## *Associated information*

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| **Approving body** | Governing Council |
| **Date approved** | 23 October 2020 |
| **Date of effect** | Commencement of operation |
| **Next scheduled review** | Two years from when policy commence |
| **Policy owner** | Chief Executive Officer |
| **Policy contact** | Chief Executive Officer |
| **Related AIIHE Documents** | *Campus Facilities and Security Policy and Procedure* <br> *Library Plan* <br> *Records Management Policy and Procedure* <br> *Stakeholder Feedback Policy and Procedure* |
| **Higher Education Standards Framework (Threshold Standards) 2015 (Cth)** | Standard 2.1, 1 <br> Standard 3.3, 4 |
| **Other related external instruments/documents** | **Related Legislation** <br> • *Tertiary Education Quality and Standards Agency Act 2011 (Cth)* <br> • *Work Health and Safety Act 2011 (Qld)* <br><br> **Good Practice Documents** <br> • *TEQSA Guidance Note: Staffing, Learning Resources and Educational Support, Version 1.3* |

## *Document history*

| Version | Author | Changes | Approval Date |
|---|---|---|---|
| 1.0 | Not applicable | Original version | 23 October 2020 |
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