

Monash University
Faculty of Business and Economics

Teacher's Manual

2009

For current information, please visit
<http://www.buseco.monash.edu.au/asg/education/support/index.html>

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1. Introduction

Purpose of this manual

The purpose of this manual is to assist teachers new to the Faculty to navigate their way through the information, policies and procedures that surround the classroom experience. We hope that the manual will ease your transition into this new, and possibly unfamiliar, environment and that, as a result, you enjoy your Monash teaching experience, whether it is for a single semester or for many years to come.

How to use this manual

This manual is intended to be a dynamic document, with value for both early career and experienced teachers. As a result, it has been provided to you as a hard copy document with website links to current teaching policy and practice. We encourage you to visit the website at <http://www.buseco.monash.edu.au/asg/education/support/index.html> for the latest version of this manual.

In trying to establish a broad base for teaching practice, we have kept the advice within this manual deliberately generic. For specific Departmental policy and practice, you should consult with your Head of Department or discipline, your Teaching Committee, the Unit Co-ordinator with whom you are teaching and/or the administrators within your department.

We will rely on your input to help this manual evolve and remain current and useful. As a result, you are invited to provide comment to the Education Office.
educationoffice@buseco.monash.edu.au

2. Information about the Faculty of Business and Economics

Faculty overview

The Faculty of Business and Economics is the largest Faculty in the University in terms of student numbers and its operations cover many disciplines, locations, research, consultancy and educational activities. It offers a comprehensive selection of awards – bachelor degrees, Master of Business Administration (MBA), specialist master degrees by coursework, masters by research, the PhD and the Doctor of Business Administration (DBA), diplomas (undergraduate, graduate and postgraduate) and certificates (executive and graduate). The Faculty is represented on five campuses in Australia – Berwick, Caulfield, Clayton, Gippsland and Peninsula – and in Kuala Lumpur and Johannesburg, and has a presence in the Melbourne central business district and in several other countries. Its courses are offered in several modes to approximately 16,000 students.

The Faculty has six multi campus discipline based departments – Accounting and Finance, Business Law and Taxation, Econometrics and Business Statistics, Economics, Management, and Marketing. It also has several consulting and research centres and units in specialist areas such as accounting, health economics, human resource management and organisational behaviour, policy studies, quality management and retail studies.

A Faculty Board that is chaired by the Dean governs the academic affairs of the Faculty. This Board has established a number of standing committees that provide advice and recommendations. The Dean is advised by an Executive Committee that is comprised of senior officers of the Faculty who are the Deputy Dean, the Associate Deans, the Heads of Department, Heads of Schools (Gippsland, Monash Malaysia and South Africa) and Heads of Campus (Peninsula and Berwick) and the Chair of the Equity and Access Committee.

The administration of the Faculty is carried out by the staff of the Faculty Administration Office consisting of four business groups; Staff and Student Services (including the Human Resources Unit and the Secretariat and Academic Governance Unit), Business Development and Marketing, Finance, and Technology Services.

Course structure

Undergraduate Teaching

The Faculty has more than 11,000 undergraduate students enrolled over three course “families” – the Bachelor of Business family based at Caulfield, the Bachelor of Commerce family based at Clayton and the Bachelor of Business and Commerce family which is our “world degree” and offered at our Berwick, Gippsland, Peninsula, Malaysia and South Africa campuses.

The faculty’s undergraduate courses are based around a core of general business units that provide a strong foundation and context for the development of discipline specific knowledge and skills. All departments contribute to the delivery of our undergraduate courses.

To understand how our various undergraduate courses are structured and where your teaching fits within the course structure, you should refer to the Undergraduate Handbook <http://www.monash.edu.au/pubs/handbooks/>

Each program family has a Course Director and Program Manager who can advise you about course structure and provide data on the cohort you will be teaching. The Undergraduate Course Directors play an important role in providing strategic planning and academic leadership of a wide range of degrees. There are three Undergraduate Course Directors within the Faculty of Business and Economics responsible for the following areas:

- Bachelor of Commerce and Economics degrees and double degrees conducted from the Clayton campus.
- Bachelor of Business degrees, Bachelor of Psychology Management Marketing, and double degrees conducted from the Caulfield campus.
- Bachelor of Business and Commerce and Bachelor of Tourism degrees and associated double degrees. These degrees are conducted from five campuses: Gippsland, Berwick, Peninsula, Malaysia and South Africa.

Postgraduate Teaching

The majority of the Faculty's graduate coursework students are enrolled at the Caulfield campus under the banner of the Graduate School of Business. "Ownership" of graduate courses rests more clearly within the department of specialisation and program management varies from department to department. The Director of Teaching within your department should be able to provide you with advice and appropriate course leadership contacts.

For details of the range of postgraduate courses offered and their structures, you should refer to the Postgraduate Handbook <http://www.monash.edu.au/pubs/handbooks/>

Most programs are based around a small core of compulsory units, a larger pool of discipline specific units and an even larger number of elective units from which students are required to make individual selections. Depending on the units they choose, students from the same program may graduate with quite different discipline specialisations (or 'majors') and a unique grouping of electives. While this may seem confusing, there are a series of widely publicised course rules which guide the students through the unit selection process.

The relationships between units in a major and thus the aims, objectives, and learning outcomes are determined by discipline experts within departments and endorsed by the faculty as part of the course approval process.

3. Getting started

Induction

Departmental induction

When you commence employment at Monash, you should expect to participate in a departmental induction program. Depending on the teaching role you will have – new permanent staff member, unit co-ordinator, sessional lecturer or tutor – you will experience a slightly different induction program.

New permanent staff members should expect to meet the following people:

- Head of Department
- Key administrative staff within your department
- Discipline or group head (academic integrity officers are appointed for each department)
- Unit co-ordinator (if part of a teaching team)
- The course director of any course into which you will teach

Sessional staff, lecturers or tutors, should expect to meet:

- Unit co-ordinator
- Departmental tutor liaison staff
- Other tutors/lecturers in the unit into which you will be teaching

Contact details for departmental staff are on the following web pages:

<http://www.buseco.monash.edu.au/about/depts/>

Staff Induction Program for Sessional Staff

The Faculty offers a sessional staff induction program twice a year, just prior to the commencement of semester. All new tutors are required to attend the program and a small payment is made for attendance. Other academic staff may also attend the program.

The induction program aims to familiarise staff with their responsibilities; policies and procedures; classroom management; understanding learning types; giving feedback and specific departmental information.

More information about the program and the dates on which it will run can be found at:

<http://www.buseco.monash.edu.au/education/support/induction/>

Human Resources induction

The Monash University Staff Handbook (Workplace Policies and Procedures) is located at <http://www.adm.monash.edu.au/ssss/handbook>. This is a guide to the employment-related policies and procedures of the university.

The Faculty Human Resources Unit provides staff with support and information regarding their employment at the University. Contact the Unit at <http://www.buseco.monash.edu.au/hr-services/> if you require advice on a specific issue.

Occupational health and safety induction

Staff are encouraged to complete the Online Monash Safety Induction Program. For information on the University OH&S policy and the induction program, refer to <http://www.adm.monash.edu.au/ohse/>

Training

Information technology training

Please be advised that your use of the IT facilities and resources of the University must be in accordance with the policy - "Information Technology Use Policy - Staff and Other Authorised Users", located at <http://www.adm.monash.edu.au/execserv/policies/Information-Technology-Policies/index.html>

The Information Technology Services Division (ITS) is responsible for university's IT infrastructure. Information about University computing resources and services can be found on the ITS website at: <http://www.its.monash.edu.au/>

The Technology Services Group (TSG) provides information technology support within the Faculty of Business and Economics, as well as providing an interface to the University's IT infrastructure. TSG provides on-site support to all departments in the Faculty and operates across the Berwick, Caulfield, Clayton, Gippsland and Peninsula campuses. A training schedule is published each semester and details are available at <http://www.buseco.monash.edu.au/techserv/>

Computer accounts and email

As a Monash staff member you will be granted a computer account that will enable you to access IT facilities, including email and the internet. This is called an Authcate account and consists of a username and a password.

How do I get an Authcate account?

Staff must be set up on the SAP Payroll system to obtain an ID number prior to Authcate access being granted. Once this ID number is advised, you may request access to Authcate.

Your head of department (or nominated representative) will send a request to TSG Helpdesk to request an Authcate account be created.

Library induction

The library homepage contains information about each campus library and the induction programs available to new staff. <http://www.lib.monash.edu.au/>

MUSO training

MUSO is a web application that creates an online teaching and learning environment that can be used in a range of ways to support your teaching. Details of training are available on the Muso website: <http://www.monash.edu.au/muso/support/>

Policies

There are a number of key policies which you should be aware of as a teacher.

Staff and student rights and responsibilities

The staff and student rights and responsibilities code of practice is available at
<http://www.adm.monash.edu.au/execserv/policies/Academic-Policies/policy/codes-of-practice-for-teaching-and-learning.html>
<http://www.policy.monash.edu.au/policy-bank/academic/education/conduct/suppdocs/codes-of-practice.html>
<http://www.msa.monash.edu.au/studentrights/>

Privacy

Monash University values the privacy of every individual's personal and health information and is committed to protecting the information it holds and uses about all individuals who provide personal information to the university.

The University outlines its privacy policy and the responsibilities of teachers at
<http://www.privacy.monash.edu.au/policies/>

Teaching staff should pay particular attention to the Guidelines for Collecting/Distributing Student Results/ Assignments and Other Information
<http://www.privacy.monash.edu.au/guidelines/collecting-distributing.html>

Copyright

Teaching staff should familiarise themselves with the rules and regulations of the copyright licence under which the university operates. <http://copyright.monash.edu.au/>

There are strict limits to the amount of a work that can be copied under the licence and additional restrictions to electronic/online format copies.

Each Faculty has a copyright representative and you should contact the Business and Economics rep if you require information about copyright of material for units in which you teach. <http://copyright.monash.edu.au/contacts/>

Ethics

Some teaching activities require ethics approval. Check the University's policies on ethical research and teaching at <http://www.monash.edu.au/research/ethics/human/index.html>

Links to University and Faculty policy banks

The University and Faculty have numerous policies relating to academic practice. It is important that you are familiar with these policies. A list of policies can be found on the relevant policy banks:

University policy bank - <http://www.adm.monash.edu.au/execserv/policies/>
 Faculty policy bank - <http://www.buseco.monash.edu.au/secretariat/policies/>

Admin basics

Campus maps

Maps and directions to Monash campuses can be found at the following website:
<http://www.monash.edu.au/campuses/>

Parking

Information on travel, parking and staff parking permits is available at:
<http://fsd.monash.edu.au/travel-parking>

In general:

Berwick and Gippsland

Parking is available on campus for students, staff and visitors at both campuses.

Clayton

Parking permits are required but short-term visitor parking zones are also available. Blue, Red and Yellow zones are available for parking after 5pm on weekdays and weekends.

Caulfield

User pay, multi-level car parking is available on campus for staff, students, visitors and the general public. Entry to the car park is from Princes Avenue. Ticket machine parking ranging from one to five hours is also available in surrounding streets.

Peninsula

Parking is available on campus for staff and students based on a permit system. Visitors to the campus have access to metered parking located at various points around campus.

Getting a parking permit

The issue of parking permits is handled by the Facilities & Services Division. For information on parking, please contact Facilities and Services on your home campus.
<http://www.adm.monash.edu.au/facserv/campuses/>

Public transport

Details on getting to Monash by public transport are available on the website for each campus. <http://www.monash.edu.au/campuses/>

Security and after hours access

Police, Fire and Ambulance 000

Emergency Contact: All Campuses: 333

Campus	General Enquiry	General Fax	Security
Berwick	990 47062	990 47066	990 47444
Caulfield	990 32000	990 32400	990 32211
Clayton	990 26000	990 54007	990 53059
Gippsland	512 26238/990 26238	512 26300	512 26538/990 26538
Peninsula	990 44108	990 44190	990 44318

The provision of security services at Monash is the responsibility of the Superintendent, Security and Traffic, to whom all enquiries should be directed.

Normal hours of access to the buildings are generally Monday to Friday, 8:30am to 5:00pm, however, this may vary from campus to campus. In addition, the library is usually open during term on Saturdays and Sundays. Outside normal hours access to buildings needs to be pre-arranged and security informed.

For contacts on campus security and after-hours access, refer to the security policy:
<http://www.adm.monash.edu.au/workplace-policy/conduct/security/>

4. Preparing to teach

Course and unit offerings

Courses and units being offered in forthcoming academic periods must be finalised before timetables can be prepared. Faculties must finalise their course offerings in August.

Timetabling, rooms and tutorials

Class timetables are prepared by the Timetable Systems Unit, Student Administration. The timetable is prepared once a year for both semesters (October), however some changes are made after the initial publication date to better accommodate both students and teaching staff.

Deadlines for timetabling each year are prepared by the university and publicised by email. Rooms and teaching times are scheduled taking into account the availability of teaching staff and expected class sizes and teaching times take priority over other ad-hoc room bookings.

The Head of Department is responsible for allocating teaching loads consistent with university policy and you should liaise with them regarding specific timetable requirements for the units in which you teach.

The unit coordinator oversees the scheduling of lectures and tutorials for the unit and liaises with Faculty and Department timetabling staff to meet key timetabling deadlines.

Standard teaching hours are between 8.00 am and 10.00 pm Monday to Friday. Classes are normally timetabled for three teaching hours per week per unit. In addition, all academic staff are required to be available for consultation with students.

Class sizes are determined before the commencement of first semester, based on enrolment numbers. Students are required to enrol in tutorials through the Allocate + booking system. This in turn determines the allocation of rooms for lectures and supporting tutorials that will be scheduled for the unit.

Your Faculty timetabler is the first point of contact for any changes to the timetable or rooms allocated for your unit. A list of timetable staff is available on MUTTS, the timetabling system. http://mutts.monash.edu.au/mutts/util_pages/contacts.aspx

Academic and general staff can use the university timetabling system (MUTTS) to access their teaching timetables. For access to MUTTS, you need your Authcate username and password.

Teaching support/facilities

Library

Library services for teaching staff include;

- Access to course materials through the reserves section
- Creation of web pages of reading lists
- Digitisation of course readings for web access
- Purchasing items

Recording lectures for students

The library offers teaching staff the opportunity to record their lectures so that students can listen to them online.

To request the units that you would like recorded, submit an online request form at Monash University Lectures Online on the Library homepage at:

<http://www.mulo.monash.edu.au/index.html> or you can go directly to the form at <http://mulo-request.lib.monash.edu.au/>

After submitting a request lectures are recorded automatically on a weekly basis for the whole semester. All lecturers need to do is switch on and wear a portable radio lapel microphone at the scheduled start time of lectures and switch off at the end. These microphones can be found either on the lectern, or on a shelf in the equipment rack at the front of the theatre.

Teaching facilities support unit

The Teaching Facilities Support Unit (TFSU) supports the university's teaching and videoconference facilities. As well as setting up and maintaining the teaching rooms, they provide support and training on using the educational technology in lecture theatres. To report a problem with equipment in the teaching room, or to request assistance in setting up equipment, please contact TFSU on your campus:

<http://www.its.monash.edu.au/staff/teachingspace/>

Audio visual equipment

Lecture theatres and tutorial rooms are equipped with a variety of audio-visual and IT equipment. For assistance in operating the equipment, contact Teaching Facilities Support Unit who manage centrally administered teaching spaces. A list of centrally supported teaching spaces is available at <http://www.its.monash.edu.au/staff/teachingspace/>

Reporting faults

Caulfield

ITS supports teaching spaces at Caulfield campus, with the exception of N Block theatres, which are supported by the Faculty TSG group. Call ext. 32315 for assistance.

Ring ITS on ext. 32777 for assistance with all other lecture theatres at Caulfield.

Clayton:

ITS supports all teaching spaces at Clayton. Phones and signage are displayed in each teaching area giving contact numbers in case of an emergency. The Teaching Facilities Support Unit contact is ext. 53289. These areas include the Humanities lecture theatres, the Manton Rooms, the Rotunda and E457 lecture theatre on the 4th floor Menzies Building. Users are advised that although a teaching space may have been booked on their behalf, it is necessary for them to also book the IT equipment (ext. 53289) prior to the start of class as ITS will need time to unlock the equipment ready for use.

Peninsula:

All visiting teaching staff will be given access by Narelle Krueger, Office Manager at Peninsula. Any difficulties are reported directly to her. If the rooms are supported by ITS, she will arrange for support personnel to assist. In non-Buseco areas assistance from ITS can be gained by ringing ext. 44777.

Berwick:

BUSECO has one teaching space, G63 which is a computer lab located at Berwick. Support is provided by Buseco Helpdesk 32315. Students with printing problems should attend ITS Helpdesk for assistance. To assist staff, a phone and suitable signage is provided. In non-Buseco areas, assistance from ITS can be gained by ringing ext. 47777.

Gippsland:

Buseco has two rooms containing IT technology, 5N160 and 5N170. For teaching assistance, academics should contact the reception area located in 5N156. There is signage in both rooms detailing where students can go for help. Academics are advised that all non-Buseco teaching spaces are fitted with an intercom system, which can be used to request assistance if required.

Teaching materials

Unit outline

The unit outline communicates to students the core information about their unit. The University requires that all students enrolled in a unit are given a unit outline at the commencement of study in the unit. A template is available to help prepare the unit outline. <http://www.buseco.monash.edu.au/secretariat/policies/unit-outline-content.html>

Textbooks and reading materials

You should liaise with your unit coordinator about the required readings for each semester. If textbooks are required for students, you should order them by the deadlines listed on the university bookshops website: http://www.bookshop.monash.edu.au/for_academics.php

Library resources

The library can provide students with easy, direct access to items on your course or unit reading list, put past exam papers online, place readings on reserve and organise resources for your unit. Teaching staff should liaise with their campus Faculty librarian – a list of contacts is available here <http://www.lib.monash.edu/contacts/>

For information about library services at each campus, visit the library's website <http://www.lib.monash.edu/services/teaching.html>

Reading lists

The library encourages teaching staff to submit their reading lists to their central repository. The library maintains a central repository of reading lists for each unit and provides students with easy access to your unit's reading list online.

To ensure that your reading lists are available at the start of the teaching period, lists should be submitted six weeks before the start of semester. Contact details for assistance with reading lists are available on the library website: <http://www.lib.monash.edu.au/contacts/faculty/>

Access to past exam papers

The library maintains a central repository of past exam questions for student access online. If you are interested in submitting questions to the exam centre, you can do so by emailing your contact librarian at <http://www.lib.monash.edu.au/contacts/faculty/>

The past exams database is available at <http://exams.lib.monash.edu.au/> Your librarian will also provide you with a web address for your particular unit.

Monash University Studies online (MUSO)

MUSO is a web application that creates an online teaching and learning environment that can be used in a range of ways to support your teaching. The types of activities that MUSO supports include:

- Publishing Unit outlines and lecture notes online for your students;
- Running online discussion groups;
- Posting class calendars;
- Assessment tools including interactive quizzes and grading of assessment;
- Tracking student interactions.

Visit the getting started page for information on setting up your Muso site
<http://www.monash.edu.au/muso/support/>

Preparing course materials

Your department will be able to advise you on preparing materials to support your teaching

Print services

Print Services provide a photocopying and digital copying and publishing service to Monash staff. In general, large amounts of printing should be submitted through Print Services.
<http://www.monashprintonline.monashuni.com/>

Photocopying materials for teaching

Staff should be aware of the copyright legislation concerning the reproduction of materials for teaching. This is available at www.copyright.monash.edu.au

5. Assessment

Responsibilities and policies

Teaching staff should be aware that the University and Faculty have strict policies on assessment and staff should familiarise themselves with these policies.

Before you start your teaching, you should consult your unit coordinator about the department's processes regarding assessment, marking and grading, and any associated deadlines.

For University policies on assessment, visit <http://www.adm.monash.edu.au/execserv/policies/Academic-Policies/menus/Assessment.html>

For Faculty policies on assessment, visit <http://www.buseco.monash.edu.au/secretariat/policies/category-listing.html>

Academic integrity

- Dealing with suspected plagiarism
- Discipline

Staff should note that the University has clearly defined policies in relation to student academic integrity. All assessment tasks are subject to these policies.

For equity reasons, it is important that any breaches of academic integrity are dealt with officially and it is important that you do not take punitive action against students without first seeking proper advice on procedure and possible penalties.

Each department has a nominated Academic Integrity Officer, a member of academic staff who can advise you on how serious a breach of conduct is, any precedents that have been set in terms of action to be taken and penalties that should be imposed. Staff are encouraged to seek advice from the Academic Integrity Officer before making any contact with a student who you believe has breached University academic integrity rules.

Academic staff should note that it is your responsibility to help students by providing them with due warning about University rules regarding referencing, plagiarism and cheating. In addition to communicating this via the Unit Outline, you should also ensure that students are aware of the conditions under which you expect them to work to complete their assessment tasks.

A particular example of this is group vs. individual assessment. It is important that you clearly communicate the circumstances under which students are expected to collaborate on assessment tasks. Furthermore, you should ensure that you record the names of any students assigned to groups for the purposes of assessment as, under normal circumstances, these students will each be awarded the same mark for the assessment task.

A list of academic integrity advisors is available here <http://www.buseco.monash.edu.au/secretariat/discipline/advisors.html>

Special consideration

A student whose work during a teaching period, and attendance, performance in a semester test, class presentation or assignment has been affected by illness or other serious cause may apply for special consideration. The Faculty has a clearly defined process which students and staff are required to follow. See Special Consideration Policy and Procedures at <http://www.buseco.monash.edu.au/secretariat/policies/spec-con.html>

Students must apply for special consideration on the official university application form and lodge the application with the Faculty student administration office or service centre, not the individual lecturer.

Special consideration normally takes the form of either (i) an extension of time to make a presentation, undertake a class test, or submit an assignment, (ii) waiving of penalty for late submission, or (iii) some adjustment to the assessment of the work.

Extensions and deferrals

No extensions or deferrals can be granted to in-semester assessment or end-of-semester assessment without a formal special consideration request being submitted. For equity purposes, and to avoid misunderstanding, you must not grant extensions or deferrals on an ad-hoc basis.

Results recording

Boards of Examiners (BOEs) are responsible for verifying the results of students enrolled in the Faculty and for transmitting those results to the University. They are also responsible for monitoring action taken on special consideration cases and special examination and, in accordance with Faculty policy, identifying candidates for supplementary examinations, near passes and unsatisfactory progress.

The Faculty has five BOEs:

- Graduate courses, managed by the Caulfield campus
- Graduate courses and honours courses, managed by the Clayton Campus
- Bachelor of Business (Specialised) family of degrees at Caulfield
- Bachelor of Business and Commerce family of degrees at the Berwick, Peninsula, Gippsland, Malaysia and South Africa campuses
- Bachelor of Commerce and Bachelor of Economics family of degrees at Clayton

The BOEs meet three times a year, once at the end of each semester, and at the end of summer semester. Meetings are convened for winter semesters as required.

The BOEs are chaired by the Course Director, as the Dean's nominee, for the relevant degree family and are supported by a senior member of general staff involved in the administration of each degree family who acts as secretary to the board.

Heads of Department are responsible for reviewing and confirming results for all students enrolled in their units and you should consult your Head regarding the key deadlines and procedures for submitting results.

Record keeping

The unit coordinator is responsible for maintaining proper records of assessment and marking. If you are not the unit co-ordinator, before commencement of semester you should clarify what records need to be kept and who will be responsible for collation and storage of such records.

6. Support for students

Orientation and transition

Orientation week or “O” week is the period before the commencement of semester where new students are familiarised with the university and are provided with advice about study in the Faculty and University as a whole.

Tutors of first year students may be involved in first week transition tutorials, designed to familiarise students with a number of study skills and to prepare them for study within the Faculty. The unit coordinators usually manage the first week transition tutorials and liaise with the first year unit leaders to avoid duplication.

Teaching students from diverse backgrounds

The Student Equity Office can assist you in the provision of a learning environment which is open to the perspectives and experiences of individuals and groups from different backgrounds and which is supportive of all students. Teaching staff should become familiar with the resources of the Equity and Diversity unit who provide guidelines for academic staff in teaching for equity. <http://adm.monash.edu/sss/equity-diversity/student-equity/>

Equity refers to fairness, or principles of justice, aimed to redress inequalities in opportunity experienced by some students. Equity does not mean treating everyone in the same way. Rather, equity means treating people in a fair and flexible way, recognising that all people have different needs and that some groups experience disadvantage, which impedes educational progress.

It is likely that your students will have a diversity of backgrounds, experience, socio-economic status, age, language, culture, race, gender and sexuality. It is important as a teacher that you are sensitive and responsive to this diversity.

Teaching students with special needs

The Equity and Diversity Unit provides guidelines for academic staff in teaching students with special needs. <http://www.adm.monash.edu.au/sss/equity-diversity/disability-liaison/>

Language and Learning Service (LLS)

The Language and Learning Service provides programs free of charge to students wishing to improve the quality of their academic English and approaches to study. Staff who are concerned about a student’s ability to cope with any component of their course should take steps to refer them to the appropriate LLS service. <http://www.monash.edu.au/lis/lionline/>

Counselling

The University Counselling Service is free and confidential. As a teaching staff member, students may seek advice and guidance from you regarding problems and difficulties that they may be encountering. You should remember that your primary role is to provide academic support and guidance and to refer students for professional assistance where the matter is beyond your professional scope.

<http://www.adm.monash.edu/community-services/counselling/>

Student complaints and grievances

Teaching staff should be aware of the University process for complaints and grievances.

A complaint may be in relation to an academic, administrative or other matter, including exclusion, discipline or harassment. The University has separate processes for academic and administrative grievances.

Academic grievance policy and procedures

<http://www.buseco.monash.edu.au/student/grievance-information.html>

7. Reviewing and improving your teaching

University evaluations

Brief Feedback

The Brief Feedback questionnaires have been designed as diagnostic tools to quickly gauge student perceptions of a unit usually in the middle of a semester. Information on procedure and results interpretation can be obtained at

<http://www.adm.monash.edu.au/cheg/evaluations/other-surveys/brief-feedback/index.html>

MonQueST

The Monash Questionnaire Series on Teaching (MonQueST) is a set of 11 questionnaires, each focusing on a different teaching activity. The reports provide useful feedback for staff to help them monitor and improve their teaching and also provide information to help document a case for the purpose of promotion or probation.

Further information about the evaluation and how to arrange it is available at

<http://www.adm.monash.edu.au/cheg/evaluations/monquest/index.html>

Unit Evaluation

The University systematically evaluates units at the end of each semester. Individual teachers do not need to initiate the process but are asked to provide assistance in communicating the importance of student feedback and encourage student participation in the evaluation process.

Unit evaluation aims to achieve the following three purposes:

- quality improvement - to provide information that will enable units to be improved;
- external quality assurance - to provide a mechanism that indicates units are being monitored and reviewed;
- promotion - to provide a means for staff to document a case for promotion.

For further information on the unit evaluation process and to view previous reports, visit

http://www.adm.monash.edu.au/cheg/evaluations/Unit_Evaluations/index.html

Monash Experience Questionnaire (MEQ)

Monash Experience Questionnaire is designed to gain systematic feedback from students regarding their general university experience and identify major areas of the student experience that require university's attention. First introduced in 2003, the questionnaire is conducted every two years.

For more information on MEQ or view the report of previous questionnaire, visit

<http://www.adm.monash.edu.au/cheg/evaluations/other-surveys/meq/index.html>.

MonQueST Anecdotes and MonQueST Ideas

MonQueST Anecdotes and MonQueST Ideas are assemblies of student anecdotes and ideas collated in response to items on the MonQueST questionnaires. They include MonQueST Lecturing Anecdotes, MonQueST Tutoring Anecdotes, MonQueST Assessment Anecdotes and MonQueST Lecturing Ideas. They provide teachers with ideas on how to reflect and change certain aspects of their teaching by providing specific examples of behaviours from the questionnaires that students found beneficial. For details, see

<http://www.adm.monash.edu.au/cheg/evaluations/monquest/monquest-support-materials.html>.

Professional development

The Graduate Certificate in Higher Education

Conducted by the Higher Education Development unit, the Graduate Certificate in Higher Education is intended primarily for staff who are beginning their academic teaching careers. It is designed for practising academic staff with current full-time or fractional teaching appointments of 0.5 or more. Monash University academic staff with appointments of 0.5 and above receive a fee waiver for course and amenities fee. Visit <http://www.calt.monash.edu.au/staff-teaching/gche.html> for enrolment and course details.

Mentoring

The Faculty is looking at feedback to improve teaching experience and the quality of teaching. Staff are encouraged to contact the Education Office to discuss issues relating to their teaching or just to find out how things are done. The Education Office can offer support and resources to enhance your development and career goals or put you in touch with experienced staff to solve specific needs.

Workshops

Each year the Faculty's Education Office runs workshops specific to the Faculty. Visit <http://www.buseco.monash.edu.au/education/support/seminars/> for a list of forthcoming workshops.

In addition, the Staff Development Unit provides various support to academic staff. Visit <http://www.adm.monash.edu.au/staff-development/academic/index.html> to find out more.

Awards

Encouraging and Recognising Quality Teaching

Innovations in Teaching Fund

The Dean has established an Innovations in Teaching Fund designed to provide teaching staff with additional financial resources to try new approaches in their teaching activities. The focus of funding applications is on projects aimed at development of teaching practice and student opportunities.

To view a list of projects funded for 2005 – 2006 and to find out more about the application process and criteria, visit the Education Office website at <http://www.buseco.monash.edu.au/education/projects/innovations/index.php>

Dean's Awards for Teaching Excellence

Each year, the Faculty recognises outstanding teaching achievements by offering the Dean's Awards for Excellence in Teaching. These awards may be made to individuals or teams. For eligibility and the application process, visit the Education Office website at <http://www.buseco.monash.edu.au/asg/education/awards/deans-awards/>

Vice-Chancellor's Awards for Distinguished Teaching

Monash University recognises and rewards exemplary teaching through the Vice Chancellor's Awards for Distinguished Teaching. The Vice-Chancellor of Monash University makes available up to four awards for distinguished teaching by individuals or teams. All academic staff who have completed one year's employment at the University are eligible for nomination. For further information, see <http://www.buseco.monash.edu.au/asg/education/awards/vice-chancellor.html>

Carrick Awards for Australian University Teaching

The Carrick Institute was launched in August 2004 as The Carrick Institute for Learning and Teaching in Higher Education. Its goal is to promote and advance learning and teaching in Australian high education. The Carrick Awards for Australian University Teaching (CAAUT) were established in 1997 by the Australian Government to celebrate and reward excellence in university teaching. For further information, contact the Education Office. <http://www.buseco.monash.edu.au/asg/education/awards/carrick.html>

8. Developing your course or unit

When considering changes to your unit or course, you should consult your course director or program manager in the first instance. Proposals for a new or amended course are generally the result of a collaborative effort and need wide departmental and faculty support.

When making amendments to units, it is important to understand the wider course impacts those amendments may have. For example, changing pre-requisite requirements in your unit may impact student course progression. As a result, some amendments require wider consultation and are subject to longer lead times for implementation.

Working with academics and administrators at course and departmental level, the Faculty Secretariat manages the flow of course and unit development and approval through the Faculty Committee structure. The Secretariat can provide you with advice on who you should consult during the development process, what documentation needs to be submitted to what Committee and also on Faculty, University and government deadlines on course and unit introduction and amendment. Details on course and unit development and proformas are available at: <http://www.buseco.monash.edu.au/asg/agu/courseunitdev/>