



# WENTWORTH INSTITUTE OF HIGHER EDUCATION

**Document: Facilities, Resources and Services Review and Improvement Policy and Procedure**

**Approved by: Executive Management Team**

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## Overview

The objective of this policy is to ensure that appropriate review, maintenance, and improvement of facilities and resources at Wentworth Institute of Higher Education (“WIN Higher Education”) are facilitated allowing for a successful delivery of its higher education courses.

Through ongoing review and feedback from various stakeholders, the Executive Management Team (EMT) and the Teaching & Learning Committee (TLC) will monitor the quality, capacity, and efficacy of WIN Higher Education’s facilities and resources and where necessary, recommends appropriate action for any improvements.

## Stakeholder feedback

Regular stakeholder feedback using survey instruments will inform WIN Higher Education of the adequacy of its facilities and resources through the following process as outlined in Section 6.1 of the Quality Assurance Framework – Stakeholder feedback:

- A student survey is conducted for selected subjects during each semester that will include a section on the quality of the WIN Higher Education’s facilities, resources and services soliciting suggestions on any improvements which might be made to improve the student experience.
- A teaching staff survey is conducted at the conclusion of a subject delivery that will include a section on the quality of WIN Higher Education’s facilities, resources and services soliciting feedback on any deficiencies or improvements that impinge on teaching and learning.
- The Course Coordinator will review the surveys, analyse the feedback, and summarise any issues raised regarding facilities and resources in a written report submitted to the Dean.
- The Course Coordinator and the Dean will meet with teaching staff to discuss any issues raised and to formulate possible strategies for improvement.
- The Dean will report to the next meeting of the TLC any recommendations and strategies for improvements to facilities, resources, and services.
- The TLC will recommend suggested improvements to EMT for action.
- All improvements that have been recommended by the TLC to EMT for action will be allocated to a responsible person for completion within an agreed timeframe.
- Outstanding actions will be monitored by EMT until there is evidence of completion.
- Where amounts are not allocated in the budget required for the improvement of facilities or resources, WIN Higher Education’s Chief Executive Officer (CEO) will include it in their report to the Board of Directors in conjunction with a request for additional funding.

## Library resources and services

WIN Higher Education’s library will acquire, preserve, and provide access (including online library resources) to a wide range of collections that are relevant to both the learning needs and scholarly endeavours of teaching staff and students through the following process:

- WIN Higher Education library is provided with an initial budget to enable the purchase of all recommended reading material specified in the unit outlines for WIN Higher Education’s courses and an annual budget for the purchase and development of library holdings and resources. Materials to support teaching and learning is not limited to prescribed and recommended reading lists on unit outlines, and requests for additional resources may be made by the Dean to the TLC.

- The library is the primary source of information for teaching staff and students at WIN Higher Education and multiple copies of all prescribed and recommended texts and readings specified in all unit outlines will be maintained in hard copy and online/electronic copy. The library will also develop a significant journal collection in print or electronic format to ensure currency of information.
- At the end of each academic year, the TLC (through the Dean and Librarian) is responsible for the annual review of library holdings to determine what new materials and resources will be purchased in the following academic year. This review of library holdings will be based on recommendations made either through surveys or direct request from teaching staff to the Dean. The Dean will then submit the recommendation to TLC for approval in line with the budget approved by the Board of Directors in consultation with the Academic Board.
- In instances where the review of library resources makes recommendation that exceed the budget set by the Board of Directors, the TLC will provide a report to the Academic Board with the list of required readings, associated costs, and rationale for the increased expenditure. If the Academic Board approves this request, then the list will be referred to the Board of Directors for approval of the increased expenditure.
- Where a review of courses results in the approval of new/revised subjects and/or new prescribed or recommended texts, readings, or online resources, these must be purchased prior to the delivery of the revised units.
- The library must ensure adequate computers are available for students to access on-line databases and the library catalogue. Access to online databases and library catalogue must be made available for students and staff accessing from outside the campus.
- The library will be operated and maintained by a qualified Librarian who will act as a help desk and provide workshops and tutorials to assist students to develop their information literacy skills through:
  - Scheduled library information sessions
  - Study and research skill workshops
  - Academic writing tutorials
- These opportunities will be widely publicised to students and academic staff and will be incorporated into the student orientation and staff induction process.

## **Teaching and learning resources and services**

WIN Higher Education ensures that there are sufficient physical, online, and electronic resources and infrastructure that are safe and well-maintained to enable the achievement of course learning outcomes. The campus provides teaching and learning resources and services necessary for students to achieve expected course learning outcomes and exposure to contemporary technologies and equipment relevant to the creative industries. Infrastructure and resources include:

### **Physical Infrastructure**

- Classrooms and tutorial spaces (published timetables and class sizes per semester);
- An asset register listing all equipment used for teaching and learning including ICT facilities;
- Academic staff office accommodation;
- Support staff office accommodation for student services and administration;
- Physical and online library holdings;
- Student amenities and recreational areas.

## Electronic teaching and learning infrastructure and facilities

- Learning Management System (customised Moodle or Canvas) platform for secure access to electronic learning and support resources);
- Computer stations (located in the library for student use);
- Secure Wi-Fi access throughout the campus;
- ICT infrastructure to maintain software upgrades, website access, Help Desk support;

With regular review and feedback from various stakeholders, the EMT and the TLC will monitor the efficacy of teaching and learning resources and services and action enhancements and improvements in accordance with stakeholder feedback and ongoing review processes.

## Ongoing review

EMT will continuously review the efficacy of facilities, resources, and services in their areas of responsibility through the following process:

- Each member of EMT will be required to report at each meeting on any issues related to facilities, resources and services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of EMT.
- Where improvements to the institute's facilities, resources and services need to be addressed, any actions required will be decided upon by EMT and will be allocated to a responsible person for completion within the agreed timeframe.
- Outstanding actions will be monitored by EMT until evidence of completion.
- Where amounts not allocated in the budget are required for the improvement of facilities or resources, the WIN Higher Education CEO will include it in their report to the Board of Directors in conjunction with a request for additional funding.

## Publication

TBA if any

## Legal and Policy Framework

TBA if any

## Related document

Academic Freedom and Free Intellectual Enquiry Policy  
Course Design, Development and Evaluation Policy and Procedure  
Governance Charter  
Quality Assurance Framework  
Whistleblower Policy and Procedure

Version/Date	Changes	Approval
V1.2/ 06.2017		EMT
V2.0/ 08.2021	Update learning resources such as online library and resources, classrooms, approval process in requesting new library resources.	EMT