

WELLBEING AND SAFETY MANAGEMENT AT UBSS

The wellbeing and safety of students at UBSS is of prime concern and every attempt is made to inform students (and staff) of the importance of maintaining vigilance around health, wellbeing and safety (including the issue of sexual harassment) while on campus.

Additional emphasis is also placed on safety and precautions off campus.

There are a number of *Threshold Standards* relevant to the discussion including –

- 2.3.1 - avenues and contacts for support for students if needed;
- 2.3.2 - availability of specific types of personal support services;
- 2.3.3 - ensuring that support services offered reflect the needs of student cohorts;
- 2.3.4 - promotion of a safe environment;
- 2.3.5 - management of critical incidents;
- 6.2.1e - risk identification and mitigation included in risk register;
- 6.1.4 - evidence of the commitment and discussion of the governing bodies;
- 7.2.1 - the information needs to be accessible to the students.

UBSS Senior Management has considered the AHRC Change the Course Report; TEQSA Guidance Note on Wellbeing and Safety V1.2 (January 8, 2018) and the Universities Australia 10 Point Action Plan.

In response, UBSS has ensured compliance with these standards in the following way –

Avenues and contacts for support for students if needed (2.3.1)

The first point of call at UBSS is the **Learning Support Coordinator** whose brief is to support students during difficult or strained times. This is best expressed in the current position description –

Position Description	
Reporting to: Executive Dean - UBSS	
Direct Reports: No If yes, which positions?	
<p>Main Responsibilities:</p> <ul style="list-style-type: none"> • Proactively promote and conduct workshops for students in the use of electronic library materials, namely in conducting sophisticated searches to obtain desired academic results; • Provide individual advice and guidance to students to address deferment of studies, holiday leave, attendance and extension of <u>CoEs</u>, study loads, fees and <u>adhoc</u> issues. • Proactively promote, design and conduct employability workshops for the benefit of both postgraduate and undergraduate students; • Collaboratively work with the Executive Dean and Academic Senate to ensure that processes pertaining to 'Early Intervention' and 'At Risk' are adhered to and actioned. 	<ul style="list-style-type: none"> • Collaboratively work with the Executive Dean and Academic Senate to ensure learning support activities complement the needs of students and are reviewed accordingly: Academic English Workshops. • Monitor and record the number of students attending study skills/learning support/other workshops; • Provide individual consultation to students to address their academic concerns relating to study skills or specific subject content; and ensure records are kept of all consultations; • Collaboratively work with and support Executive Dean on a daily basis regarding student issues: booking student appointments (where applicable), writing official letters for students, providing updates on non-financial students and maintaining communication with Student Services.

The office of the LSC is well located for access and privacy within the *Office of the Executive Dean*.

Student Services (on Level 10) is a potential first stop – where an appointment with the LSC can be achieved.

The **Executive Dean** (on Level 11) has the overall responsibility for the wellbeing and safety of all staff and students. Students can make an appointment with the ED through the LSC.

UBSS has in place a significant **International Student Agent Network** that provides social and cultural support during their study period in Australia on an ongoing basis.

Availability of specific types of personal support services (2.3.2)

The **Learning Support Coordinator** is the prime support person – as indicated in 2.3.1 above.

Students are informed of *additional support mechanisms* during orientation each trimester –



This section deals with –

- Evacuation
- Emergency contacts
- First Aid
- Hygiene
- International student safety
- Security
- Swimming
- Beach safety



This section deals with –

- Compliance
- Home
- Working
- Overseas Students Ombudsman
- Safety and Rights at Work

5. Student Services



This section deals with –

- Support Staff
- OSHC (Health Care)
- Counselling

These details are readily available to students on the UBSS website via the orientation information page - <http://www.ubss.edu.au/Content.aspx?pid=141>

Ensuring that support services offered reflect the needs of student cohorts (2.3.3)

Support services and support mechanisms are reviewed on an ongoing basis (at least quarterly) and adjustments are made to these services as required. Current feedback from students suggest a high level of satisfaction as reflected in the most recent SFUs (T3, 2017)

Trimester 3, 2017

Marking Criteria					Survey Questions				
1	2	3	4	5		B Bus	B Acc	MBA	
strongly disagree	disagree	neutral	agree	strongly agree	Q1	The subject provided useful knowledge and skills	4.3	4.2	4.4
					Q2	The learning outcomes were achievable	4.2	4.1	4.3
					Q3	The subject workload was manageable	4.2	4.0	4.2
					Q4	The subject helped to develop relevant professional skills such as problem solving and critical thinking	4.3	4.0	4.2
					Q5	The lecturer was well prepared for each class	4.4	4.2	4.4
					Q6	The lecturer provided useful feedback	4.3	4.0	4.3
					Q7	The lecturer had a good knowledge of the subject matter	4.4	4.2	4.4
					Q8	The lecturer used e-learning resources eg smartboard moodle in a way that aided learning in the subject	4.3	4.1	4.3
					Q9	The lecturer was available to discuss learning problems outside of class time	4.1	4.0	4.2
					Q10	The assessment requirements were clearly explained	4.3	4.1	4.3
					Q11	Overall the teaching in the subject was of a high quality	4.3	4.1	4.3
						Average	4.3	4.1	4.3

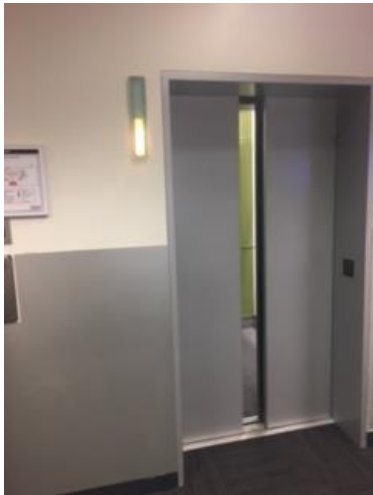
The same appears to be the case with staff in the most recent survey T3, 2017 –

Survey Questions		T2 2016	T3 2016	T1 2017	T2 2017	T3 2017
Q1	You are provided with the tools and resources to do your job well	4.10	4.00	4.87	4.63	4.81
Q2	Your job requirements are clearly communicated and goals and strategies are clearly defined	4.20	4.40	4.80	4.68	4.75
Q3	You feel encouraged to come up with new and better ways of doing things	4.10	4.20	4.73	4.53	4.50
Q4	Your supervisor visibly demonstrates a commitment to quality	4.10	4.20	4.87	4.79	4.69
Q5	You are satisfied with the level of involvement in decisions that directly affect your work?	3.90	4.20	4.53	4.37	4.63
Q6	UBSS does a good job of keeping employees informed about matters affecting your work?	4.00	4.30	4.93	4.79	4.81
Q7	Overall, you are satisfied with your job?	4.20	4.50	4.87	4.79	4.88
	Average	4.09	4.26	4.80	4.65	4.72

Promotion of a safe environment (2.3.4)

A significant level of effort and resource has gone into ensuring a safe environment for students (and staff) at UBSS. This includes –

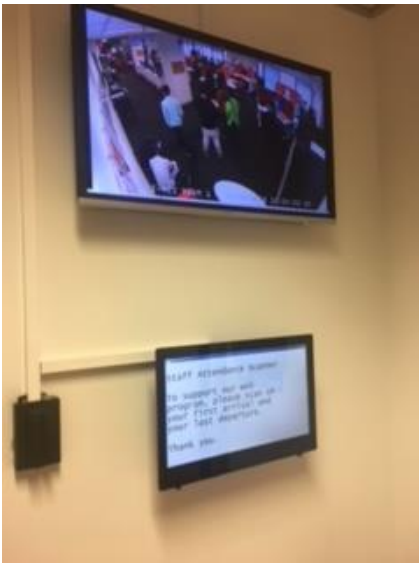
UBSS is a contained campus - over 2 floors (Level 10 and 11) of 233 Castlereagh Street. Access for students is via Level 10 only. Access is limited from 8am to 8pm each working day – this ensures a high level of safety and security. Student lift access is limited to Level 10.



UBSS regularly monitors all areas of campus – given the floor space and the fact that UBSS is not a *sprawling* campus. It is acknowledged that UBSS is a highly controlled environment;

CCTV cameras have been installed throughout the campus (currently 12 locations);





Public CCTV monitors (viewable) are located on both levels of the campus to highlight the usage (this includes suitable CCTV notices).

Five senior managers (in the building) have access to CCTV coverage via desktop monitors-



Access to vision is also available to senior managers on smartphones using 'Blue Iris'.

Program Directors and senior staff are encouraged to 'walk the two floors' at least every three hours (if not more) to be seen and to monitor activity and behaviour;



A Swipe card system is in place to ensure that only UBSS students are admitted to the classrooms;



All academic and support staff office doors (including the staff lounge) have a full pane of glass embedded to maximise vision -



All staff members are given instruction on protocols of out of class student interface, discussion and meetings;

There are no extra curricula student social events encouraged at UBSS – it is viewed as a teaching and learning facility. Given the prime location in the Sydney CBD students are encouraged to use the facilities of the surroundings as much as possible. This accommodates a zero tolerance of drug and alcohol abuse on campus.

Student Services - on Level 10 is easily accessible to students and is operational between 8am and 5pm each day -



The Student eResource Room is all glass doors and walls for high level visibility –



UBSS (through GCA) has an active WHS Committee that meets regularly; reports to a Board Director (who in return reports to the GCA Board of Directors' meetings); and conducts regular physical inspections of the site (including the all-important fire escape/stairs). Fire warden training is mandatory and occurs every six months.

UBSS each evening of operation (Monday through Thursday each week) employs a Concierge who constantly patrols and monitors activity between 5.30pm and 9.30pm on Levels 10 and 11. The role of the concierge is a mix of security, hospitality and detailing.

UBSS has in place an early intervention procedure around non-academic misconduct. Any misbehaviour is managed by the Academic Integrity Committee that meets twelve (12) times each year –

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
GCA Board			23			15			14		21	
GCA Management		9	9	6	11	8	6	10	7	12	9	5
Audit and Risk Committee			14			6			5		14	
Academic Senate			15		10	28		30		18		13
Academic Integrity	31	28	28		2,23	20	18	22	12	10	7	5

The committee is chaired by a member of the UBSS Executive – **Associate Professor Wayne Smithson** and includes a student member to ensure consistency and appropriateness of response and outcome.

Management of critical incidents (2.3.5)

UBSS (as part of GCA) has a critical incident policy in place and is available on the UBSS website via the policies and procedures page –

<http://www.ubss.edu.au/Content.aspx?pid=268>

that is refreshed and monitored on a regular basis. There is easy access to the policy via the UBSS website.

The policy is in place and is followed accordingly.

UBSS covers all related policies and procedures in the induction of new staff – both academic and professional.

UBSS staff represent a wide range of nationalities and are culturally aware of the need and nature of the support provided to students from a diverse range of countries (currently 39 source countries).

Risk identification and mitigation included in risk register (6.2.1e)

The current GCA Risk Register acknowledges the importance of safety as evidenced in a range of lines –

1.4 TEQSA Threshold Standards	Failure to meet and evidence Threshold Standards for re-Registration for HE and ELICOS courses	Potential deregistration to offer Higher education courses	Possible	Extreme	High	Each trimester an audit committee consider compliance against the New Threshold Standards	GW	Ongoing – each Trimester an audit against the new TS is undertaken
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1.6 Workplace Health & Safety (WHS) Act 2011	Failure to maintain WHS standards for students and staff	Potential legal action/medical costs; closure of premises	Unlikely	Moderate	Medium	Ensure WHS Committee and processes are maintained	JW	Ongoing
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3.5	Maintaining <u>eResources</u>	Impact on support for students	Rare	Moderate	Low	Maintaining high levels of <u>eResourcing</u> including <u>eLibrary</u> (ongoing expansion) and LMS	GW, SB and DL	Ongoing
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3.8	Failure to create positive esteem and confidence across the GCA student body	Students retention problems; negative impact on external reputation	Unlikely	Moderate	Low	Focus on success stories and profiling of institution - especially externally (e QILT)	GW, SB and DL	Ongoing
3.9	Packaged	Student	Unlikely	Moderate	Medium	Management of pathways	GW, SB and DL	Ongoing

6.0 Technical								
6.1	Failure/loss of <u>MyGCA Student System</u>	Breach of records retention requirements; lost/corrupt data; inability to perform admin functions by staff and students	Rare	Moderate	Low	Maintain current back-up system and minimise outage	JW	Ongoing
6.2	Failure/loss of GCA computing environment	Lost/corrupt data; impact on student learning and staff productivity	Rare	Moderate	Low	Maintain current back-up system and minimise outage	JW	Ongoing
6.3	Failure/loss of Moodle Learning System	Disruption to students learning	Rare	Minor	Low	Maintain current back-up system and minimise outage	JW	Ongoing

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7.0 Physical Resources								
7.1	Damage to the campus (classrooms, facilities, etc.)	Loss of teaching time; cancellation of classes; loss of staff productivity; high expenses to repair damage	Rare	Insignificant	Low	Maintain current vigilance	JM and JW	Ongoing

The mitigation is ongoing (as should be the case).

Evidence of the commitment and discussion of the governing bodies (6.1.4)

The UBSS Bureaucracy is committed to, informed about, and supportive of providing a safe environment for students.

The TEQSA paper and *this* response to TEQSA will be presented and discussed at each of the following meetings (prior to the end of Q2, 2018) as a specific line item –

- Executive Dean’s Team – April 9
- Program Directors’ Team – April 12
- Executive Management Team – April 6
- Academic Senate – May 10
- GCA Board of Directors – June 15
- Audit and Risk Committee – June 6
- Staff Professional Development Day – May 8

MEETING SCHEDULE 2018												
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GCA Board			23			15			14		21	
GCA Management		9	9	6	11	8	6	10	7	12	9	5
Audit and Risk Committee			14			6			5		14	
Academic Senate			15		10	28		30		18		13
Academic Integrity	31	28	28		2,23	20	18	22	12	10	7	5
Grade Review					4			24				11
Course Advisory			2			8						4
Work Health Safety		8			16			22			14	
UBSS Graduations												
Executive Dean Team	22 & 29	5,12, 26	5,12,26	9, 30	14,21,28	4,25	2, 16,23, 30	20	3,10,17, 24	8,15,22	5,12	3 & 10
Program Director Team	25	1,8, 15, 22	1,8,15,22,29	5,12,19,26	3,10,17,24,31	7,14,21,28	5,12,19,26	2,9,16,23,30	6,13,20,27	4,11,18,25	1,8,15,22,29	6,13
PEST	24	21	21	18	23	27	25	29	26	24	21	12
CENSUS		9				1			21			

Information accessible to students (7.2.1)

Information on safety and wellbeing on campus is highlighted at orientation sessions (and captured on the UBSS website via the orientation information page) -

<http://www.ubss.edu.au/Content.aspx?pid=141>

The Critical Incident Policy is readily available on the UBSS website via the policies and procedures page - <http://www.ubss.edu.au/Content.aspx?pid=268>

Information on the International Student Ombudsman is provided a part of the orientation process and documentation (available all year round) –



Available on the UBSS website via the orientation information page -

<http://www.ubss.edu.au/Content.aspx?pid=141>

The effectiveness of the current controlled physical environment; monitoring measures put in place; clear policy and procedure communicated to staff and students; clear incident procedure; and preventative harm minimisation measures has led to UBSS *not* having had a sexual assault or sexual harassment incident in the 10-year history of the School. *We remain vigilant.*

Professor Greg Whateley

Jotsana Roopram

Associate Professor Andrew West

March 2018

REVIEW AND ENDORSEMENT LOG

Madilina Tresca	UBSS, Learning Support Coordinator	Endorsement	March 28, 2018
Assistant Professor Kim Sharma	UBSS, Senior eLearning Developer	Modification to links; access modes; fire warden training	March 28, 2018
Alan Manly	GCA CEO and Chair, GCA Board	I have reread it again and believe that it demonstrates that UBSS addresses the issues in a comprehensive manner. I endorse the paper for release	April 6, 2018
Graham Lock	GCA CFO	Very comprehensive with appropriate selection of relevant pics and links. Endorsed.	April 6, 2018
James Manly	UBSS Campus Manager and GCA Communications Executive	Very informative and explanatory	April 6, 2018
Scarlet Burns	GCA, Principal, Central College	I endorse this integrative, comprehensive paper.	April 6, 2018
Doris Leung	GCA, Director, Metro English College	A well written paper with complementing photographs. Completes the UBSS picture on wellness and safety. Will happily endorse.	April 6, 2018
Jason Whitfield	GCA, Technical Services and Training Manager and Chair, WHS Committee	I do not believe any changes need to be made – I endorse this report as is.	April 6, 2018
Sir Gerard Newcombe	GCA Director of Marketing and Human Resources	I endorse the paper	April 6, 2018
Adjunct Professor Rob Wendon	UBSS External	Proofed and endorsed	April 6, 2018
Assistant Professor Richard Xi	Postgraduate Coordinator	I endorse this paper	April 9, 2018
Andrew Youssef	Academic and Operations Coordinator	Paper appropriately captures the strategies we have in place to	April 9, 2018

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		ensure the safety and wellbeing of UBSS students	
Carlos Munoz	Business Development and Admissions Director	Very comprehensive, I endorse it.	April 11, 2018