WELLBEING AND SAFETY MANAGEMENT AT UBSS

Version #4

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Overview

Universal Business School Sydney (UBSS) is committed to providing students and staff the appropriate resources and tools and support to take care of their psychological and physical wellbeing. Wellbeing of students and staff is of the upmost importance at UBSS.

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

There are a number of elements of the Higher Education Standards Framework (*Threshold Standards) 2021 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.

This document was created with reference to the following:

- Threshold Standards 2021
- Universities Australia 10 Point Action Plan
  https://www.universitiesaustralia.edu.au/publication/10-point-action-plan/
- Universities Australia Principles and Protocols for Reducing the Potential Risk or COVID-19 Transmission at Universities (see https://www.universitiesaustralia.edu.au/wp-content/uploads/2020/06/200610-Principles-and-Protocols-for-reducing-risk-of-COVID-19-transmission-at-universities1.pdf)
- NSW Government COVID-19 Safety Plans see https://www.nsw.gov.au/covid-19/covid-safe
- TEQSA Guidance Note: Wellbeing and Safety Version 1.2 see https://www.teqsa.gov.au/latest-news/publications/guidance-note-wellbeing-and-safety
- TEQSA Student Wellbeing https://www.teqsa.gov.au/provider-registration/maintaining-provider-registration/student-wellbeing

Avenues and Contacts for Support for Students if Needed (2.3.1)

The first point of call at UBSS is the **Learning Support Coordinator** (LSC) whose brief is to support students during difficult or strained times.

She is an experienced officer, very adept with student issues.

Students can book in for counselling sessions with the LSC via the UBSS app and TEAMS.

The office of the LSC is well located for access and privacy within the *Office of the Deputy Vice Chancellor.*

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

UBSS has in place a significant **International Student Agent Network** that provides social and cultural support during the 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
- Commonwealth Ombudsman
- Safety and Rights at Work

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 - https://www.ubss.edu.au/orientation/?tab=Orientation%20Information

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.

The student SFUs have remained above 4.23 out of 5 in Trimester 3, 2022, remaining in line with previous trimesters.

Trimester 3, 2022

	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

	Survey Questions	BBus	BAcc	MBA	Total
Q1	The subject provided useful knowledge and skills	4.26	4.19	4.36	4.27
Q2	The learning outcomes were achievable	4.21	4.36	4.27	4.28
Q3	The subject workload was manageable	4.03	4.14	4.23	4.13
Q4	The subject helped to develop relevant professional skills	4.23	4.18	4.36	4.26
Q5	The lecturer was well prepared for each class	4.24	4.31	4.38	4.31
Q6	The lecturer provided useful feedback	4.20	4.11	4.33	4.21
Q7	The lecturer had a good knowledge of the subject matter	4.33	4.35	4.40	4.36
Q8	The lecturer used e-learning resources	4.29	4.20	4.30	4.26
Q9	The lecturer was available to discuss learning problems outside of class time	4.05	4.12	4.00	4.06
Q10	The assessment requirements were clearly explained	4.11	4.24	4.25	4.20
Q11	Overall the teaching in the subject was of a high quality	4.13	4.29	4.29	4.24
		4.19	4.23	4.29	4.23

The Staff Survey for Trimester 3, 2022 has been completed, with the overall satisfaction rate going up to 4.68 out of 5.

There is a very close correlation between student and staff feedback - suggesting a healthy environment.

	Survey Questions	T3 2017	T1 2018	T2 2018	T3 2018	T1 2019	T2 2019	T3 2019	T2 2020	T3 2020	T1 2021	T2 2021	T3 2021	T1 2022	T2 2022	T3 2022
Q1	You are provided with the tools and resources to do your job well	4.81	4.83	4.62	4.54	4.40	4.44	4.56	3.90	4.00	4.27	4.52	4.38	4.30	4.45	4.63
Q2	Your job requirements are clearly communicated and goals and strategies are clearly defined	4.75	4.83	4.71	4.69	4.67	4.81	4.44	4.10	4.20	4.23	4.55	4.34	4.20	4.42	4.63
Q3	You feel encouraged to come up with new and better ways of doing things	4.50	4.61	4.67	4.54	4.73	4.44	4.44	4.19	4.00	4.27	4.24	4.28	4.26	4.42	4.74
Q4	Your supervisor visibly demonstrates a commitment to quality	4.69	4.72	4.71	4.77	4.87	4.75	4.78	4.48	4.40	4.59	4.50	4.52	4.25	4.38	4.79
Q5	You are satisfied with the level of involvement in decisions that directly affect your work?	4.63	4.56	4.62	4.69	4.60	4.25	3.89	4.00	4.07	4.05	4.05	4.10	3.84	4.08	4.47
Q6	UBSS does a good job of keeping employees informed about matters affecting your work?	4.81	4.89	4.62	4.77	4.80	4.81	4.44	4.29	4.20	4.32	4.40	4.52	4.30	4.33	4.78
Q7	Overall, you are satisfied with your job?	4.88	4.94	4.76	4.85	4.87	4.75	4.44	4.19	4.13	4.36	4.40	4.52	4.40	4.29	4.74
	Average	4.72	4.77	4.67	4.69	4.70	4.61	4.43	4.16	4.14	4.30	4.38	4.38	4.22	4.34	4.68

The Quality Indicators of Learning and Teaching have been released for 2020 (https://www.qilt.edu.au/qilt-surveys/student-experience). This survey was taken in August/September last year, 5 to 6 months after COVID outbreak, during Trimester 2 last year. Once again, UBSS has performed very well across all measures, achieving well above the national average for both the Bachelor of Accounting and Bachelor of Business under graduate programs, as well as for the post graduate MBA program.

For the undergrad programs, we have achieved the following results:

Institution Name (Undergraduate)	Education Experience	Teaching Quality	Learner Engagement	Learning Resources	Student Support	Skills Develop
UBSS	81.2	84.7	70.2	76.7	79.8	82.9
National Average	73.5	79.5	52.2	80.3	73.9	79.7
University Average	73.4	79.3	51.5	81.0	73.4	79.5
NUHEI Average	74.9	81.3	59.1	74.4	78.0	80.6

UBSS undergrad performed well above the universities and NUHEIs. Even though Learner Engagement was the lowest score, this is where we excelled by almost 20 points over the universities. This is where all providers dropped in 2020. This is a major achievement, given the impact of COVID.

The other important factor to point out is the consistency across all areas surveyed. All were above averages, except Learning Resources, but this gap closed on the more resourced universities. The standout was Teaching Quality at 84.7.

For the MBA Program:

Institution Name (Postgraduate)	Education Experience	Teaching Quality	Learner Engagement	Learning Resources	Student Support	Skills Develop
UBSS	76.3	81.2	61.1	68.9	76.1	80.7
National Average	72.0	79.2	47.7	77.7	74.3	79.5
University Average	71.1	78.7	47.0	78.1	73.5	79.2
NUHEI Average	79.2	82.7	52.6	74.5	79.9	81.7

Once again, it is in Learner Engagement that the MBA excelled, being 14.1 points above the university average and 8.5 above the NUHEI average. Similar to the undergrad, it is Teaching Quality that scored at the highest level, with only Learning Resources where UBSS is below all averages.

Overall, an outstanding result across all areas of the survey. Congratulations to you all for rising above the challenges of COVID-19 to deliver a higher quality student experience. Further analysis establishes where UBSS has achieved 1st, Top 5 and Top 10 results in the 2020 QILT against NUHEI Business Schools.

Overall Comparisons

Provider Type	Location	Overall Quality	Teaching Quality	Learner Engagement	Student Support
NUHEI Business Schools	AU	5	8	3	11
NUHEI Business Schools	NSW	4	5	3	6
NUHEI Business Schools	Sydney	4	5	3	6
NUHEI Business Schools	Sydney CBD	2	1	1	2

Top 1	
Top 5	
Top 10	

This table shows our results against other like providers. UBSS performs exceptionally well across Overall Quality, Teaching Quality, Learner Engagement and Student Support, each earning a Top 5 place. There are two Number 1 places for our best measures, Teaching Quality and Learner Engagement.

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. There are fire wardens and first aid officers, with a first aid box on each floor.

In addition, there is an active and robust Workplace Health Safety Committee (WHS), chaired by an Executive Director, who in turn reports to the GCA Board of Directors. Workplace Health and Safety is a standing item on the agenda for the Board of Directors. An example is attached below.

The WHS Committee receives regular updates from all business units with respect to WHS, and conducts regular physical inspections of the site (including the all-important fire escape/stairs). <u>Fire warden training</u> is mandatory and occurs every six months.

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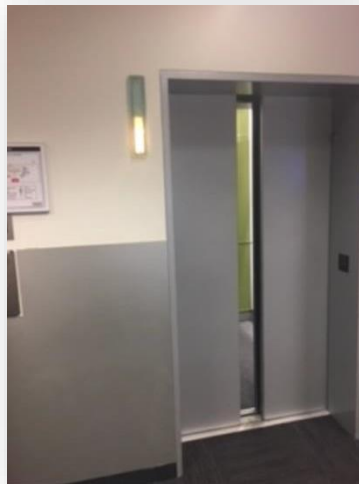
UBSS regularly monitors all areas of campus, given the floor space and the fact that UBSS is not a *sprawling* campus. It is acknowledged that UBSS is a highly controlled environment.

<u>CCTV cameras</u> have been installed throughout the campus (currently 12 locations).
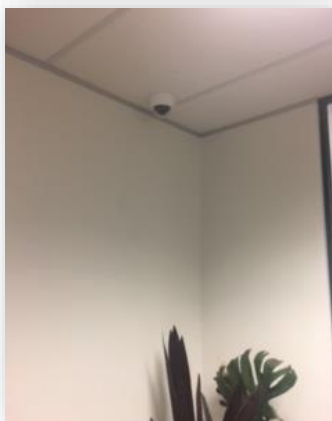
Public CCTV monitors (viewable) are located on both levels of the campus to highlight the usage (this includes suitable CCTV notices).

Six 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 -

In addition, all staff and students must log in their details with the Service NSW QR code -

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 for 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.

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

The <u>Student eResource Room</u> features glass doors and walls for high level visibility –

UBSS, each evening of operation (Monday through Thursday each week), <u>employs a concierge</u> 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.

The concierge is also responsible for ensuring that the upmost hygienic standards are met. For more information, refer to the COVID Safe Plan.

UBSS has in place an <u>early intervention procedure around non-academic misconduct</u>.

Non-academic misconduct is also dealt with in the following documentation:

- Academic Progression, Monitoring and Intervention Policy;
- Expulsion Policy;
- Student Code of Conduct;
- Grievance Policy (Non-Academic); and
- Wellbeing and Safety Policy.

All these policies are publicly available on the UBSS website at
https://www.ubss.edu.au/policies-and-procedures/?tab=Policies%20and%20Procedures

Any misbehaviour is managed by the Academic Integrity Committee that meets six (6) times each year –

MEETING SCHEDULE 2023 v4 08/12/2022	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
GCA BOARD		22		19			26				22	
GCA BOARD STANDING COMMITTEES:												
GCA Executive & Management (EMT)		01	01	05	03	07	05	02	06	04	01	06
Audit & Risk Committee (ARC)	18		22			07				18		
Work Health Safety (WHS)		08			10			23		11		
Wellness Committee (WC)	19						13			19		
Threshold Standards Audit Committee (TSAC)		16, 23	02			08, 15, 22			28	05, 12		
ACADEMIC SENATE	18		15		24		12		13		08	
ACADEMIC SENATE STANDING COMMITTEES:												
Academic Integrity Committee (AIC)		02			04, 25			24	14			14
Grade Review Committee (GRC)				26				16			08	
Course Advisory Committee (CAC)		15				21			13			

Management of Critical Incidents (2.3.5)

UBSS (as part of GCA) has a critical incident policy in place and this is available on the UBSS website via the policies and procedures page here at
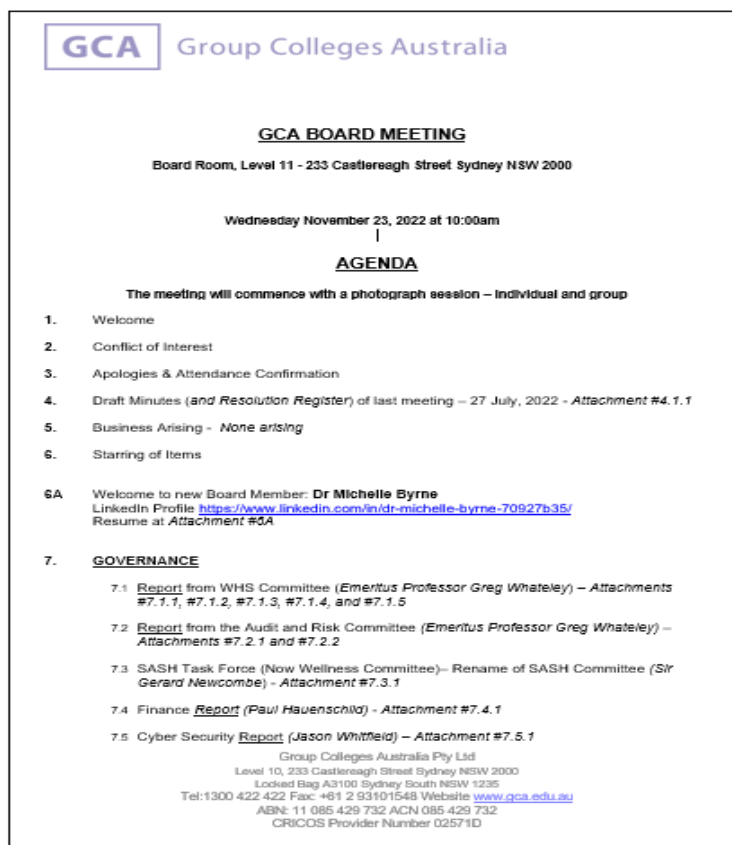https://www.ubss.edu.au/policies-and-procedures/?tab=Policies%20and%20Procedures

This is refreshed and monitored on a regular basis. There is easy access to the policy via the UBSS website. The link is referenced earlier.

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

GCA also has its own Wellness Task Force which specifically looks at incidents of sexual assault and sexual violence.

The Wellness Task Force is chaired by an executive director and reports to the Board of Directors.

Reports from the Wellness Task Force are a standing item on the Board of Directors Agenda. See below.

GCA | Group Colleges Australia

GCA BOARD MEETING

Board Room, Level 11 - 233 Castlereagh Street Sydney NSW 2000

Wednesday November 23, 2022 at 10:00am

AGENDA

The meeting will commence with a photograph session – individual and group

1. Welcome
2. Conflict of Interest
3. Apologies & Attendance Confirmation
4. Draft Minutes (and Resolution Register) of last meeting – 27 July, 2022 - Attachment #4.1.1
5. Business Arising - None arising
6. Starring of Items

6A Welcome to new Board Member: Dr Michelle Byrne
    LinkedIn Profile https://www.linkedin.com/in/dr-michelle-byrne-70927b35/
    Resume at Attachment #6A

7. **GOVERNANCE**

    7.1 Report from WHS Committee (Emeritus Professor Greg Whateley) – Attachments #7.1.1, #7.1.2, #7.1.3, #7.1.4, and #7.1.5

    7.2 Report from the Audit and Risk Committee (Emeritus Professor Greg Whateley) – Attachments #7.2.1 and #7.2.2

    7.3 SASH Task Force (Now Wellness Committee)– Rename of SASH Committee (Sir Gerard Newcombe) - Attachment #7.3.1

    7.4 Finance Report (Paul Hauenschild) - Attachment #7.4.1

    7.5 Cyber Security Report (Jason Whitfield) – Attachment #7.5.1

    Group Colleges Australia Pty Ltd
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    Locked Bag A3100 Sydney South NSW 1235
    Tel:1300 422 422 Fax: +61 2 93101548 Website www.gca.edu.au
    ABN: 11 085 429 732 ACN 085 429 732
    CRICOS Provider Number 02571D

As part of its commitment to an environment free of bullying and sexual assault, GCA has developed the following policies which inform its approach to these issues:

-   Staff Grievance Policy and Procedure;
-   GCA Critical Incident Policy;
-   GCA Staff Recruitment Policy and Procedure;

- GCA Sexual Misconduct Prevention and Response Policy;
- GCA Workplace Discrimination and Harassment Policy; and
- GCA Group of Companies Work Health and Safety Policies and Procedures.

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 the 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	Moderate	Medium	Each trimester an audit committee consider compliance against the *New* Threshold Standards	AW and AK	Ongoing – at least once a year an audit against the new TS is undertaken
1.5 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	AW, JR and AK	Quarterly formal WHS Audits conducted

3.5	Maintaining eResources	Impact on support for students	Rare	Moderate	Low	Maintaining high levels of eResourcing including eLibrary (ongoing expansion) and LMS The EZProxy system is used at GCA to allow transparent e-library access from any location Ensuring that before the beginning of each subject that the lecturer reviews, and updates, the eResources for their subject	AW	The matter is of ongoing concern and is reviewed accordingly. Quarterly audits are conducted by the ARC and reported to the UBSS Academic Senate, GCA Board and relevant standing committees accordingly.
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 (ie QILT) Staff continually reminded to focus on positive student esteem Student surveys to check to see if GCA, and staff, are assisting the maintenance and enhancement of positive esteem	AW	The matter is of ongoing concern and is reviewed accordingly. Quarterly audits are conducted by the ARC and reported to the UBSS Academic Senate, GCA Board and relevant standing committees accordingly An overview of Student Support is provided at: https://www.ubss.edu.au/media/1772/student-support-at-ubss.pdf

Risk Category & Item	Risk Description	Impact Scenario	Risk Likelihood	Risk Consequence	Risk Impact Rating	Risk Mitigation Strategy	Risk Owner	Status
6.1	Failure / performance degradation of internet connection between GCA and Amazon Cloud	Inability of GCA staff and students to access any IT resources	Unlikely	Major	Medium	Two independent internet connections exist between the main GCA site (UBSS) and the Amazon EC2 cloud environment. Each connection is capable of independently handling the required traffic load. All GCA traffic can be instantly switched from one connection to the other if necessary. All network routing is automatically updated when connections are switched. IT staff are instantly alerted when a connectivity issue exists on either connection. Ping time and packet loss between all GCA sites and Amazon EC2 are constantly monitored. IT staff are instantly alerted if ping time or packet loss fall outside of acceptable limits.	JW	The matter is of ongoing concern and is reviewed accordingly. Quarterly audits are conducted by the ARC and reported to the GCA Board accordingly.
6.2	Failure / data corruption of one or more GCA servers	Inability of GCA staff and students to access affected IT resources	Unlikely	Major	Medium	All GCA servers (with the exception of the firewall) reside within the Amazon EC2 Cloud Computing environment. EC2 servers reside in a secure, environmentally controlled off-site data centre. EC2 servers are automatically restarted on new hardware in the event of a hardware failure (EC2 Instance Auto-Recovery). All volumes attached to all EC2 servers have data snapshots taken every day. One week of daily snapshots are taken (rolling window), and independent snapshots are taken on Jan-1 and Jul-1 each year. Any server snapshot can be used to restore a server to the exact state that it was at when the snapshot was taken. A server can be restored from a snapshot in around 10 minutes. EC2 snapshots are automatically mirrored across different EC2 Availability Zones and data centres, eliminating a single point of failure. All database instances used by GCA (with the exception of Oracle) are located within the fault-tolerant Amazon RDS managed database system.	JW	The matter is of ongoing concern and is reviewed accordingly. Quarterly audits are conducted by the ARC and reported to the GCA Board accordingly.

Risk Category & Item			Risk Likelihood	Risk Consequence	Risk Impact Rating	Risk Mitigation Strategy	Risk Owner	Status
6.2 (continued)						The Oracle instance used by GCA is located within the Amazon EC2 environment. Amazon have a Service Level Agreement which states that they will maintain their systems to achieve a minimum of 99.99% uptime each month. All GCA databases have daily snapshots taken, stored with in the fault-tolerant Amazon S3 storage system. Due to the low cost of S3 storage, all snapshots are retained indefinitely, regardless of their age.		
6.3	Failure of GCA servers / workstations to receive timely system updates	GCA servers / workstations remain vulnerable to security flaws that have already been patched by the software vendor These security flaws could be used to cause a denial of service, or the unauthorised access to GCA data	Possible	Moderate	Medium	Most GCA servers and workstations operate on operating systems that are currently supported by the software vendor, and therefore receive regular updates (Windows 10 LTSC). Servers that run the unsupported Windows Server 2008 R2 operating system continue to receive critical patches by the 0Patch system. All GCA servers and workstations that operate on the Windows platform have updates for Microsoft software deployed via Windows Server Update Services (WSUS). IT staff are notified when new updates are available for deployment. IT staff regularly check WSUS to see if any updates are pending, or any update installation failures were reported. IT staff are given an up to date count of the number of systems that have not had an update installed in the last 30 days. A custom script runs every 60 seconds, which alerts IT staff if any running system has not installed the latest approved WSUS updates. A custom script runs every 60 seconds, which alerts IT staff when new updates have been released by Microsoft into WSUS. IT staff can then approve the updates after testing.	JW	The matter is of ongoing concern and is reviewed accordingly. Quarterly audits are conducted by the ARC and reported to the GCA Board accordingly.
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	Moderate	Low	Maintain current vigilance	JR and JW	The matter is of ongoing concern and is reviewed accordingly. Quarterly audits are conducted by the ARC and reported to the GCA Board accordingly.

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.

As mentioned earlier, reports from the WHS Committee and the Wellness Task Force are standing items on the Board of Directors Agenda.

It is also of note that a member of the Wellness Task Force is a practising solicitor in NSW, thus demonstrating the level of commitment of GCA towards such a sensitive topic.

In addition, the Board of Directors receives reports on Cyber Security as a standing item on the agenda, thus demonstrating the keen oversight on all matters in relation to wellbeing and safety.

7.   **GOVERNANCE**

7.1   Report from WHS Committee *(Emeritus Professor Greg Whateley) – Attachments 7.1.1, #7.1.2, #7.1.3 and #7.1.4*

7.2   Report from the Audit and Risk Committee (Emeritus Professor Greg Whateley) – *Attachments #7.2.1 and #7.2.2*

7.3   Report from the SASH Task Force Minutes (Sir Gerard Newcombe) – *Attachment #7.3.1*

7.4   TEQSA Update (Greg Whateley) – *Verbal Presentation*

7.5   Finance Report (Paul Hauenschild) – *Attachment #7.5.1*

7.6   CYBER Security Report (Jason Whitfield) – *Attachment #7.6.1*

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) -

https://www.ubss.edu.au/orientation/

The Critical Incident Policy is readily available on the UBSS website via the policies and procedures page -

https://www.ubss.edu.au/policies-and-procedures/

Information on the Commonwealth Ombudsman is provided as part of the orientation process and documentation and is included in the Student Handbook (available all year round) –

Available on the UBSS website via the orientation information page -

https://www.ubss.edu.au/media/2069/ubss-student-handbook-v16-november-2020-002.pdf

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, together have led to UBSS *not* having had a sexual assault or sexual harassment incident in the 10-year history of the School. *We remain vigilant.*

About the Authors

Anurag Kanwar is the Compliance and Continuous Improvement Director at GCA.

Emeritus Professor Greg Whateley is the Deputy Vice Chancellor UBSS and Vice President (Academic)