



Document: Facilities, Resources and Services Review and Improvement Policy and Procedure		
Approved by: Executive Management Team	Version: 1.1	Date: 11.2.2013

1. Overview

The objective of this policy is to ensure the appropriate maintenance, review and improvement of facilities and resources utilised by the Wentworth Institute ("the institute") in order to facilitate the successful delivery of its higher education courses.

This policy is authorised by Executive Management to ensure that the institute has well maintained facilities and adequate resources for staff and students that are appropriate in scope and quality for the capacity of the institute and mode of delivery of its courses.

Through a regimen of regular review and feedback from various stakeholders, the Executive Management and the Teaching & Learning Committee will monitor the efficacy of the institute's facilities and resources and action enhancements and improvements where necessary.

2. Stakeholder feedback

Regular stakeholder feedback through the use of survey instruments will inform the institute when reviewing the adequacy of its facilities and resources through the following process¹:

- 2.1 A survey of students is conducted for selected subjects during each semester that will include a section on the quality of the institute's facilities, resources and services soliciting suggestions on any improvements which might be made to improve the student experience.
- 2.2 A survey of teaching staff is conducted at conclusion of a subject delivery that will include a section on the quality of the institute's facilities, resources and services soliciting feedback on any deficiencies or improvements that impinge on teaching and learning.
- 2.3 The Course Coordinator will review the surveys of students and teaching staff, analyse the feedback and summarise any issues raised in regards to facilities and resources in a written report submitted the Dean.
- 2.4 The Course Coordinator and Dean will meet formally and informally with teaching staff to discuss any issues raised and to formulate possible strategies for improvement.
- 2.5 The Dean will include in a report to the next meeting of the Teaching & Learning Committee, recommendations and strategies for improvements to facilities, resources and services.
- 2.6 The Teaching & Learning Committee will recommend suggested improvements to Executive Management for action.
- 2.7 All improvements that have been recommended by the Teaching & Learning Committee to the Executive Management for action will be allocated to a responsible person for completion within an agreed timeframe.
- 2.8 Outstanding actions will be monitored by Executive Management until there is evidence of completion.

¹ Refer also section 6.1 of the *Quality Assurance Framework* – Stakeholder feedback

- 2.9 Where amounts not allocated in the budget are required for the improvement of facilities or resources, the institute's Managing Director will include it in their report to the Board of Directors in conjunction with a request for additional funding.

3. Library resources and services

The institute's library will acquire, preserve and provide access 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:

- 3.1 The institute library is provided with an initial budget to enable the purchase of all recommended reading material specified in the unit outlines for the institute's higher education courses and an annual budget for the purchase and development of library holdings & resources. Material to support teaching & learning is not limited to prescribed and recommended reading lists on unit outlines and requests for additional resources may be made to the Teaching & Learning Committee via the Dean.
- 3.2 The library is the primary information source for teaching staff and students of the institute and multiple copies of all prescribed and recommended texts and readings specified in all unit outlines will be maintained in hard copy. The library will also develop a significant journal collection in print or electronic format to ensure currency of information.
- 3.3 At the end of each academic year, the Teaching & Learning Committee (through the Dean and Librarian) is responsible for the annual review of library holdings to determine what new materials 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 and approved by the Teaching & Learning Committee in line with the budget approved by the Board of Directors in consultation with the Academic Board.
- 3.4 In instances where the review of library holdings makes recommendations that exceed the budget set by the Board of Directors, the Teaching & Learning Committee 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.
- 3.5 Where a review of courses results in the approval of new/revised subjects and/or new prescribed or recommended texts and readings, these must be purchased prior to the delivery of the revised units.
- 3.6 The library must ensure adequate computers are available for students to access on-line databases and the library catalogue.
- 3.7 The library will maintain copies of prescribed and recommended texts and readings on the following ratio:
 - 1 to 40 students: 2 copies
 - 41 to 80 students: 3 copies
 - 81 to 120 students: 4 copies
 - 121 or more students: 5 copies

4. Ongoing review

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

- 4.1 Each member of Executive Management 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 Executive Management.
- 4.2 Where improvements to the institute's facilities, resources and services need to be addressed, any actions required will be decided upon by Executive Management and will be allocated to a responsible person for completion within the agreed timeframe.
- 4.3 Outstanding actions will be monitored by Executive Management until evidence of completion.
- 4.4 Where amounts not allocated in the budget are required for the improvement of facilities or resources, the institute's Managing Director will include it in their report to the Board of Directors in conjunction with a request for additional funding.