Program Directors:
A Quick Guide.

For staff new to the role.
FREQUENTLY ASKED QUESTIONS

1. What is a Program Director?  
2. I’ve just been appointed as a Program Director, what is one of the first things I should do?  
3. Who should I get to know?  
4. What policies and procedures do I need to know about?  
5. What should I know about UniSA information systems?  
6. What University, Division and School timelines and dates should I know about?  
7. What other dates should I know about?  
8. What are my responsibilities regarding marketing?  
9. What are my responsibilities regarding quality assurance and evaluation?  
10. What are my responsibilities in relation to the teaching team?  
11. What are my responsibilities in relation to human resource management?  
12. What are my responsibilities in relation to student support?  
13. What are my responsibilities in relation to student assessment?  
14. Where can I get further information about academic integrity?  
15. What are my responsibilities in relation to timetabling and scheduling?  
16. What are my responsibilities in relation to the start and end of the study periods?  
17. Where can I get help with school administration?  
18. What support can I get from the Learning and Teaching Unit  
19. What support can I get from UniSA International?  
20. What support can I get from the Library?  
21. What support can I get from Campus Central?  
22. What support can I get from Student and Academic Services?  
23. What student career information is available?  
24. How can I plan the management of my program?  
25. What professional development opportunities are available to Program Directors?
## Quick-Guide for Program Directors

### FREQUENTLY ASKED QUESTIONS

<table>
<thead>
<tr>
<th>Question</th>
<th>The basics</th>
<th>Further information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. What is a Program Director?</strong></td>
<td>Under the direction of the Head of School, the Program Director is responsible for the provision of academic leadership in the planning, management, development, quality assurance and improvement, and growth of the academic program. You play a leading role in promoting and representing the program within and external to the University and for developing and maintaining strategic relationships with external stakeholders and communities. Information about the Program Director role is available from the Human Resources website, including guidelines for conditions of employment and a generic position description. The advice that follows in this Quick Guide is based on the position description. In some cases there will be situations, for example managing offshore programs, where the emphasis and focus of aspects of the role may vary.</td>
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</tbody>
</table>
| **2. I've just been appointed as a Program Director, what is one of the first things I should do?** | You should consult with your School administrators, Medici contact to ensure your staff details are updated on the program home page. Staff home pages should also be updated to facilitate staff and student contact. | **School**  
- Program Team  
- Head of School / Associate Head of School  
- Course Coordinators  
- Divisional Office  
- Divisional Dean: Teaching and Learning  
- Relevant divisional committees, including Teaching and Learning Committee  
**Support Units**  
- Learning and Teaching Unit  
- Campus Central  
- External Stakeholders (Professional Associations, Industry Groups, employers etc)  

**Division**  
- Division, School and Administrative Units  
- Divisional Deans: Teaching and Learning  

**Support Units**  
- Teaching and Innovation Unit  
- Student Engagement Unit  
- Campus Central |
| **3. Who should I get to know?**                                         | You should interact effectively with key individuals and groups within and external to the University including:  
- School  
  - Program Team  
  - Head of School  
  - Course Coordinators  
  - Divisional Office  
  - Divisional Dean: Teaching and Learning  
  - Relevant divisional committees, including Teaching and Learning Committee  
- Support Units  
  - Learning and Teaching Unit  
  - Campus Central  
  - External Stakeholders (Professional Associations, Industry Groups, employers etc)  

**School**  
- Program Team  
- Head of School / Associate Head of School  
- Course Coordinators  
- Division, School and Administrative Units  
- Divisional Deans: Teaching and Learning  
- Support Units  
- Teaching and Innovation Unit  
- Student Engagement Unit  
- Campus Central |

**Further information**  
- Program Director – Guidelines conditions of employment  
- Position Description  
- Agreement for secondment – template  
- Staff home pages help  
- Medici contacts  
- School Timetabling information  
  [https://mymailunisaedu.sharepoint.com/teams/sas/pat/timetabling/default.aspx](https://mymailunisaedu.sharepoint.com/teams/sas/pat/timetabling/default.aspx)
### 4. What policies and procedures do I need to know about?

You should be aware of the following:

- Assessment Policies and Procedures Manual
- Codes of Good Practice
- Code of Conduct for Students
- Confidentiality of student information
- Students with disabilities
- Copyright
- Quality assurance and improvement: Programs, courses and teaching arrangements
- Legislated and ethical responsibilities of staff
- Program Approval and Amendments Process
- Teaching and Learning strategic plan.

### Further information

- Policies and Procedures website
- Assessment Policies and Procedures Manual
- Codes of Good Practice
- Code of Conduct for students
  - [w3.unisa.edu.au/policies/codes/students/default.asp](http://w3.unisa.edu.au/policies/codes/students/default.asp)
- Confidentiality of students’ personal information
- Students with disabilities
- Copyright
- Quality Assurance and improvement: Programs, courses and teaching arrangements
- Quick guide to the legislated and ethical responsibilities of staff
- Program Approval and Amendments Manual
- Teaching and Learning strategic plan

### 5. What should I know about UniSA information systems?

You are encouraged to familiarise yourself with the following systems:

- Staff Portal Resources
- Staff Homepages
- BI Reporting
- BI Hub
- Program and Course Management System (PCMS) is a central repository for all Programs and Courses offered by UniSA. Relevant PCMS data automatically populates other tools such as marketing information; generates web pages; course details flow through to the Course Outline; and Assessment components, which are utilised in [learnonline](https://www.unisa.edu.au/)'s Assessment and Gradebook.
- Course Outline
- [learnonline](https://www.unisa.edu.au/) is UniSA's primary environment for delivering and engaging students with online teaching and learning. [learnonline](https://www.unisa.edu.au/) tools include:
  - Course Site
  - Assessment and Gradebook

### Further information

- Staff Portal My Teaching site
  - [my.unisa.edu.au/staff/Portal/myTeaching/Programs/Programs.aspx](http://my.unisa.edu.au/staff/Portal/myTeaching/Programs/Programs.aspx)
- Staff home pages help
- BI Reporting for program directors
- BI Reporting (for data relevant to the management of your programs such as GPA reports, enrolment statistics and class enrolment numbers, etc)
  - [my.unisa.edu.au/staff/bireporting](http://my.unisa.edu.au/staff/bireporting)
- BI Hub: the gateway to data and information at UniSA
- Program and Course Management System (PCMS)
<table>
<thead>
<tr>
<th>Question</th>
<th>The basics</th>
<th>Further information</th>
</tr>
</thead>
</table>
| • Turnitin  
• Lecture Recording System  
• ePortfolio  
• Virtual Classroom  
• myCourseExperience  
• Result Entry. | | lemoonline  
• Course site help https://lo.unisa.edu.au/course/view.php?id=60  
• myCourseExperience help https://lo.unisa.edu.au/course/view.php?id=50  
• Technology Enhanced Learning team w3.unisa.edu.au/tel/ |
| 6. What University, division and school timelines and dates should I know about? | You should be aware of dates such as:  
• Pre-enrolment sessions/enrolment advice sessions  
• University dates (e.g. census, withdraw and withdraw fail dates)  
• Transnational dates for transnational programs  
• School dates (e.g. regular School meetings)  
• Program review timelines. | • Student and Academic Services key dates and timetables http://www.unisa.edu.au/Student-Life/Support-services/Student-administration/Academic-calendars/  
• Offshore academic calendars https://www.unisa.edu.au/Student-Life/Support-services/Student-administration/Academic-calendars/Offshore-academic-year-calendars/  
• School dates and course amendment timelines - School Manager |
<p>| 7. What other dates should I know about? | Program Directors should also be aware of dates such as the SATAC round of offers. | • South Australian Tertiary Admissions Centre w3.satac.edu.au/ |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>The basics</th>
<th>Further information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>8. What are my responsibilities regarding marketing?</strong></td>
<td>Contact your Divisional Marketing Manager. Divisional Marketing teams are responsible for activity in the division and they liaise with the Communications and Marketing Unit (CMK). They facilitate publication, advertising, student recruitment and event activities, including career evenings and school visits. Your divisional Marketing team and sometimes CMK may contact you seeking information on interesting students who may be willing to provide a testimonial for publications. You will also be contacted by the divisional marketing staff to check/proof relevant publications that contain information on your program.</td>
<td>• Divisional Marketing Contacts <a href="https://i.unisa.edu.au/staff/communications-and-marketing-unit/styleguide/contact-us/">https://i.unisa.edu.au/staff/communications-and-marketing-unit/styleguide/contact-us/</a> • Communications and Marketing Unit (CMK) website <a href="https://i.unisa.edu.au/cmk">https://i.unisa.edu.au/cmk</a></td>
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<td><strong>10. What are my responsibilities in relation to the teaching team?</strong></td>
<td>You are expected to provide academic leadership to the staff who contribute to the management of the program. This includes promotion of a culture of scholarship and excellence in teaching and student-centred: • program and course development • design and delivery • staff and student interaction • student assessment • evaluation of teaching. Provide leadership, in collaboration with other school staff members, on the development of key outcomes, such as graduate qualities, graduate employment, online delivery, equity participation and internationalisation. Ensure the program is being delivered in accordance with the curriculum document as</td>
<td>• Head of School / Associate Head of School • School Manager • Course Coordinators • Sessional (casual) staff information <a href="http://w3.unisa.edu.au/staffdev/sessional.asp">w3.unisa.edu.au/staffdev/sessional.asp</a> • Protocols for the Management of Academic Casual Staff <a href="http://w3.unisa.edu.au/hrm/employment/recruitment/academic/protocols.asp">w3.unisa.edu.au/hrm/employment/recruitment/academic/protocols.asp</a> • Quick Guide for Sessional Academic Staff <a href="http://w3.unisa.edu.au/staffdev/guides/sessional_staff_quick_guide.pdf">w3.unisa.edu.au/staffdev/guides/sessional_staff_quick_guide.pdf</a></td>
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<td>The basics</td>
<td>Further information</td>
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<td>approved by the Academic Program Review Committee.</td>
<td>Other responsibilities to the teaching team are outlined further in Question 11 below and section 1 of the core duties in the Program Director’s generic position description.</td>
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<tr>
<td>Question</td>
<td>The basics</td>
<td>Further information</td>
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<td><strong>16. What are my responsibilities in relation to the start and end of the study periods?</strong>&lt;br&gt;Responsibilities at the beginning and end of study period may include:&lt;br&gt;• Overseeing the approval of alternate assessment and study plans as a result of application of credit or other student request.&lt;br&gt;• Overseeing assessment activities and associated grade entry where required.</td>
<td>• Recognition of prior learning (policy) <a href="http://w3.unisa.edu.au/policies/policies/academic/A13.asp">w3.unisa.edu.au/policies/policies/academic/A13.asp</a>&lt;br&gt;• Exam &amp; Results Management <a href="https://lo.unisa.edu.au/mod/book/view.php?id=489294&amp;chapterid=77660">https://lo.unisa.edu.au/mod/book/view.php?id=489294&amp;chapterid=77660</a>&lt;br&gt;• Key dates and timetables <a href="http://www.unisa.edu.au/Student-Life/Support-services/Student-administration/Academic-calendars/">http://www.unisa.edu.au/Student-Life/Support-services/Student-administration/Academic-calendars/</a></td>
<td>&lt;br&gt;<strong>17. Where can I get help with school administration?</strong>&lt;br&gt;Issues regarding administration can be directed to: School Manager&lt;br&gt;Administrative Officers.</td>
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</tbody>
</table>
## Frequently Asked Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>The basics</th>
<th>Further information</th>
</tr>
</thead>
</table>
| **18. What support can I get from the Learning and Teaching Unit?** | Support from the Learning and Teaching Unit can include:  
- **For staff**  
  - Academic Development staff  
  - Technology Enhanced Learning Team  
  - Professional certificate in academic practice  
- **For students**  
  - Learning Advisers  
  - Counsellors  
  - International student officers  
  - Disability counsellors. | - [Learning and Teaching Unit](w3.unisa.edu.au/ltu/default.asp)  
- [LTU Teaching in Higher Education team](w3.unisa.edu.au/ltu/staff/default.asp)  
- [Language and Learning support](w3.unisa.edu.au/languageandlearning/) |
| **19. What support can I get from UniSA International?** | Support from the Quality and Compliance Team within UniSA International can include advice:  
- on your responsibilities for international students  
- in relation to Education Services for Overseas Students (ESOS)  
- in relation to restrictions under the ESOS Act and National Code 2007 placed on international students onshore under a student visa. | - [UniSA International](w3.unisa.edu.au/Study-at-UniSA/International-students/)  
- Quick Guide to the legislated and ethical responsibilities of staff ([link](w3.unisa.edu.au/staffdev/guides/legislated_contents.pdf))  
- ESOS website ([link](w3.unisa.edu.au/Study-at-UniSA/International-students/ESOS-Your-rights-as-a-student/)) |
| **20. What support can I get from the Library?** | Each division and research concentration has a team of librarians who are able to:  
- identify, design and deliver training and resources to support teaching, learning and research activities  
- ensure that academic programs have appropriate information resources e.g. databases, journals and books available  
- help academic staff keep up to date with electronic information products in their area of specialisation. | - Library support for staff ([link](http://www.library.unisa.edu.au/teaching-staff/)) |
| **21. What support can I get from Campus Central?** | Campus Central can help you with many processes including:  
- access to hardcopy student files  
- assessment of eligibility criteria and graduation support  
- academic review  
- aspects of a student’s lifecycle including leave, credit, enrolment and change of grades. | - Services and functions provided by Campus Central ([link](http://i.unisa.edu.au/Campus-Central/Ask-Campus-Central/)) |
<table>
<thead>
<tr>
<th>Question</th>
<th>The basics</th>
<th>Further information</th>
</tr>
</thead>
<tbody>
<tr>
<td>22. What support can I get from Student and Academic Services?</td>
<td>Student and Academic Services offer a wide range of services to assist you with program management including: academic review, admission, enrolment, credit, exams, program and course approval.</td>
<td>Services for staff provided by Student and Academic Services Unit - <a href="http://w3.unisa.edu.au/sas/processes/default.asp">w3.unisa.edu.au/sas/processes/default.asp</a></td>
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<td>23. What student career information is available?</td>
<td>Career Services provide information and advice about careers and employment opportunities for your graduates and Alumni, including: online careers website, vacancy advertising, seminars and workshops, Career Development Tool.</td>
<td>Career Services Website <a href="http://w3.unisa.edu.au/career-services/index.html">w3.unisa.edu.au/career-services/index.html</a></td>
</tr>
<tr>
<td>25. What professional development opportunities are available to Program Directors?</td>
<td>The following can assist with professional development: Head of School/Program Director, Division HR Manager/Officer, Learning and Teaching Unit, Human Resources Unit’s Development Program for Academics, Library.</td>
<td>Learning and Teaching Unit: <a href="http://w3.unisa.edu.au/academicdevelopment/default.asp">w3.unisa.edu.au/academicdevelopment/default.asp</a></td>
</tr>
</tbody>
</table>

- **Services for staff provided by Student and Academic Services Unit -** [w3.unisa.edu.au/sas/processes/default.asp](http://w3.unisa.edu.au/sas/processes/default.asp)
- **Business** [teamsites.unisa.edu.au/bue/buo/Teaching/Pages/default.aspx](http://teamsites.unisa.edu.au/bue/buo/Teaching/Pages/default.aspx)
- **Learning and Teaching Unit:** [w3.unisa.edu.au/academicdevelopment/default.asp](http://w3.unisa.edu.au/academicdevelopment/default.asp)
- **Library programs for staff** [w3.library.unisa.edu.au/research/ssr/default.aspx](http://w3.library.unisa.edu.au/research/ssr/default.aspx)
- **BI Training and Resources** [https://sp14teamsites.unisa.edu.au/sites/bip/bihub/SitePages/Training%20Resources.aspx](https://sp14teamsites.unisa.edu.au/sites/bip/bihub/SitePages/Training%20Resources.aspx)