

## Short Courses Vice-Chancellor's Directive

### Abstract

This Directive establishes a framework for responsibility for the strategic direction of UTS Short Courses and for the overall management and central administration of UTS Short Courses.

Dates	Directive approved	22/12/2009
	Directive takes effect	01/04/2010
	Directive is due for review (up to five years)	01/04/2013
	Directive amendment approved	11/12/2014
	Directive amendment takes effect	23/07/2015
Approved by	Vice-Chancellor	
	Latest amendment: Director, Governance Support Unit (see change history for details)	
Implementation Officers	Deputy Vice-Chancellor (Education and Students); Commercial Director, UTS Commercial	
Relevant to	All staff	
Related documents	<a href="#">Short Courses Policy</a> <a href="#">Admissions Policy</a> <a href="#">Award Course Approval and Reaccreditation Policy</a> <a href="#">Commercial Activities Policy</a> <a href="#">Credit Recognition Policy</a> <a href="#">Intellectual Property Policy</a> <a href="#">Offshore Activities Policy and Offshore Teaching and Learning Activities Vice-Chancellor's Directive</a> <a href="#">Records Management Vice-Chancellor's Directive</a> <a href="#">Standing Delegations of Authority</a> <a href="#">University Consulting Vice-Chancellor's Directive</a>	
Legislation	None	
File number	UR09/789	
Superseded documents	None	

## **Contents**

1. Purpose
2. Scope
3. Definitions
4. Directive principles
5. Directive statements
6. Roles and responsibilities
7. Version control and change history

### **1. Purpose**

This Directive establishes a framework for:

- responsibility for the strategic direction of Short Courses by the Short Courses Strategic Group
- responsibility for overall management of Short Courses, including oversight of the Service Level Agreement (SLA) with accessUTS, by the Short Courses Committee, and
- central administration of Short Courses by accessUTS.

### **2. Scope**

This Directive applies to all UTS staff with regard to the management of Short Courses. It does not address academic issues, eg articulation arrangements — those matters are the subject of the [Short Courses Policy](#).

### **3. Definitions**

A **UTS Short Course** is a concentrated program of academic study conducted by UTS staff or approved presenters to the UTS standard of academic rigour. For the purposes of this Directive, UTS Short Courses includes UTS Continuing Professional Education and UTS Study Tours. A short course may consist of one or a number of subjects which are normally taken as part of an award course, or may be original in content. UTS short courses may be recognised for credit in a UTS award course, subject to the provisions of the relevant UTS policies, including Short Courses, Admissions and Credit Recognition. In addition, a short course may lead to recognition by a professional accreditation authority. A short course may be accredited as a vocational course (VETAB accreditation).

### **4. Directive principles**

As part of the University's academic activity, UTS Short Courses meet the University's standards of academic quality and advance the strategic and financial interests of the faculties in which they are offered and the University as a whole.

## 5. Directive statements

### 5.1 Administration and operation of UTS Short Courses

All UTS Short Courses will be centrally administered by accessUTS through a SLA with the University. The SLA with accessUTS is intended not simply to achieve greater efficiencies through the centralisation of administrative support, but to facilitate, as much as possible, the ability of UTS to meet client needs for the delivery of short courses. accessUTS will assist in the identification of market requirements for short courses, and support the development of short courses to serve those requirements. As required by the UTS Short Courses Policy, primacy is to be given to the maintenance of the high UTS standards of academic rigour, with short courses requiring the approval of the relevant dean(s) or Deputy Vice-Chancellor (Education and Students) as appropriate.

accessUTS will provide the services listed in the following table under the SLA. Faculties may negotiate and pay for the provision of additional short course services by accessUTS. accessUTS's fees for additional services will be on a cost recovery basis.

#### Services provided by accessUTS

Service	Inclusions	Notes
Short Course approval check	Ensure each short course is approved in accordance with the appropriate UTS delegation before it is conducted, and meets the requirements of the Commercial Activities Policy if applicable	
Website management	Hosting and maintenance of site and Customer Relationship Management system (CRM)	Includes ensuring interface with faculty short course sites
General whole of enterprise marketing	Website	Positioning UTS and faculties as a premium Short Course provider
Short Course enquiries	<ul style="list-style-type: none"><li>• Website and phone</li><li>• In cooperation with faculties, manage short course enquiries for short courses already marketed</li></ul>	Only those courses that have been announced as running will be marketed by accessUTS
External client liaison	In cooperation with faculties, liaise with external clients with regard to their short course requirements and redirect to appropriate UTS contacts as necessary	

Register attendees	Website and phone	Follow up if necessary
Receive payment	Website and phone via online payment system	Interface with the financial system (NEO)
Refund	Website and phone via online payment system	Interface with the financial system (NEO)
Pay trainers and other course related expenses	Includes presenter and any marginal course costs. Coding done by faculty	Payments done via NEO system
Management reporting	Reports as agreed	Financial information via NEO and non financial via the registration database
Maintain trainers database	Develop database for distribution to faculties	Driven from CRM
Maintain Short Course database	Develop database of short course offerings	Agree reporting requirements and integrate with evaluations
Distribute net course surplus to faculties	Proceeds of courses after deduction of direct course costs	At a time to be agreed
Manage evaluations and process	Ensure evaluations are distributed to attendees and information passed to all parties (faculty, venue, AV, etc)	Collate non academic data
Price setting (advisory and compliance)	<ul style="list-style-type: none"> <li>• Advice as requested</li> <li>• Assessment of competitive neutrality</li> </ul>	Use of accessUTS costing template
Prepare short course completion statements		If required by faculty
Assist in the development of major commercial proposals, including tenders		

## 5.2 Membership and function of the Short Courses Strategic Group

The Short Courses Strategic Group is responsible for the strategic direction of UTS Short Courses. The Group will normally meet twice per annum, however additional meetings may be held if required by the Chair.

The membership of the Committee shall be:

- Deputy Vice-Chancellor (Education and Students) — Chair
- Deputy Vice-Chancellor (International and Advancement)
- Director, International
- all deans
- Commercial Director, UTS Commercial
- Director, Marketing and Communication Unit.

The Short Courses Strategic Group will:

- assume responsibility for the University's strategic direction in relation to short courses and, where appropriate, foster international engagements
- ensure the provisions of any related academic policies are effectively implemented
- monitor the performance of UTS Short Courses on a faculty by faculty basis, including the overall suite of short courses offered, levels of demand, financial performance, and risk profile
- provide general direction to, and receive reports, as requested, from the Short Courses Committee
- provide advice and reports to the Vice-Chancellor on the strategic direction and performance of UTS Short Courses
- if considered appropriate, approve recommendations from the Short Courses Committee to vary the services provided by accessUTS, and
- discuss issues raised by members in relation to the strategic aspects of UTS Short Courses.

### **5.3 Membership and function of the Short Courses Committee**

The Short Courses Committee is responsible for overall management issues regarding UTS Short Courses, including oversight of the SLA with accessUTS. The Committee will normally meet quarterly, however additional meetings may be held if required by the Chair.

The membership of the Committee shall be:

- Deputy Vice-Chancellor (Education and Students) — Chair
- a nominee of the Deputy Vice-Chancellor (International and Advancement)
- a nominee of the Director, International
- a nominee of each dean
- Business Development and Operations Manager, UTS Commercial
- nominee of the Director, Information Technology Division
- nominee of the Director, Financial Services Unit.

The Short Courses Committee will:

- assume responsibility for the overall management of short courses, including monitoring the management of significant operational risks
- monitor the operation of the Service Level Agreement (SLA) with accessUTS

- liaise with accessUTS, as required, in relation to the operation and performance of the SLA and work with accessUTS to introduce any refinements considered desirable and/or rectify any problems identified, including:
  - determining any need to vary the services provided by accessUTS under the SLA
  - specifying the kind and format of information required from accessUTS to enable the Committee to report effectively on UTS Short Courses and to prepare an Annual Report on UTS Short Courses.
- provide reports, as required, to the Short Courses Strategic Group, including recommendations to vary the services provided by accessUTS under the SLA and any other relevant matter, and
- discuss issues raised by members in relation to the management aspects of UTS Short Courses.

#### 5.4 The expectations of faculties in UTS Short Courses

In addition to the specific responsibilities outlined in Section 6 below, faculties are expected to closely cooperate with:

- the Short Courses Strategic Group in the performance of its strategic responsibilities (through the dean's membership)
- the Short Courses Committee in the performance of its overall management responsibilities (through the membership of the dean's nominee), and
- accessUTS to ensure the effective implementation and ongoing success of the University's centralised administration of all its short courses.

#### 5.5 Funding

The centralised administration of UTS Short Courses through accessUTS will be funded by a five per cent levy on all short course revenue. However, the five per cent levy on short course revenue will be suspended until 1 January 2012.

### 6. Roles and responsibilities

**Accountable Officer:** Deputy Vice-Chancellor (Education and Students).

**Implementation Officer:** Deputy Vice-Chancellor (Education and Students), Commercial Director, UTS Commercial (on behalf of accessUTS).

The Deputy Vice-Chancellor (Education and Students)	<p>The Deputy Vice-Chancellor (Education and Students) may issue guidelines for the administration of UTS Short Courses, consistent with the UTS Short Courses Policy and this Directive. The Deputy Vice-Chancellor (Education and Students) has delegated authority to approve the delivery of UTS Short Courses offshore.</p> <p>The Deputy Vice-Chancellor (Education and Students) must report to Academic Board annually on the quality management of UTS Short Courses. The Deputy Vice-Chancellor may determine appropriate short course</p>
---	--

	quality indicators to frame reporting, and may request advice from faculties regarding their risk management and governance frameworks for UTS Short Courses.
Short Courses Strategic Group	To assume responsibility for the strategic direction of all UTS Short Courses.
Short Courses Committee	To assume responsibility for the overall management of UTS Short Courses, including oversight of the Service Level Agreement with accessUTS.
Faculties	<p>To develop the content of short courses, approve courses in accordance with UTS Delegations of Authority, deliver courses (including meeting accessibility requirements for participants), and quality assurance and risk management of those short courses or component(s) of short courses within their respective areas of academic endeavour; and</p> <p>To utilise the centralised administrative services provided by accessUTS, without exception, in the conduct of all the faculty's short courses.</p> <p>Deans and Directors have delegated authority to approve onshore UTS short courses within their respective faculties, and onshore cross-faculty short courses in which they participate. Faculty Boards determine requirements designed to assure the academic quality and academic risk management of short courses for their respective faculties.</p> <p>Faculty Boards may approve the articulation of a short course with a UTS award course.</p>
accessUTS	Responsibilities are articulated in Section 5.1 of this Agreement.
UTS Academic Board	<p>Approval of the <a href="#">Short Courses Policy</a>.</p> <p>The approval of UTS award courses.</p> <p>Academic Board does not approve VET courses which are submitted to VETAB for approval.</p>

## 7. Version control and change history

Effective date	Version	Approved by, resolution no. (date)	Amendment
01/04/2010	1	Vice-Chancellor (22/12/2009)	New Directive
23/07/2015	1.1	Director, Governance Support Unit (GSU) (11/12/2014)	Changes (approved under Delegation 3.17) to implement 2014 Senior Executive restructure.