

University of Melbourne Student Union

**Report of
Justin Baré
General Manager, UMSU**

**To Students' Council
May 19, 2016**

Legal Service – Final Change Management Plan

The Final Change Management Plan has been distributed to Council and it is recommended that this CMP be endorsed.

A briefing with affected staff is scheduled for May 19 to advise the outcomes of this process.

Corporate Services Working Group (CSWG) & the Facilities and Services Agreement

The CSWG met on Tuesday May 17 to consider a proposal for submission to the University in relation to the future provision of corporate services to UMSU that is consistent with the determination of Operations Sub-committee.

Once the proposal has been endorsed by the CSWG it will be submitted to the University.

On May 13 an UMSU delegation met with MUSUL for the purpose of receiving MUSUL's response to the request to "show cause" as to why the FSA should not be terminated. This request had been made to MUSUL on March 1.

The MUSUL response did not address the specific actions or timelines MUSUL proposed to take to ensure compliance with the FSA.

The General Manager and the President will now engage with the University in relation to the termination of the FSA to determine what arrangements would be put in place from January 1, 2017 should the FSA be terminated.

The UMSU proposal in relation to the provision of corporate services will be sent to the University as part of this process as it outlines UMSU's preference for the implementation of any revised arrangements from January 1, 2017.

Host Programme 2016/17

The UMSU Coordination Volunteering and the Manager, Marketing and Communications have provided advice in relation to the development of an Operating Framework and a Position Description for Host Programme Directors for 2016/17. This includes feedback from the 2015/16 O-Week Directors.

A Draft Operating Framework and Position Description are attached to this report.

Further, it is recommended that there be 4 Directors appointed and each Director should receive an honorarium of \$4 000.

The General Manager will need to prepare revised budget information based on the determination of honoraria for this role.

Student Precinct

To inform the Student Precinct Project the University has initiated a review of Artistic and Cultural Facilities. The General Manager and the Manager, Arts & Entertainment have met with the consultants undertaking this review to provide qualitative and quantitative information relevant to the delivery of UMSU's artistic and cultural programs.

The consultants will conduct a full day site visit in Union House on Wednesday May 18.

Accounts 2015

Audited accounts for 2015 were accepted at the UMSU AGM on Tuesday May 17.

UMSU Financial Reports

Financial reports for the year to date (April 30) have been distributed to UMSU staff and Student Office Bearers.

Occupational Health & Safety

No incidents have been reported.



Operating Framework

UMSU Host Programme

Prepared by Justin Baré

General Manager

May, 2016

UMSU Host Programme Operating Framework

1. Scope

This document outlines the processes and responsibilities related to the Host Program and its directors. The Host Program has traditionally run during the period of O-Week and is responsible for the welcoming of new students to the University and an introduction to UMSU and the services and assistance it provides students through their time on campus. The Host Program operates over both O-week and Mid Year O-week and can extend past O-week to include orientation run by the University, which now begins at the time of offer. The Host Program is recommended to be a complimentary program to O-Week wherever possible.

The intention of this document is to

- define roles and responsibilities of the Host Programme
- define governance and selection arrangements for the Host Program Directors.
- identify additional Host-led activities as ways of strengthening UMSU's presence and performance in O-Week.

This framework will be reviewed prior to the appointment of the 2017-18 Host Programme Directors and in conjunction with development of the *UMSU Volunteering Policy* and associated procedures.

2. Nature and purpose of Orientation

Orientation is a significant activity in the tertiary education sector and is the subject of significant research as an integral component of student transition into a university. The success of this initial transition has been demonstrated to have a relationship to student persistence and academic success. Crucially, the social and academic connections that students make during orientation are indicators of successful transition.

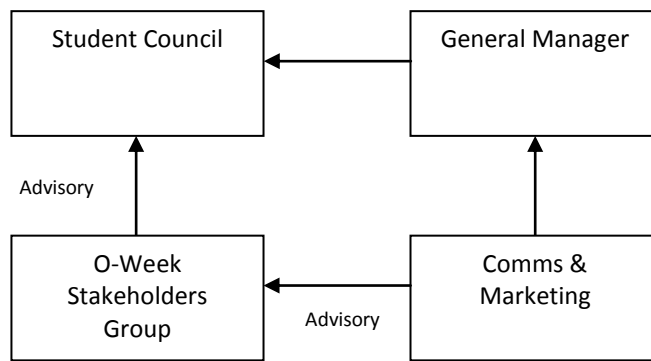
Orientation (and specifically O-week) provides the first and most effective opportunity for UMSU to facilitate and support students to make academic and social connections and is a significant component of UMSU activities in this area.

Equally the success of UMSU services and programmes is dependent upon making an initial impression on commencing students. Orientation as an activity and O-Week as a specific period of time, have significant impacts on the experience of students and the viability of UMSU.

3. Activity and accountability for the Host Programme

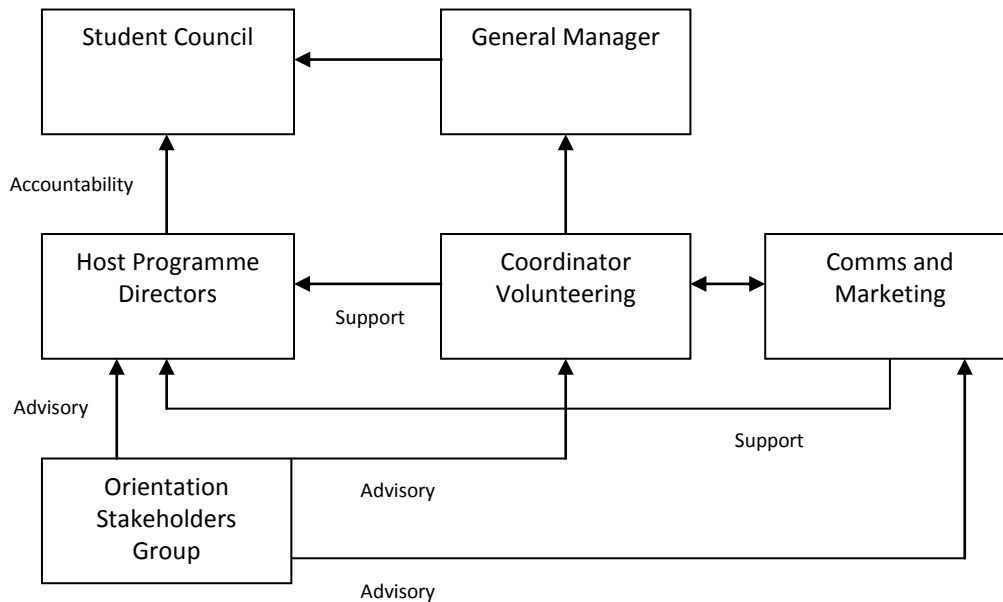
The coordination and oversight of UMSU's O-Week presence during Orientation shall be primarily C&M led, in collaboration with UMSU stakeholders including Host Programme Directors.

Orientation accountability:



The Host Programme shall be primarily student led, in consultation with all stakeholders and C&M.

Host Programme accountability.



4. Orientation Host Programme

The typical operation of the Host Programme has been to arrange incoming students into groups. Each group is led by a Volunteer Host (who is a later year student), who leads the group through a series of structured activities, provides them with general information about university life and the services and supports available to them, and takes them on a tour of campus. It is an important program, both for orientating students and for introducing them to each other in a small group environment - particularly for students who will not know anyone else on campus.

At present, the O-Week Host Programme participation is limited to undergraduate students, and is grouped by Melbourne Model course. The programme is principally organised around Host Day (Tuesday) and most of its activities occur on Host Day. Volunteer Hosts generally do not provide course information, and ensure

that the campus tour route concludes at the O-Week Carnival. The Host Programme runs at Parkville and there is potential to expand operations to other campuses.

The O-Week Directors are responsible for:

- Determining the scope of the Host Programme (ensuring the programme includes a campus tour).
- Recruiting Volunteer Hosts, including interviewing, selecting and advertising for potential Hosts.
- Training Volunteer Hosts.
- Maintaining records of volunteering and participation in the relevant database.
- Organising additional events they deem appropriate for the Host Programme in liaison with other stakeholders and C&M.
- Liaising with C&M, Student Representatives and University Services and Faculties to ensure that the content of the Host Programme adequately represents student life at the University.
- Collaborating with Destination Melbourne and Mentoring Network to ensure that there is consistency across programmes and to provide a potential for students and volunteers to be engaged across programmes.
- Evaluating the Host Programme (from the perspective of Volunteer Hosts, commencing students and other stakeholders).
- Reporting monthly to Students' Council in relation to the progress and implementation of the Orientation Host Program.
- Reporting to Students' Council in relation to the effectiveness and performance of the Orientation Host Program.
- Developing a strategic vision for the Host Programme into the future.

The Communications & Marketing Division is responsible for:

- Graphic Design of recruitment and advertising material for the Host Program.
- In consultation with stakeholders, C&M providing the framework for O-Week event
- Providing advice and operational support on activities run within the week long event
- Communication to new students around O-Week including Host Program (newsletter, Facebook event etc)

Student Representatives are responsible for:

- Assisting with advertising by sharing organisational promotions and events where appropriate
- Providing feedback and input into Host Program activities

The Coordinator, Volunteering is responsible for:

- Providing logistical support and advice to the Host Directors in the oversight of the Host Programme.
- Assisting in ensuring the provision of specialist accredited training at Volunteer Host training.

- Liaising with University in relation to admissions
- Providing support for database issues

5. Orientation communication, publications & promotion

The goal of the Student Union's O-Week publication is to present UMSU as a coherent, representative and enduring organisation relevant to all students of the University. Central UMSU publications are not intended to supplant existing organisational publications.

Communications and Marketing has primary responsibility for O-Week communications, publications and promotions.

The Host Programme Directors are responsible for:

- Timely response to requests for Host Program copy and content for central UMSU publications.
- Maintaining their Host Program web content.
- Meeting communication production deadlines set in consultation with C&M.

6. Other general responsibilities of Host Program Directors

Volunteers

Host Program Volunteers

O-Week Directors may run a Host Program that is consistent with the aims and objectives of UMSU and which has been established in a manner that is consistent with the UMSU Volunteering Policy. Host Program Directors will be responsible for adherence to the UMSU volunteering policies and procedures and will be supported by the Coordinator, Volunteering.

Volunteers in specialist support roles

The Host Programme Directors may recruit volunteers who perform specialist support roles, for example, logistics or social media. Host Program Directors are responsible for organising the work of these volunteers and ensuring that their responsibility is consistent with their capabilities and status as volunteers.

Volunteer recognition

The Host Programme Directors are encouraged to recognise the contribution of volunteers in a manner that is consistent with the terms of the *UMSU Volunteering Policy* and associated procedures.

Reporting

The Host Programme Directors are expected to:

- provide regular reports and recommendations to the Orientation Stakeholder Group and the UMSU Coordination of Volunteers Reference Group;
- complete any necessary administrative documentation as required by UMSU prior to finalisation of the Programme;
- produce a report to Student Council reflecting on Mid-Year Host Programme;
- produce a report to Student Council reflecting on Week 0 Host Programme;

- Report monthly on behalf of the Orientation Stakeholder Group to Students' Council.

These reports will be noted by the Students' Council.

7. Selection of Host programme Directors

Recruitment and selection of Host Programme Directors will be consistent with UMSU Volunteering Policy.

Host Program Directors will be provided with a copy of this O Week and Host Programme Operating Framework and a current Position Description for their role during recruitment and selection process.

8. Disputes

Disputes in relation to this framework shall be resolved in accordance with the Procedures Student Representatives, Interaction Protocols for Staff and Student Representatives and the MU Student Union Ltd Collective Agreement.

VOLUNTEER POSITION DESCRIPTION

Position Title: Host Programme Director

Division: Clubs and Volunteering, UMSU

Status: Volunteer with honorarium*

Duration: May 2016 to May 2017 or May 2018

Reports to: Student Council

Date Effective:

Background:

The University of Melbourne Student Union Inc (UMSU) is recognised by the University of Melbourne as the representative body for all students UMSU is responsible for a broad range of student representative, student engagement and student support activities. UMSU operates under the principles of Student Unionism which are broadly defined as student control of student affairs. UMSU embraces the policies and principles of equal opportunity and occupational health and safety.

Host Programme Overview

Orientation is a significant activity in the tertiary education sector/university calendar. Orientation (and specifically O-week) provides the first and most effective opportunity for UMSU to facilitate and support students to make academic and social connections and is a significant component of UMSU activities in this area.

The success of UMSU services and programmes is dependent upon making an initial impression on commencing students. Orientation has a significant impact on the experience of students and the viability of UMSU.

As an integral part of O-Week, the Host Programme arranges incoming undergraduate students into groups which are led by a Volunteer Host through a series of structured activities, providing them with general information about university life and the services and the supports available to them. The programme aims to orientate students and introduce them to each other in a small group environment.

The Host Programme Directors operate within the terms of the *UMSU Volunteering Policy*. The UMSU Coordinator, Volunteering provides support to the Host Programme Directors.

Position Summary:

Host Programme Directors:

- work as part of a team of 4 Directors to plan, deliver and evaluate the Host Programme and play a major role in helping to orientate new undergraduates to the university environment and familiarise them with UMSU and University services to facilitate a successful transition to university life.
- Contribute to UMSU's O-Week presence in collaboration with Communications and Marketing (C&M) and the Orientation Stakeholder Group.

Time commitment

This position has a substantial time commitment associated with it and successful candidates are expected to meet deadlines imposed both by intrinsic constraints as well as their own timetable.

The time commitment required will vary over the course of the project but will involve the following:

- full time during O-week and the weeks leading up to it.
- a period of intensive interviewing and host training in the latter weeks of semester
- presence in Melbourne for the months leading up to both Orientation Weeks.

Key Responsibility Areas (KRAs):

KRA1: O Week Host Program

- Recruit and lead a team of volunteers including interviewing, selecting, training and advertising for potential Volunteer Hosts and other volunteer roles as appropriate.
- Determine the scope of the Host Programme including running Host Day, assigning hosts to incoming students and facilitating their contact prior to orientation.
- Implement (and revise if necessary) existing programme plans and documentation and maintain records of volunteering and Host Program participation.
- Organise additional events as appropriate.
- Collaborate with Destination Melbourne and Mentoring Network in relation to consistency across programmes.
- Liaise with Communications & Marketing, Student Representatives, UMSU Staff and the University
- Develop and administer evaluations of student and volunteer experiences of Host Programme and training sessions.
- Report monthly to Students' Council in relation to effectiveness and performance of the Orientation Host Program.
- Develop a strategic vision for the Orientation Host Program into the future.
- Ensure Host programme includes activities appropriate for VCA, Burnley and other campuses.

KRA2: O-Week communication, publications & promotion

- Provide a timely response to requests for copy and content for central UMSU publications.
- Maintain web content for the UMSU Host Programme.
- Meet communication production deadlines set in consultation with Communications & Marketing.

KRA3: O-Week carnivals, expos and other events

Support the UMSU presence at both Carnivals in conjunction with Communications and Marketing and in collaboration with UMSU staff and student representatives.

KRA4: Reporting, budgeting and compliance

- Participate in the Orientation Stakeholder Group and the UMSU Coordination of Volunteers Reference Group
- Report monthly to Students' Council in relation to the operation of the Host Programme
- Provide a report to Student Council reflecting on the operation of the Host Programme at Mid-Year Orientation and Semester One O Week, including quantitative evaluations and recommendations for the future;
- Develop and monitor the Host Programme budget subject to specified constraints
- Comply with the *UMSU Volunteering Policy*, and other relevant UMSU Policies and Regulations.

Further information

- Although a volunteer position, O-Week Directors receive an honorarium.
- Directors will be allocated shared office space in Union House.
- Directors will be current or recently-completed students at University of Melbourne.
- Host Programme Directors are generally expected to remain in their position for 12, 18 or 24 months to cover both O-Weeks and allow handover to new Directors.
- This document must be read in conjunction with the UMSU Host Program Operating Framework

Health & Safety and Environmental Responsibilities of Staff and volunteers**General Responsibilities**

Staff and volunteers shall be responsible for:

- the reasonable care for their own health and safety and that of other personnel who may be affected by their conduct;
- cooperating with others in relation to actions taken by MU Student Union Ltd to comply with Occupational Health and Safety legislation;
- not wilfully placing at risk the health or safety of any personnel;
- not wilfully or recklessly interfering or misusing anything provided in the interest of health and safety or welfare of any personnel;
- undertaking tasks in accordance with relevant standard operating procedures or work instructions;
- wearing correct personal protective equipment specified in standard operating procedures or working instructions;
- seeking supervision and guidance from the relevant supervisor for all new or modified work procedures;
- using University and/or MU Student Union Ltd divisional procedures to report hazards and incidents;
- where required, participating in health and safety consultative arrangements, including meetings;
- where required, participating in health and safety information, training and induction procedures;
- following MU Student Union Ltd and divisional procedures for emergencies;
- implementation of relevant specific responsibilities described in the University's and or MU Student Union Ltd's health and safety policies and procedures.

Authority to Act

Staff and volunteers have the authority to act to:

- commence an emergency response in accordance with emergency procedures;
- report workplace hazards and incidents to the local manager or supervisor;
- raise health and safety issues in accordance with the Issue Resolution Procedure;
- after consultation with the local manager or supervisor, cease a task and seek alternate duties where the nature and degree of the health and safety risk results in an immediate and serious threat to the health and safety of the staff member.

Conduct and Behaviour:

All volunteers, by signing a volunteer agreement, are covered by the code of conduct and are expected to observe standards of equity and fairness in dealing with other volunteers, staff, students and members of the public by:

- Acting in ways that foster and protect the business, reputation, best interests and welfare of UMSU and taking action to prevent unethical practices as appropriate;
- Maintaining appropriate confidentiality regarding personal and commercial matters;
- Acting in good faith, ethically and in the best interests of UMSU;
- Complying with UMSU policies and procedures, laws, regulations and standards that apply to us in our professional conduct;
- Performing duties to the best of their ability and with skill, care and diligence;
- At all times treating volunteers, staff, other students, colleagues and members of the public with courtesy; respecting their roles and duties;
- Acting honestly and fairly in all internal and external transactions and dealings with individuals and organisations.

SELECTION CRITERIA

Essential skills/experience :

- Experience in organising major events and/or volunteering programmes
- Experience developing and remaining within a budget
- Sound knowledge of the University of Melbourne
- Ability to interact positively with people from diverse backgrounds
- Strong administration skills, including working with office productivity software
- Strong communication skills and a friendly manner
- Excellent collaborator and successful team worker
- Proactive and organised with excellent time management skills, including demonstrated ability to manage multiple simultaneous commitments
- Commitment to volunteering and to acknowledging and valuing volunteers

Desirable skills/experience :

Previous experience in similar roles within UMSU, the University or similar bodies