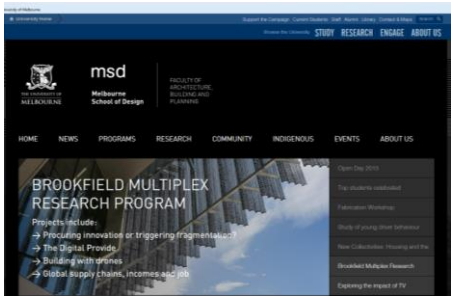
Subject Coordinator & Senior Tutor Handbook

Updated Feb 2019

This handbook has been put together to assist subject coordinators by providing useful tips and information about their roles.

Where can I find information? The Academic Support Office has lots of information available on the ABP intranet, accessible via the ABP website. Here you'll find links to other helpful pages and guidance on many of the complex activities you'll be required to undertake. The Staff Hub provides a more general overview of resources and services. And the Learning Environments website provides advice and support on using the Univeristy's Learning Management System (LMS) and Lecture Capture services.

What do I need to know?



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Key dates You can find a list of important dates on the ABP intranet. This includes dates for exams, results, course and subject changes, graduation, SES, sessional staff recruitment, timetabling, student enrolment and more. To access this calendar, visit the ABP intranet/Students and teaching/Key dates for subject coordinators. You can also view university wides dates and public holidays at University Dates.

Hiring a sessional tutor Sessional tutors are recruited via the Sessional Staff Recruitment System (SSRS). Subject coordinators will be provided with information to help guide this process, including estimated enrolment numbers, the number of sessional tutors they are able to employ and a budget for their subject. It is expected that sessional tutors are professionals working in a relevant field. Sessional tutors must have a valid working visa if required. The University of Melbourne requires all casual staff to complete a 30 minute online module Casual Employees Compliance Training. Sessional tutors can claim payment of 0.5 hours at the 'other academic activity' rate upon submission of their certificate to their supervisor.

The University of Melbourne is a child safe organisation and sessional staff are required to hold a valid Working with Children Check as a condition of employment.

For payment details please email: abp-hr@unimelb.edu.au. For more information about hiring sessional tutors and using the SSRS, visit the ABP intranet/Students and teaching/Hiring sessional tutors or contact Adriel Mangohig, Academic Programs and Teaching Support.

Hiring a guest lecturer You may hire a guest lecturer provided that payment is either covered by your subject's budget allocation (details of which are send out with information about sessional staff recruitment), or, by seeking approval for additional funding via the Additional Funding Request Tool. If you are uncertain about the budget allocation for your subject, please contact Sachitra Sarathchandra. You may be required to complete Speaker Agreement/Independent Contractor Agreement/Service Agreement paperwork depending on whether the supplier is a sole trader or a company. Guest lecturers need to provide invoices in order to receive payment. If you need assistance with the invoice payment, please contact Central Finance at 903 54000, option 2.

Tutor induction program At the beginning of each semester, ABP Build Environments Learning + Teaching (BELT) runs a comprehensive tutor induction program for all sessional tutors. The session provides an introduction to teaching at the University, OH&S, and teaching and learning in a studio environment (for sessional studio leaders). Related information and resources for sessional tutors will be introduced. Please note that the tutor induction program is not a replacement for regular meetings between tutors and subject coordinators prior to and throughout the semester. Aditionally, the University requires sessional tutors to complete an online module Casual Employees Compliance Training. Tutors will be paid at the appropriate rate to successfully complete the training available on the TrainME Dashboard.

Pre semester program Prior to the start of each semester, the Academic Support Office runs orientation and enrolment programs to help familiarise commencing students with the University and Faculty. Undergraduate students attend the Bachelor of Design Pre-semester Program and graduate students attend the MSD Pre Semester Program. These programs provide new students with information about services, resources and the skills necessary for studying in the MSD. They also facilitate networks and friendships, and, include social activities.

Preparing a subject In addition to preparation of subject content, preparing a subject involves several important administrative tasks. It is recommended that you engage with these tasks including: reviewing the subject's entry in the Handbook, creating a Subject Outline using the ABP Subject Outline Template (saved under the Academic section of the Policy Bank section of the ABP Staff Intranet), creating or modifying the subject's LMS site, preparing and ordering course readers, and checking the timetable. For support with these process don't hesitate to contact the Academic Programs and Teaching Support Team and refer to key dates for subject coordinators.

Handbook entry The University Handbook is legally binding and the information it contains must be kept up to date. It can only be edited at certain times of the year and course and subject changes have to be formally approved. For further information visit the ABP intranet/Students and teaching/Course and subject review.

Setting assessment The University provides detailed Assessment Guidelinces that cover assessment types, amounts, timing, weighting and group work. The below provides high level information regarding amounts.

- Undergraduate 12.5 point subjects have a total assessment of 4,000 words or equivalent.

- Postgraduate 12.5 point subjects have a total assessment of 5,000 words or equivalent.

Generally accepted equivalences are:

- An hour of examination = 1,000 words.
- Ten minutes of individual oral presentation = 1,000 words.

All subject coordinators must be familiar with the University's Assessment and Results Policy, Courses, Subjects, Awards and Programs Policy and Assessment Guidelines.

Board of Examiners All subjects have a Board of Examiners (BoE) committee which operates throughout semester. The Faculty defines membership as:

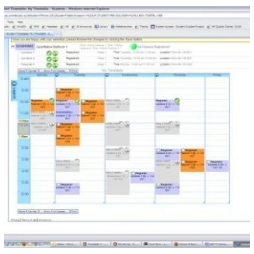
- Chair: program coordinator (graduate), pathway coordinator (undergraduate) (or delegate), and;
- Subject coordinator and all examiners in the subject, including persons designated as additional examiners and Senior tutor(s), (if applicable).

BoE's are responsible for all aspect of assessment and play a key role in result moderation. For further information and guidance about how a BoE should run, refer to the Faculty's Board of Examiner policy. This policy should be read in conjunctions with the University's Assessment and Results Policy..

Setting up a Learning Management System (LMS) page Each ABP subject has an LMS page. Subject Coordinators are required to update their subject's LMS page to ensure that, as a minimum, it includes:

- An up-to-date subject outline. Visit the ABP intranet/Structure and governance/Policy bank: Procedures and forms to download the ABP Subject Outline Template.
- Subject coordinator and senior tutor contact information, including work email addresses and work phone numbers. Tutor email addresses should also be provided.
- Announcements made during contact hours by the subject coordinator or other teaching staff, captured via the LMS Announcement Tool.
- If teaching material delivered during contact hours (i.e. lecture recordings and/or slides) won't be made available on the LMS, an announcement to that effect, also captured via the LMS Announcement Tool.
- Information on actions taken in response to the previous offering's Subject Experience Survey (SES) results. Subject coordinators are to communicate SES feedback to students in the first contact hour of the teaching period, and are to upload this information to the SES Feedback section of the subject's LMS site.
- Cover sheets for any hard-copy submissions.

All subject coordinators should make themselves familiar with the ABP LMS Policy.



Subject timetable The University timetable is put together on an annual cycle. Subject coordinators should familiarise themselves with the cycle as detailed on the Timetabling and class registration website. Note that data collection for the following year's timetable takes place in May to late July. During this period subject coordinators will be contacted via their University email address and asked to provide relevant subject information to timetabling staff.
The University timetable is released to students at the time of re-enrolment—usually the last week of October of the preceding year. Subject coordinators can find timetables for their subjects via the Handbook. If you wish to make a change to the timetable after this time you will need to contact the Academic Support Office by emailing ABP Timetabling. Please note that such changes are not always feasible due to clashes, availability of venues and other constraints. As per University policy, any change that adversely impacts students will require authorisation from the Dean or Deputy Dean.

Class registration Students select, enrol, and register for classes via the Student Portal. Students must first finalise their subject selection and enrolment and later register for classes* (also known as tutorials) resulting in an online, personalised timetable. The Academic Support Office monitors the enrolment and registration processes. If timetabling issues (such as higher-than-expected enrollments in a subject) arise, subject coordinators will be contacted by the Academic Support Office and advised regarding what steps need to be taken.

*Currently, registration for Design Thesis, Architecture Studio C, D and E, MUP Studio and Urban Design Studio B and C subjects is organised using a separate process.

Student numbers The final number of enrolled students won't be known until after the second week of semester, but subject coordinators will be provided with an estimate based on numbers from the previous year. An update of current student numbers is available on the Enrolment Numbers webpage. A detailed list of each subject's student numbers and of changes to those numbers is available on that subject's LMS page under Users and Groups/Enrollment List and Users and Groups/Enrollment Changes, respectively.

Final date for student withdrawal Students can enrol in standard semester one or two subjects up until the end of week two of the semester. The final date that students have to withdraw from a subject without financial penalty is the census date. The census date for standard semester one subjects is 31 March and standard semester two subjects is 31 August. Census date information for all subjects (including non-standard subjects) is located in the Handbook. Students can withdraw from standard semester one or two subjects without incurring a fail grade until the end of week nine. Students withdraw from subjects via the Student Portal. If students wish to take a leave of absence they have until the census date to do so. Subject coordinators should direct students to Stop 1 for further advice.

Subject readers Subject readers must be submitted to Adriel Mangohig, Academic Support Office at least three weeks prior to when they will be required. ABP subject readers are sold to students through the Co-op and are priced according to the cost of their production. All ABP Readers should include information about plagiarism and collusion for students. This information, plus information about how to order a subject reader, can be found on the ABP intranet/Students and teaching/Preparing your subject/Subject readers.

Lecture capture The University of Melbourne has a centrally supported lecture recording system known as Lecture Capture (previously known as Lectopia) which automatically records all scheduled lectures (audio and screen capture). These recordings are linked to the associated LMS subject site. Lecture Capture process guidelines are available on the Learning Environments website.

Field trips and excursions Subject coordinators and tutors who wish to take students off campus for a field trip, excursion or any other type of activity must apply for approval in advance of the activity taking place. This ensures that University insurance is in place and that any associated risks are mitigated. For the online application form (which includes a risk assessment) and further information, please visit the ABP Intranet Off-Campus Activities page. For further information contact Kamila Kaniski.

Student policies, guidelines and procedures The ABP Student Policy Guide is located on the Environments and Design Students website and is provided via a link from every ABP subject's LMS page. All teaching staff should be familiar with this document.

Please free to contact Katie Frank or any other staff member from the Academic Programs and Teaching Support team for assistance with interpreting and implementing University policies and procedures.

Subject coordinators should also be familiar with documents located in the Melbourne Policy Library, in particular, the Key policy documents relevant for academics.

Assignment submission Subject coordinators are strongly encouraged to use the LMS's Turnitin or Blackboard assignment functionality for assignment submission. Both systems provide submission receipts, and Turnitin can scan assignments for duplication of previously submitted assignments or published works. Several guides to explain how to set up Turnitin and Blackboard assignments are located in the LMS index of guides. Where physical submissions are necessary, subject coordinators will need to provide cover sheets on the LMS, and in consultation with tutors will need to develop strategies to receive, store and return assignments.

Assignment return Section 4.44 of the University's Assessment and Results Policy states that subject coordinators "must provide students with the expected date for return of results for each component of assessment in the subject outline". Every effort should be made to ensure assignments are returned to students in class, or that a time be nominated for students to collect their assignment from the tutor or subject coordinator.

Feedback Subject outlines must include detailed, assessment task-specific criteria. They should also provide information about what level of performance is required at the various levels of academic performance. Subject coordinators will ensure that students are provided with formative and summative feedback about their academic performance. Comments should

indicate to students how they have performed against assessment criteria. Wherever possible, comments should further indicate how a student can improve their performance, and ideally what should be done specifically to achieve outstanding results.

In order for feedback to be provided about performance in examinations, a student should be able to discuss their answers with an examiner. Students may request access to their examination script(s). In addition, students have the right to request a review of a result in an assessment task (though they are not automatically entitled to have their result reviewed or their work marked by a different examiner.

For further information about feedback go to sections 4.108-4.115 of the University's Assessment and Results Policy

Marking of assignments and exams The University's Assessment and Results Policy requires that fixed assessment requirements are published in the Handbook. Fixed assessment requirements are:

- The forms of assessment to be used.
- The prescribed size, length or extent of each component of assessment.
- The approximate timing of assessment tasks.
- The weighting of each component of assessment.
- Any special requirements, including hurdles*.

**Note: hurdle requirements must be published in the handbook to be enforceable.*

The policy also requires that variable assessment requirements must be determined before teaching commences and communicated to students in an appropriate form. Variable requirements are:

- The criteria on which these tasks will be graded and marks allocated.
- The due date for submission or performance of each component of assessment.
- Penalties for late submission of assignments.
- Penalties for class non attendance
- Guidelines for breach of word limits on assignments and failure to follow prescribed formats.
- The expected date for return of results for each component of assessment.
- Where appropriate, guidelines for a resit of a test or examination, and where appropriate, guidelines for being excused from an assessment task.

Subject Coordinators are required to ensure every examiner and assistant marker in the subject applies the same marking standard and by using agreed, documented assessment marking criteria to set standards within a subject. The use of assessment criteria in marking must demonstrate equity, procedural fairness and is invaluable when double marking (for example, assignments with fail grades) is required. Such marking guidelines must align with the explanation of assessment criteria in the variable assessment requirements provided to students.

It is the role of the subject coordinator to ensure consistent marking. Anonymous marking, though not mandatory, is encouraged. In order for a student to be deemed as having failed a subject, each failed component must be marked by two independent examiners. For further details about assessing student work (including double marking), please read the University's Assessment and Results Policy

Penalties for the late submission of work Penalties for late submission of work may be set and applied in any course work subject at the discretion of that subject's Board of Examiners. There are no University or ABP faculty standard penalties for late submission of work. Penalty information must be published in the subject outline.

Penalties for breach of word limits, prescribed format, or style requirements Penalties for breach of word limits, prescribed format, or style requirements may be set and applied in any course work subject at the discression of that subject's Board of Examiners. Penalty information must be published in the subject outline.

Assignment extensions If unforeseen circumstances have affected a student's ability to complete an assessment task on time, they may be eligible for an extension. Extensions may be granted in circumstances including but not limited to: illness, injury, death, family illness or breakdown, legal commitment, and religious or cultural events.

Applications for extensions of ten days or less are managed directly by subject coordinators or senior tutors. All requests should be submitted by students by email at least three working days before the due date and include supporting documentation. Students who experience the onset of adverse circumstances less than three days prior to the due date must request an extension as soon as possible and prior to the assignment due date. Applicants will be advised of the outcome of an application within three working days of receipt of the application.

ABP teaching staff may choose to use the Faculty Extension Request Form for their respective subjects.

Applications for extensions of more than ten days should be made as Special Consideration applications via the Student Portal. Please note that submission of an application does not mean automatic approval of the extension. Students should be advised that they should continue to work on the assignment and hand in their work (finished or not) by the due date to avoid penalty should their application for an extension not be approved. Applicants will be advised of the outcome of an application within five days of the receipt of the application and supporting documentation, unless their application relates to a final assessment task in a subject, in which case applicants will be advised of the outcome within five days of the release of final subject results.

Special consideration (including equitable adjustments) Special Consideration is an adjustment made to a student's current study or assessment plan in order to allow for exceptional circumstances. Sections 4.118-4.120 of the University's Assessment and Results Policy supports this process if a student's studies are genuinely and significantly impacted by:

- Exceptional or extenuating circumstances outside of their control that have a demonstrated impact on their ability to meet their academic requirements. This could be a one-off situation or ongoing circumstances.
- Events or circumstances of national or state significance within cultural, sporting, military, emergency service or legal domains that require their participation.

There are two types of support categories available and it's important to understand the difference between them.

1. Special Consideration (unexpected circumstances) is available where the expected duration of impact is less than six weeks. Circumstances might include sudden illness or bereavement. All students have the right to apply throughout the duration of their studies.
2. Special Consideration (ongoing support) is available where the expected duration of impact is six weeks or more. Circumstances might include a chronic or permanent health condition or an official commitment. Students register and attend an interview to discuss study adjustments and support needs.

For further information about Special Consideration including the application process please see the Students Special Consideration website.

Alternative examination Alternative assessment, including examinations, can be made for students whose disadvantage will adversely affect their performance and/or ability to undertake the standard form of examination. This includes alteration to the form and timing of examinations to make reasonable adjustments (eg. additonal time for a student who has injured their writing arm; provision of alternative materials for a sight impaired student). For further details contact Geoffrey Kelly, Academic Programs and Teaching Support.

Further assessment (supplementary assessment) The BoE may allow a student to undertake further assessment if the examiners are in doubt as to whether the student has passed or otherwise satisfied the assessment requirements; or the grade to be awarded to the student. Further assessment must be undertaken before publication of the results for the assessment task and may be in any form and subject to any conditions specified by the BoE. For further information regarding further assessment, contact the Academic Programs and Teaching Support team and / or refer to the University's Assessment and Results policy.

Reassessment Re-assessment is not available in all courses. The ABP dean determines the availability of reassessment. If reassessment is approved for a subject, the details must be published in subject outlines. The dean may only offer a student reassessment as a second attempt at passing a subject if a borderline failure in a single subject (other than a research

project or thesis) has a significant impact on the student's progression through their course. A borderline failure is usually a mark of 45% or more, however the dean may apply a 40% mark threshold where failure may have a significant impact on course progression. The BoE determines the form of reassessment to be offered to students. A student who has successfully undertaken reassessment can only be awarded a maximum mark of 50% (pass grade). For further information regarding further reassessment, contact the Academic Programs and Teaching Support team and / or refer to the University's Assessment and Results policy

Final subject assessment A dean may grant an additional assessment in a subject to a student who has a maximum of 12.5 points required to complete the degree, if:

(a) The subject was undertaken in the student's final teaching period, and
  (i) The student achieved a final result between 40-49%; and
  (ii) The subject is worth 12.5 credit points or less.

or

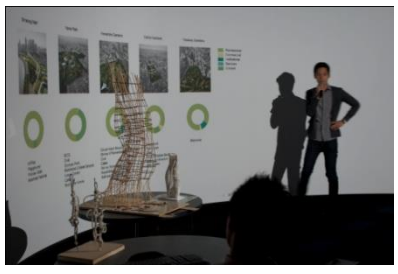
(b) The subject was undertaken in the penultimate teaching period and is not offered in the student's final teaching period, and
  (i) The student achieved a final result between 40-49%;
  (ii) The subject is compulsory for their degree or major; and
  (iii) The subject is worth 12.5 credit points or less.

For further information regarding final subject assessment, contact the Academic Programs and Teaching Support team and / or refer to the University's Assessment and Results policy

Student support Stop 1 is the first point of contact for students to get help with admissions, enrolment, course planning, administration, support services and skills and development.

Students at risk of failing: In line with the section 4.62 of the Assessment and Results Policy, where possible, teaching staff in all coursework subjects should run assessment tasks early in the teaching period to allow students to act on feedback in preparation for later assessment. In addition, running early assessment helps identify students who may benefit from additional support. Further to the above, students undertaking first year undergraduate subjects are required to complete at least one assessment component within the first six weeks of the teaching period.
Teaching staff in any subject who form the view that a student may benefit from additional support due to factors such as poor class attendance, participation, progress or behaviour, or due to issues raised by the student, need to ensure that the student is aware of support services available by discussing these directly with the student in person, or contacting the student by phone or email. In addition staff should fill in an At Risk Early Alert Form.

Student academic misconduct (including plagiarism) The University's Student Conduct Policy is designed to ensure that students are treated in an equitable manner, and to provide staff with a framework with which to do so. Subject coordinators should be familiar with this policy. Any matters of academic misconduct should be discussed with the Academic Support Office and the appropriate senior academic staff member. Academic misconduct should not be dealt with by individual subject coordinators.
The University provides extensive information, guidelines, and policy about academic honesty and plagiarism. For more information go to the University's Academic Integrity website.



End of semester assessment (studio critiques) At the end of each semester, studio work is critiqued. The subject coordinator, in consultation with Geoff Kelly, Academic Programs and Teaching Support team, manages the allocation of rooms for crits. During this period, student work should not be left in the teaching spaces outside of assessment times as other subjects will require the rooms. It is the subject coordinator's responsibility to inform students that any work left in or around teaching and open spaces will be thrown out on the last day of the examination period. No work or personal items may be left in open access areas or teaching spaces as they will be thrown out.

Subject experience survey In the last two weeks of teaching and SWOT Vac, students are asked to complete the Student Experience Survey (SES), accessible online via the LMS. The survey asks students questions about their experience of the subject. Subject coordinators should ensure that all students taking their subject complete the survey. Adriel Mangohig from the Academic Prorams and Teaching Support team will send reminders to subject coordinators in the period leading up to the survey. Results of the survey are made available to subject coordinators soon after the final release of marks to students. In addition, they must be made available (along with actions to be taken) to both the cohort who provided the feedback and the following cohort. A template for providing this feedback and instructions for doing so are available on all ABP LMS pages.

Examinations Most subjects utilise the central Examinations Office to administer exams. Central Examinations will only administer exams of either 2 or 3 hours in length. The draft exam timetable is published a few weeks before it is released to students to give Subject Coordinators an opportunity to check that the time is suitable. The exam timetable is determined by many factors, including clashes for students and subject sizes, so it is not always possible to move exams. If there is a need to move an exam please contact either Geoff Kelly or abp-results@unimelb.edu.au. The final exam timetable is published to staff and students approximately three weeks before the end of semester. For further information, please see the ABP intranet/Students and teaching/Assessment.

Results The deadline for submitting results is tight and must be adhered to. The Academic Programs and Teaching Support team provides timelines and result templates (via email) to subject coordinators each semester. These deadlines are important as there is a series of events that follow on from them both within the Faculty and in other parts of the University - delays may disadvantage students and impede their ability to graduate. Examples of some of the processes that follow results entry include certification, ratification, unsatisfactory progress, consequential withdrawal, graduations, course admission and so on. For further information please contact Kamila Kaniski or go to ABP intranet/Students and teaching/Assessment/Subject results.

Rescaling/standardisation of marks The BoE may authorise the moderation or standardisation of provisional results of a subject where:

(a) An error has been identified in the application of marking guidelines;
(b) The results for a cohort are disproportionate;
(c) An irregular distribution of grades is observed (that is, where results are outside an appropriate distribution).

Whenever adjustment takes place it must be documented and transparent, and the method defined and available to students.
Within ABP, the BoE Chair is responsible communicating the methods used for moderation or standardisation of provisional results. Such communication must be made via the Announcements function of the LMS. Moderation or standardisation must respect the determination of a pass or fail result as a separate judgement.
More information about results moderation can be found in sections 4.89-4.91 of the University's Assessment and Results Policy.

Student complaints and grievances (including appeals) Policies and procedures exist at both faculty and University level to address student complaints and grievances. Faculty policy is based on and utilises University policy. Students dissatisfied with an academic (or administrative) decision are entitled to seek a review. For further details, please see the University's Student Complaints and Grievances Policy.
In the first instance students who wish to make a complaint are encouraged to seek informal resolution. As a starting point, students are encouraged to (if necessary) seek advice on whether they have a legitimate grievance and how to resolve their concerns. Should they decide to pursue the matter, they should then make an informal approach to the person concerned.
For further information about the informal resolution process, go to section 5.4 of the Student Complaints and Grievances Policy.
A student who remains unsatisfied with attempts at informal resolution should submit details of their complaint or grievance online via the Student Complaints and Grievances website.
The complaint or grievance will be referred by the University to the responsible officer who will determine the most appropriate way to proceed.
Each semester a small number of students question or appeal their results. The process for resolving these disputes is described above (Student complaints and grievances). In most cases the student should be referred to the Academic Support Office to instigate informal resolution with the relevant subject coordinator. All disputes regarding grades should be referred to the Academic Support Office for consideration by either the Associate Dean (Undergraduate) or the Director of the Melbourne School of Design.

Unsatisfactory progress Every student's progress is reviewed at the end of semester one and two. Any student with a fail is reviewed. If the failure is more significant (more than 25 points, repeated failure, in core subjects, etc.) a student is requested to make a case explaining their circumstances and what action they will take to address their circumstances. The Course Unsatisfactory Progress Committee (CUPC) can restrict their enrolment. A student who repeatedly fails can be suspended for a period or have their enrolment terminated. For help with providing students with advice and support when identified as making unsatisfactory progress, contact the Academic Support Office.

Graduation ABP graduation ceremonies are held twice a year. Stop 1 assesses and confirms eligibility for students whose enrolment indicates that they are completing at the end of a semester. Subject coordinators are strongly encouraged to attend graduation ceremonies.

Policies with which every subject coordinator should be familiar

- Academic Appointment, Performance and Promotion Policy
- Courses, Subjects, Awards and Programs Policy
- Assessment and Results Policy
- Student Academic Integrity Policy
- Credit, Advanced Standing and Accelerated Subject Entry Policy
- Student Complaints and Grievances Policy

ABP Professional staff contacts

Topic	Contact	Email	Phone
Academic misconduct	Christopher Lambert	lambert@unimelb.edu.au	8344 8742
Accreditation	Katie Frank	kfrank@unimelb.edu.au	9035 5374
Assignment submission	Geoff Kelly	geoffrey.kelly@unimelb.edu.au	9035 8900
End of semester crits	Geoff Kelly	geoffrey.kelly@unimelb.edu.au	9035 8900
Exams	Geoff Kelly	geoffrey.kelly@unimelb.edu.au	9035 8900
Extensions	Dani Lambert	dlambert@unimelb.edu.au	83444983
Field trips	Kamila Kaniski	kkaniski@unimelb.edu.au	83441724
Graduations	Stephanie Morgan	somorgan@unimelb.edu.au	8344 4250
Handbook entries	Nasrin Hashemi	nasrin@unimelb.edu.au	8344 4932
Hire of guest lecturer	Sachi Sarathchandra	sachitra.sarathchandra@unimelb.edu.au	9035 9448
LMS	Geoff Kelly	geoffrey.kelly@unimelb.edu.au	9035 8900
Pre-semester Program	Dani Lambert	dlambert@unimelb.edu.au	83444983
Amending marks	Kamila Kaniski	kkaniski@unimelb.edu.au	83441724
Results	Kamila Kaniski	kkaniski@unimelb.edu.au	83441724
Sessional staff recruitment	Adriel Mangohig	adriel.mangohig@unimelb.edu.au	8344 8370
Setting assessment	Nasrin Hashemi	nasrin@unimelb.edu.au	8344 4932
Setting assessment	Katie Frank	kfrank@unimelb.edu.au	90355374
Special consideration	Dani Lambert	dlambert@unimelb.edu.au	83444983
Student complaints and grievances	Dani Lambert	dlambert@unimelb.edu.au	8344 4983
Student Experience Survey	Adriel Mangohig	adriel.mangohig@unimelb.edu.au	8344 8370
Policy, guidelines and procedures	Katie Frank	kfrank@unimelb.edu.au	90355374
Students at risk	Christopher Lambert	lambert@unimelb.edu.au	8344 8742
Subject readers	Adriel Mangohig	adriel.mangohig@unimelb.edu.au	8344 8370
Subject timetabling + class registration	Nasrin Hashemi	nasrin@unimelb.edu.au	8344 4932
Timetabling	Nasrin Hashemi	nasrin@unimelb.edu.au	8344 4932
Unsatisfactory progress	Christopher Lambert	lambert@unimelb.edu.au	8344 4983