Transnational Education: A Guide for Communication between Unit Coordinators and Affiliate Staff

Week	Points to Note	Action Person	Mode of Communication
Before commencement of the teaching period	The TNE Team will send contact details of Affiliate Lecturers (ALs) to Murdoch Unit Coordinators (UCs), and vice versa. If no UC has been allocated for a unit, the AL contact information should be sent to the School Deans. The UCs and ALs should initiate contact when contact details are received. Communication between the UC and AL should be ongoing throughout the teaching period. The Units Policy requires that UCs provide affiliates with a Unit specific teaching guide. While there is no prescribed format for such guides, suggested templates and further information is available from the Educational Development Unit website. The UCs should also convey their teaching and learning expectations to the ALs, including: • Assessment and delivery methods; • Moderation process; • Standard of student work; • Amount of feedback required on assignments; • Timeliness of assignment return and release of grades; and • Recording of grades. UCs should hold a briefing for ALs before the commencement of the teaching period and prior to key assessment events. This can be conducted via face-to-face contact, online modes (forums, email, Moodle chat, etc), or teleconference.	UC and AL	Face-to-face, email, phone, Microsoft Teams
Week 2 of the teaching period	UC should confirm the class registration/name list with the AL at the end of Week 2.	UC AL	Email, phone, Microsoft Teams

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During the teaching period	UCs and ALs should maintain communication throughout the teaching period. Regular contact enables the UC to provide prompt feedback. If there are problems that could not be resolved by that feedback, the UC should discuss solutions with the School Dean or delegate. TEQSA Provider Course Accreditation Standard 4.3 requires that academic staff members who are teaching a course of study should be reasonably available for students seeking academic assistance for the units within the Course of Study. As such, UCs should direct student queries to ALs at first instance. It is recommended that UCs of transnational offerings should set aside the same minimum amount of consultation time for TNE units as they must set for onshore units. Forms of communication can include direct face-to-face contact with students; or University staff may conduct asynchronous interpersonal consultation (e.g.: Teams or telephone) or asynchronous consultation (e.g.: email or video)."	UC AL School Dean or delegate	Face-to-face, email, phone, Microsoft Teams
Prior to assessment deadlines	UC will develop all 'continuing' assessment materials and the marking guides which should be provided to the AL no later than the due date. UC will set the deadline for each assessment piece in the unit and outline the deadlines in the Unit Outline.	UC	
After assessment deadlines	AL marks the 'continuing' assessments in accordance with the marking guide. Within one week of receiving the assignments, the AL should forward a marked sample (10 assignments or 10% of the total enrolments, whichever is greater) to the UC for moderation. The sample assignments should be selected by the UC and must be a representation of a range of results. The AL will finalise marking according to the feedback received from the UC.	UC AL	Email, phone, Microsoft Teams

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After assessment deadlines (continued)	The assignment will be released to the students for them to view comments and marks within two weeks after the assignment piece deadline. It is particularly important that each student is advised of his/her moderated result before sitting the Final Exam. The submission, marking and moderation of assignments should be done via LMS.	UC AL	Email, phone, Microsoft Teams
Before and after Final Exam	Any student queries about the exam should be relayed to the UC. UC sets the exam paper. There are different requirements, depending on the particular Partner organisation. Murdoch Singapore & Murdoch Malaysia: • UC sets and marks the exam paper. Murdoch Dubai: • UC sets the exam paper and provides a marking guide to the AL who marks the students' papers as per the guide. It is particularly important that the guide be provided, no later than the final exam date. • A sample of the exam papers is selected by the UC for moderation. The sample will be 10 papers or 10% of all papers, whichever is the greater. • The UC needs to advise the AL of any adjustment to student exam marks.	UC AL	Email, phone, Microsoft Teams

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End of teaching period	UC finalises and provides the results spreadsheet which includes component marks, final marks and grades to the Student Records Office. Results will be released to the students after approval from the Results Committee. Component scores should have been previously released to students via LMS after completion of any moderation, and prior to the commencement of exams. After the release of final results, the UC is required to be available for student consultation and for the provision of any exam papers requested for viewing. UC or nominee will make arrangements for the exam script or a scanned copy to be viewed at the offshore location.	UC	