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of ADELAIDE

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**Challenges, Innovations and
Solutions: Reflections on our
journey to a centralised service
model**

Nimi Ashok

Ivy Cook

Racheal Kennedy

Katherine Edmond

Introduction

In 2016 the Faculty of Health and Medical Sciences restructured professional services from a de-centralised (across five Schools) to a centralised model within the Faculty.

Aims:

- * Consistency
- * Generalist to specialist roles
- * Equity in distribution of services

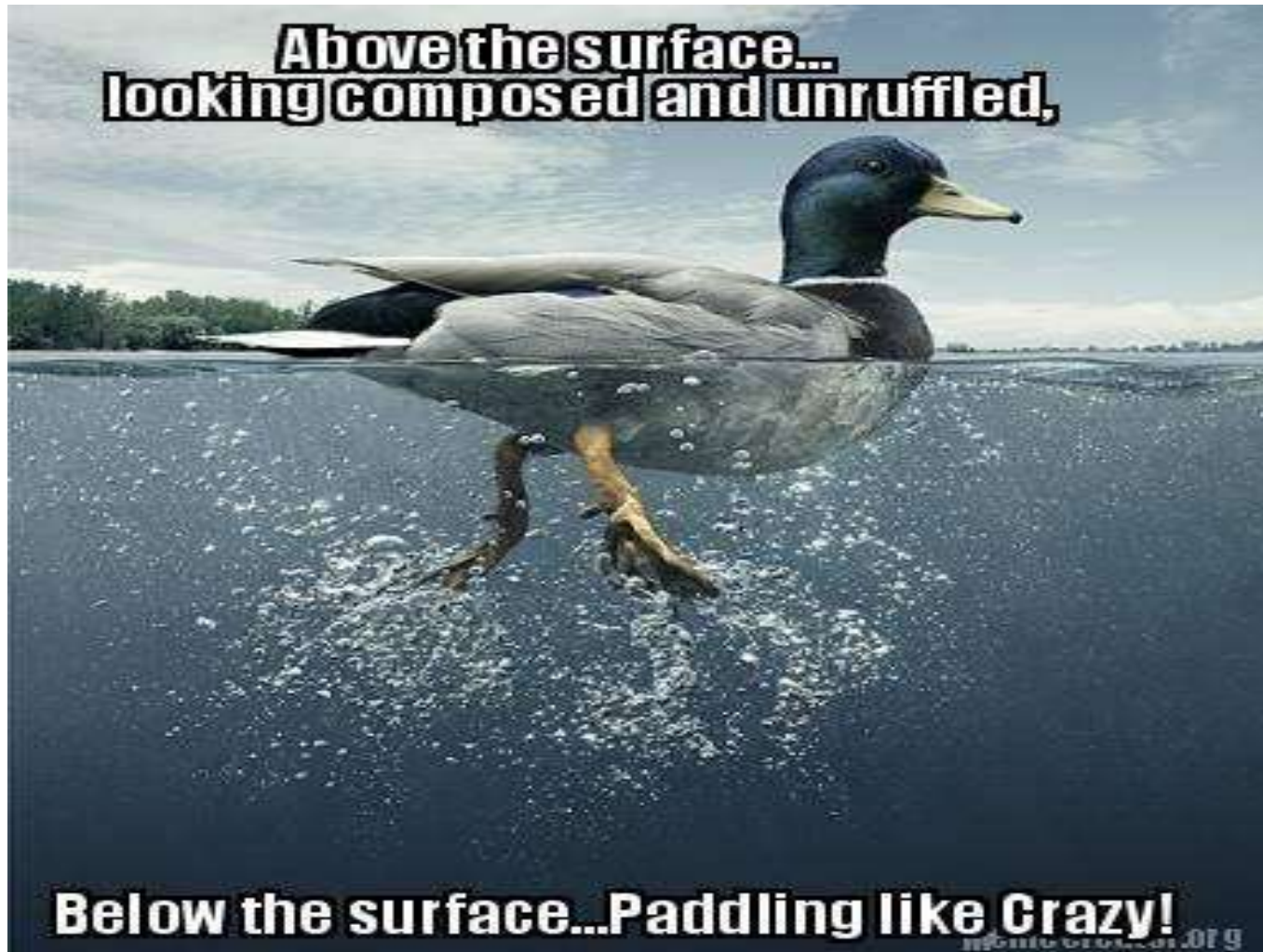
Learning Quality and Innovation

Nimi Ashok

Learning and Teaching

- Transition to the new services model
- Ensuring compliance and effective risk management

Learning and Teaching



Learning and Teaching



Timetabling

Ivy Cook

Improving Efficiency and Streamlining Processes

Generalists to Specialists



Simple Survival replaced by Planned Progress



Specialists with one Piece of the ‘Big Student Picture’



Timetable Working Groups

- We start the annual timetable project here.
- Led by one of us
- Program Coordinator
- Course Coordinator(s)
- Student Advisor
- Clinical Placement Representative
- Curriculum Services
- Precinct Officer(s)



Improved Timetable Outcomes Resulting in Better Student Experience

- All classes timetabled during the university's annual timetable build.
- Any late changes to follow the Executive Dean Approval Process
- 'Changes Register' with proposals to minimize future changes



Collaborating on – Box - one place for all things related to the timetable



Personalising Service

Personalising Service in a centralised model



One Program Specialist



Communicate and Record Conversations Via Zoom



Clinical Placement

Racheal Kennedy

Challenges, Innovations, Solutions

- Consistency in Systems and processes
- Being able to provide a Faculty overview of clinical placement
- Engagement with internal and external stakeholders

Successful change depends on how it is managed by everyone



Assessment and Learning Services

Katherine Edmond

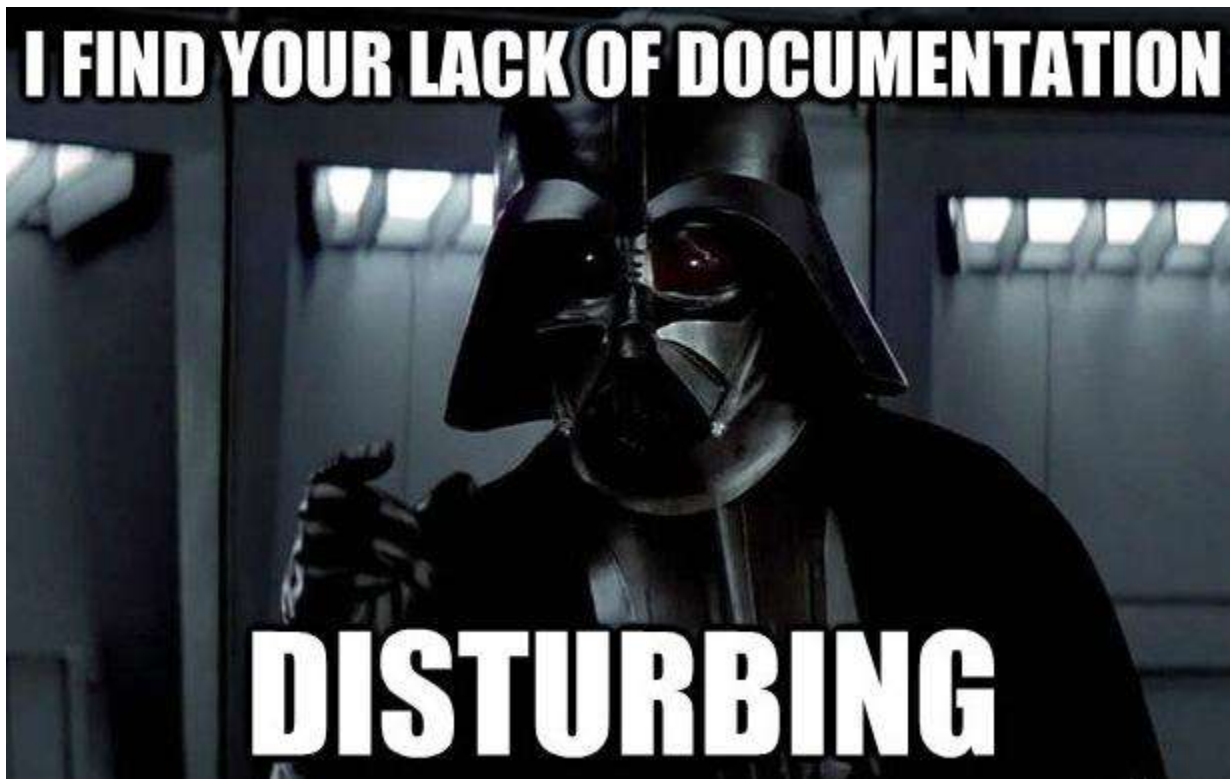
WIIFM – Key Principle in managing Change



Practical Exams



Exam Paper Security



Conclusion

Continuous change.....

The Continuous Improvement Cycle



A journey is a continuing adventure



Questions?



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