



Casual academic staff – quick guide

Welcome to Southern Cross University. We hope you will enjoy working with us.

As you start your employment with us, I am sure you will have many questions about your role and your new work environment. Our Corporate Induction, your work unit induction and the materials supplied by your work unit will provide the answers to many of the questions you may have.

This quick guide supplements these more formal processes and provides a brief response to the most common questions asked by new casual academic staff. Your access to the University's intranet will need to be established before you can access some of the links provided in the quick guide.

During your time with the University, you will have access to a range of induction materials, professional development opportunities and support services. The University's website also offers a wealth of information that you will find useful. I encourage you to investigate, ask questions, explore your new environment and ask for help if needed.

Your supervisor will be able to guide you on most matters but you will also find many other sources of advice and support in your work unit and the wider University community. If you have been appointed to a research position, you should also contact your work unit's Administrative Officer (Admin Officer) for specific details that relate to your appointment. Introduce yourself to the other academic and professional staff in your work unit and ask for their assistance if necessary.

I hope you find your new role with us both rewarding and enjoyable.

Best wishes

*Sharon Farquhar
Director, Human Resources*

Question	The basics
About the University	
1. How is the University structured?	<p>The University is governed by a Council which is responsible for managing the University's affairs. It is chaired by the Chancellor. The University's Chief Executive Officer, the Vice Chancellor reports to Council.</p> <p>The University's senior management team, the University Executive are:</p> <ul style="list-style-type: none"> • Vice Chancellor and President • Deputy Vice Chancellor (Research) • Deputy Vice Chancellor (Academic) • Vice President (Global) • Vice President (Finance) • Vice President (Operations) • Pro Vice Chancellor (Students) • Pro Vice Chancellor (Engagement) <p>Their areas of responsibility are set out in the Organisation Structure</p>
2. What is the role of Academic and School Boards?	<p>Academic Board is the main academic decision-making body of the University, It's role is to:</p> <ul style="list-style-type: none"> • Provide a forum for decision-making by academic staff and students about the University's academic policies and courses; and • Advise the University Council and Vice Chancellor on all matters related to the academic functioning of the University. <p>School and College Boards are the chief academic advisory body to the Academic Board at the School or College level. They provide advice to Academic Board on all matters relating to courses and units, the academic directions of the school, teaching and learning issues, and research.</p>
3. What are the University's teaching periods?	<p>The University has three principal teaching sessions commencing each calendar year. The Academic Board website provides details of significant dates within each of the sessions.</p>
4. What do all those acronyms mean?	<p>A list of acronyms commonly used within the University is available on the HR website. Ask your supervisor or work unit's Admin Officer for a list of common academic terms used within your work unit.</p>
5. Where do I find basic statistical information about the University's staff and students?	<p>The Office of Planning, Quality and Review provides a range of statistical information and reports that will give you a snapshot of the University's staff and student profile.</p>
About services, resources and facilities	
6. What should I know about my campus?	<p>Familiarise yourself with the location of the following:</p> <ul style="list-style-type: none"> • University Library • Mailroom • Photocopiers • Security • First Aid Officers • Fire extinguishers • Campus maps: <ul style="list-style-type: none"> • Coffs Harbour • Gold Coast • Lismore
7. How do I get a Staff ID Card?	<p>Your Staff ID card provides photo identification and your staff number. You will need to provide your ID card if asked, for identification, when you collect keys, request building or vehicle access, borrow resources from the Library and use printers.</p> <p>After your signed contract has been activated by HR Services, following receipt of your induction forms and documents, you can obtain your Staff ID Card by one of the following methods:</p> <ol style="list-style-type: none"> 1. In person (<i>On campus</i>) <p>Take your photo identification (eg your driver's licence) and your completed Photo ID Card Request to one of the locations listed on the form and your ID card will either be made while you wait or arrangements will be made for you to collect it:</p> <p>Coffs Harbour: Student Centre (Ground Floor, M Block) during office hours (9.00am to 5.00pm).</p> <p>Gold Coast: The Shared Services Hub during business hours (8am-5pm Mon-Fri).</p> <p>Lismore: The Student Centre, Goodman Plaza during business hours (9am to 5pm Mon-Thurs or 9am-4pm Friday).</p> 2. By Email <p>Send your request to idcard@scu.edu.au from your SCU email account with a recent passport style photo, and a copy of your photo ID (eg driver licence or passport).</p> 3. By Mail <p>Download and complete a Photo ID Card Request form and include one (1) passport-sized photograph - no more than six (6) months old, showing a front view of your head and shoulders. Include a photocopy of your photo ID (eg. driver's licence or international passport) with your name and staff ID printed on the back and send them to:</p> <p style="margin-left: 40px;">ID Card Unit Southern Cross University PO Box 157 LISMORE NSW 2480</p> <p>Your ID card will be posted to your contact address.</p>

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<p>8. How do I obtain room keys or afterhours access to buildings?</p>	<p>If you require room keys or afterhours access to university buildings as part of your duties, you will need to complete the appropriate request form. See your Admin Officer for details of who can authorise your request.</p> <p>Present your Staff ID Card and the completed request form to:</p> <ul style="list-style-type: none"> • Coffs Harbour: present your Coffs Harbour Key access form to A Block Reception • Gold Coast: present your Key access form to the Hub Reception representative • Lismore: present your Key access form to the Security Office
<p>9. How can I learn about Library services and when can I access the facilities?</p>	<p>Your induction should include a meeting with your Librarian to discuss ways in which the Library can support your teaching and to show you how to access resources. Your staff borrowing privileges will commence when your induction has been completed and your signed contract has been processed by HR Services.</p> <p>Further information:</p> <ul style="list-style-type: none"> • Your librarian • Teaching support • Research support
<p>10. What office, computer, telephone, photocopying and stationery facilities can I access, and how?</p>	<p>In some instances, depending on the work you have been contracted to do, you will be provided with access to a shared office (commonly referred to as a 'Hot Office') which contains shared resources such as a telephone and a computer. Check with your work unit's Admin Officer:</p> <ul style="list-style-type: none"> • For details of the resources that will be available; • To arrange office access; • For a signed authority form if keys and building access is needed.
<p>11. What should I know about the University's mail system?</p>	<p>Official University mail must be sent in a University prepaid envelope and be placed in the work units designated outgoing mail tray. <i>Even though the envelopes are prepaid, they cannot be placed in a post box, it must go through the University mailroom.</i></p> <ul style="list-style-type: none"> • External mail from Lismore campus must have a work unit barcode sticker attached to the envelope. • External mail from all other locations must have the work unit clearly written or stamped on the envelope. <p>Mail to other work units or campuses of the University should be placed in the outgoing mail tray, and should be labelled clearly, identifying the recipient, work unit and campus.</p> <p>Ask your work unit's Admin Officer to show you the location of incoming and outgoing mail trays. Ask for the times the mail is delivered and collected from your work unit.</p> <p>Find out more on the Phone, mail, post & freight webpage</p>
<p>12. How can I access the University's information technology network?</p>	<p>Technology Services support a broad range of integrated information systems, desktop applications and internet facilities. When your contract has been signed and processed by HR Services, a range of computing services will automatically be activated. Details on how to access these services will be provided with your contract.</p> <p>Access to University systems will be determined by the type of work you do. For example, if you are lecturing or tutoring you will be required to use systems such as e-academic and Blackboard. Initially, you should discuss your access requirements and training needs with your supervisor.</p> <p>During the term of your contract, you will be able to access the University's email system, from anywhere in the world through your web browser, providing you have internet access.</p> <p>Further information:</p> <ul style="list-style-type: none"> • Staff accounts and access • Access to University systems • Digital Resources • TS Service Desk
<p>13. What resources are available on the website that have particular relevance for casual academic employees?</p>	<p>The website is a great resource for information about the University and its policies on various staff and student matters. The University also has an intranet website that requires password access. Initially, this password is the same as your email password.</p> <p>Resources on the University website that may have particular relevance for casual academics include:</p> <ul style="list-style-type: none"> • Academic Policies • Student Handbook • Code of Conduct • Teaching Resources • Key dates/teaching calendar • Equity & Diversity Policies, Reports and Publications • Workplace Health and Safety • Academic Schools
<p>14. What technology support and training is available and how can I access them?</p>	<p>TS services offers a wide range of computing and technology information and services for staff. The TS service desk is your central point of contact when you need technology assistance. The following technology support and training is available:</p> <ul style="list-style-type: none"> • Audio Visual: includes connecting videoconference locations, audio visual teaching support in lecture theatres and common use teaching spaces and support for special events. • Mediasite: includes general support and technical assistance for mediasite users and recordings in lecture rooms. • Video Conferencing: includes booking and charging of video conferencing facilities and basic training & orientation for staff on use of equipment. • Computer Labs: includes preparing software for computers based on teaching requirements,

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	<p>assisting teaching staff during normal teaching hours (8am to 5pm Mon – Fri) for any matter related to the use of the labs & supporting students.</p> <p>Some laboratories are supported by individual work units. Enquiries for assistance and services relating to these facilities should be directed to the appropriate work unit.</p> <p>Digital Resources also provide support and assistance to staff who are required to write academic units.</p>
15. Does the University have a staff directory?	Yes. The Staff Directory is available on the University's website.
16. What should I know about on-campus parking?	<p>Parking is permitted in designated areas on each campus. You must display a staff parking permit to access on-campus parking.</p> <p>See the SCU parking regulations for further information.</p>
17. What do I need to know about my safety on campus?	<p>We place a high priority on your safety. Help telephones have been placed strategically around each campus. Both inside and outside locations have been selected for quick and easy access.</p> <p>Security Officers are available to escort you between your workplace and vehicle if you are working after hours. If you are working alone, you should notify Security of your location and how long you expect to be there.</p> <p>Please make yourself aware of the location of the nearest Emergency Exit, Fire Extinguisher and Fire Hose. If emergency services are required, dial the following extensions for assistance:</p> <ul style="list-style-type: none"> • Coffs Harbour: Ext 83091 • Lismore or Gold Coast: Ext 3333
18. How do I book a room?	<p>Casual room and video conference bookings are available if needed.</p> <ul style="list-style-type: none"> • Coffs Harbour: Room bookings are emailed to checroombook@tafensw.edu.au • Gold Coast & Lismore: see Casual room and video conference bookings for the procedure to be followed.
About your appointment	
19. Who will be my supervisor?	<p>Your supervisor's details will be provided in your casual contract. If you are teaching students, generally your supervisor will be the Unit Assessor or Course Coordinator of the course.</p> <p>If you have any questions or difficulties relating to your work, your supervisor should be your first point of contact.</p>
20. Who else should I get to know?	<p>As part of your induction, you will be introduced to the other staff you will be working with and the work unit's administrative team. If you are teaching, you will meet your unit assessor and course coordinator. You should also get to know the contact Librarian for your work unit.</p> <p>Use the online staff directory to source contact information for staff at the University. Your supervisor or work unit Admin Officer will also be able to help you if you need to contact staff in other sections of the University.</p>
21. What paperwork must I complete to get paid?	<p>Details of the documents and the paperwork required are provided as part of your Corporate Induction. These documents must be provided before any pay claims can be processed.</p> <p>You will be paid in accordance with your contract for the work you have performed. At the end of each pay cycle, you must submit your timesheet in MyHR for the hours you have worked during that pay cycle. Check the Casual pay schedule for specific deadlines that apply.</p> <p>It is your responsibility to complete your timesheet accurately and make sure it has been authorised and lodged by the due date and time. If you are late with a timesheet or your timesheet is not completed correctly, you may not be paid on the following payday as expected.</p>
22. What other documentation will I be required to complete or provide when I commence?	<p>In addition to your payroll information, you will need to present the following documents:</p> <ul style="list-style-type: none"> • Proof of your right to work in Australia An original Australian birth certificate, Australian or New Zealand Passport, Australian Citizenship Certificate, valid working visa or a Department of Immigration and Citizenship Certificate of evidence of resident status. After sighting the original document a copy will be taken for your file and the original returned to you; • The originals of your academic transcripts, testamurs or certificates (after sighting the original documents, copies will be taken for your file and the original documents returned to you); and • A copy of your CV, if not already provided. <p>If your name now differs from that recorded on the documents you provide, you will need to provide documentary proof of your change of name (such as a marriage certificate or change of name certificate).</p> <p>You may also be required to complete a Working with Children Check (for identified categories of casual academics) and provide evidence of vaccinations.</p>
23. How will I be paid?	<p>Employees are paid on a fortnightly basis by direct deposit into a nominated bank, credit union or building society account. See the Casual Pay Schedule for details of paydays and pay claim deadlines.</p> <p>You are required to submit your timesheets on a fortnightly basis for all work completed, within the applicable fortnightly pay period.</p> <p>Providing your timesheet has been lodged and authorised by the due date and time, you will be paid on the next available pay day.</p>

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	Further information: <ul style="list-style-type: none"> • Rates of pay • Payroll office: 02 6620 3737 or Ext 73219 or email payroll@scu.edu.au
24. Will I receive pay advices?	Your payslips will be available electronically to view or print using MyHR . When your access to MyHR is established, your logon details will be emailed to you. After receiving these login details, you will be able to access your HR and Payroll information over the Internet using links to MyHR on the intranet (MySCU) or the HR website .
25. What functions can I perform using MyHR?	Using MyHR , you will be able to: <ul style="list-style-type: none"> • Complete and submit timesheets; • View and modify address information and emergency contact details; • View and print your fortnightly pay advices; • Manage your bank accounts and deductions; • View your qualifications and employment details; and • Apply to attend professional learning programs.
26. What about superannuation?	Employee superannuation is governed by the University's Enterprise Agreement and the Superannuation Guarantee (Administration) Act 1992. Membership to UniSuper is automatic and contributions are paid direct to UniSuper. The University does not offer a choice of superannuation fund for Superannuation Guarantee (SG) contributions. Further information about UniSuper Limited, your accumulation account and restrictions that apply to voluntary contributions from age 65, is available from: <ul style="list-style-type: none"> • Product Disclosure Booklet provided with your first casual contract with the University; and • UniSuper website.
27. What about workers compensation?	Whilst on duty, you will be covered by the University workers' compensation insurance. If you have an injury while working, you must complete an Incident, Accident and Hazard Report and provide it to your supervisor as soon as possible after the injury happens. Further information: <ul style="list-style-type: none"> • Report an incident or hazard • Workers' compensation procedures
28. What leave entitlements will I have?	As a casual employee, you do not accrue leave. Instead, your hourly rate includes a loading in lieu of all entitlements.
29. What about public holidays?	Casual employees are only paid for public holidays on which they are required to work. If you are not required to work on a public holiday, you will not be paid for the day.
30. What should I do if, through illness or other factors, I'm unable to attend work?	If you are absent due to illness or other reasons, please try to advise your supervisor in accordance with your work unit instructions or by 9am, if possible. If you are teaching, your students need to be made aware that you will not be delivering a lecture or tutorial and a replacement may have to be found. Where a planned absence is required, advise your supervisor in advance so that a suitable replacement can be arranged, if necessary. Please communicate directly (i.e. phone or in person) with your supervisor or their nominated officer, not by way of voice mail, email or text.
About your role	
31. What will my role be?	As a casual academic you may be engaged to undertake a range of casual activities, including lecturing, tutoring, demonstrating and marking. You may work with students either on campus or on-line. Your role will be negotiated between you and your supervisor, the Unit Assessor and/or Head of the Work Unit and will be determined by the duties specified in your contract. Always check with your supervisor to determine the level of your authority to give advice and make decisions. Regardless of your duties, you are expected to comply with the University's Code of Conduct and Values in the way you work and perform your duties with efficiency, fairness, impartiality, integrity and honesty.
32. What professional development opportunities can I access in regards to teaching?	The Centre for Teaching and Learning offers a number of strategies to support all new academic staff, including: <ul style="list-style-type: none"> • Getting started in teaching@SCU; • Support for teaching @SCU workshop; and • Foundation of University Teaching Practice online modules. You are also encouraged to participate in seminars, conferences, lectures and other activities held at the University. If you wish to be paid professional development hours to attend such events or undertake other training you must have the prior approval of the Head of School.
33. Where can I get help on academic matters?	Your supervisor should be your first point of contact if you require assistance with academic matters. The Centre for Teaching and Learning also provides support and advice on teaching and learning. The Academic Skills Team can advise on student skill development. Your Liaison Librarian can assist with teaching students the information literacy skills they need to successfully complete their studies.

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34. Where can I get administrative support?	See your work unit's Admin Officer to establish what administrative support is available and how to access assistance.
35. What should I know about copyright?	It is important that all staff are aware of the requirements of the Copyright Act and how it affects their work. Familiarise yourself with Copyright for new employees and the Copyright for staff webpage . Contact coyright@scu.edu.au if you require assistance.
36. How do I access University policies?	University policies are accessed through the University's Policy Library . If you are teaching (including assessing and online teaching) it is very important to be familiar with the Academic Policies, especially the Assessment Policy . It is also important that you are familiar with our Equity and Diversity policies and principles that address matters such as cultural safety and awareness, inclusive curricula and the University's Personal Relationship Policy . Check with your Admin Officer to establish whether your work unit has specific local policies and procedures that also need to be followed.
37. What level of student contact and support am I required to offer?	If your role involves student contact, contact requirements and allocated hours will be negotiated as part of your contract. Requirements vary between Schools/Colleges and between contact with on and off-campus students. If you have on-campus students, you will be asked to make clear to your students when you are available for consultation. You are required to place a copy of your timetable on your office door. Notify students of early lecture or tutorials by putting an announcement on the Unit web site. If you have off campus students it is also important to advise them of your availability so that response times to questions can be achieved in your work hours. It is likely that you will have to discuss both personal and academic problems with students. Failure to submit an assignment, lost or late assignments are often the first indication that a student is in trouble. Talk to the student directly but remember that your role does not include counselling students. At this stage you would typically use active listening skills and be prepared to provide whatever support and assistance you can. Often listening will be sufficient but, when appropriate, refer the student to the University's counselling and psychological support service or other support services such as: <ul style="list-style-type: none"> • Academic skills team • UniMentor program • International student support • Student access and inclusion
38. What accommodations do I need to make if I am working with a student who has a disability?	If you are working with a student with a disability, please take the time (with your Unit Assessor) to consult with the Disability Advisor about reasonable accommodations for the student. If you consider a student with whom you are working may have a disability that is affecting their performance, but you have not received any notification about accommodations for this student, please discuss this with your Unit Assessor. Further information: <ul style="list-style-type: none"> • Reasonable Adjustments for Students with Disabilities Policy • Student Access and Inclusion
39. What legal workplace health and safety responsibilities do I have?	You are responsible for: <ul style="list-style-type: none"> • Ensuring students do not place themselves or others at risk of injury; • Complying with the University's WHS Policies & Procedures and cooperating with the University to enable compliance with legislative requirements; and • Ensuring specific WHS rules for laboratory and studio areas are followed.
40. If I suspect a student of academic or other misconduct, what should I do?	Act immediately to report an incident such as a student causing disruption or acting in an aggressive and/or inappropriate manner either on campus or in a University online environment. If you suspect a student of inappropriate behaviour, immediately inform your supervisor
41. What should I do if I lose my keys or ID card	Lost keys and identification cards must be reported to your work unit's Admin Officer. They will help you organise a replacement. You should also alert the relevant security area on each campus. Lost property is often handed in to them.
42. What should I do when my contract concludes?	When your contract concludes, the following action is required: <ul style="list-style-type: none"> • Submit your final timesheet promptly on your last day of work; • All keys, charge cards, stores items and equipment must be returned to the relevant person before your departure; • If you have keys to areas other than your own office, those keys must also be returned. Please do not give them to other staff members. They are your responsibility and you must return them personally; • Remove personal possessions from University offices; • Any unmarked assignments and student contact sheets must be handed over to the Unit Assessor for your unit; and • Return all equipment, library books, videos, DVDs and CDs to the Library. You may keep your identification card but access will no longer be available to you.

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43. Can I obtain a statement of service when my contract concludes?	<p>The University will provide a certificate of your service with the University, if you forward a written, signed request for the information to HR Services.</p> <p>If you require evidence of your employment for Centrelink purposes, a Centrelink Employment Separation Certificate should be referred to HR Services or Payroll Services for completion.</p>
44. How do I apply for further work with the University?	<p>If you are interested in further casual work, register on the University's casual employment registers.</p> <p>Fixed-term and continuing vacancies are advertised on the University's job website. You are encouraged to apply for advertised positions that you consider suitable.</p>

This resource has been adapted from 'Sessional Academic Staff: A Quick Guide' developed by the Human Resources Unit at the University of South Australia.

Details are current at the time of publication and will be updated regularly.

Nov17