



Preamble

Faculty of Science and Health Technical Services facilitate the delivery of teaching and learning activities undertaken in laboratories, specialist spaces and in the field.

To ensure technical staff can effectively support learning and teaching activities it is imperative that technical support requirements are communicated to Technical Services in a consistent and timely manner.

The following information outlines a framework for streamlining and standardising subject based documentation and purchasing. It is intended that this policy and procedure is introduced for all undergraduate and postgraduate course work teaching and learning activities occurring in laboratories, specialist spaces and field-based (on and off campus) locations from the commencement of the 2023 academic year.

Technical Services intend to support subjects taught across multiple campuses in accordance with the subject requirements articulated by the Subject Convenor. If teaching staff on a particular campus wish to deviate from these requirements then any such deviation must be approved in writing by the Subject Convenor.

Terminology

Staff

- **Primary Support** – campus based technical staff member responsible for subject support on their respective campus (including Residential Schools)
- **Secondary Support** – assist primary when required.
- **Lead Technical Officer** (L5 or L6) - coordinate documentation with the subject convenor for a subject taught on multiple campuses. Lead Technical Officer will distribute the documentation to Primary Support on each Campus and organise a meeting for all Primary Support to discuss/plan. A Lead Technical Officer may also serve as the Primary Support Technical Officer
- **Subject Convenor** – Primary responsibility for a subject.
- **Nominated Technical Manager:**

Area Technical Manager	Technical Area	Nominated School (for administrative tasks outlined under activities and responsibilities)
Joe Price	Wagga - Animal & Field	SAEVS (- Enviro discipline)
Kylie Kent	AW & PM Area	SAHESS (+ SAEVS Enviro discipline)
Jason Poposki	BA, OR, DU Area	SNPHS & SRM
Charmaine Carlisle	Wagga - Life Science & Health	SDMS



Storage of Information and Documents

- **Web Site – FOSH Technical Services**

<https://science-health.csu.edu.au/resources-services/technical-services>

Location for all Technical Policies, Procedures, Guidelines and Forms

- **S Drive - Technical Services Undergraduate & Postgraduate Folders**

<S:\Academic\FOS\Technical Services Undergrad & Postgrad Course Work>

Location for storing all undergraduate and postgraduate course work **subject requirement documentation** for the laboratories, specialist teaching spaces and fieldwork activities. All risk documentation e.g. risk assessments, safe work procedures and annual WHS coversheets. Archival information will also be held on the S Drive.



Activities and Responsibilities

1) Information updated by nominated Technical Managers

- a) Nominated Technical Manager saves list of subjects taught in the specialist teaching spaces, laboratories and field-based (on and off campus) locations including campus/s, session/micro-session and subject co-ordinator to *S:\Academic\FOS\ Technical Services Undergrad & Postgrad Course Work \Subject List*

When- by mid-November the previous year (e.g. 2022 for 2023 teaching year)

- b) Nominated Technical Manager updates list including all Subject Convenors/Co-ordinators.

When- Session 30 & June-July (on campus, residential and micro sessions) – before Christmas close down of previous year.

When- Session 60 (on campus, residential and micro sessions) – 10 weeks before session 60 commences

When- Session 90 (on campus, residential and micro sessions) – 10 weeks before session 90 commences

- c) Nominated Technical Manager updates S Drive list.

When- Session 30 – before Christmas close down

When- Session 60 – 9 weeks before session 60 commences

When- Session 90 – 9 weeks before session 90 commences

Note: *To ensure Technical Staff are able to effectively support classes it is imperative that Schools provide the Technical Managers with Subject Convenor/Co-ordinator details. In cases where a subject is being assigned to a new staff member (yet to commence at the University) or a yet to be determined sessional academic Schools must provide the details of a staff member who may be contacted in the interim period.*

2) Information Provided by Area Technical Manager

- a) Technical Manager's populate subject list with primary and secondary Technical Team Member and nominate lead Technical Officer (L5 or L6) for subjects taught across multiple campuses.

When- Session 30 (on campus, residential and micro sessions) – by the end of November the previous year (e.g. 2022 for 2023 teaching year)

When- Session 60 (on campus, residential and micro sessions) – 10 weeks before session commences



When- Session 90 (on campus, residential and micro sessions) – 10 weeks before session commences

- b) Technical Managers update their areas Technical Service Information Sheet and save to *S:\Academic\FOS\Technical Services Undergrad & Postgrad Course Work*

When- by the Christmas close down the previous year (e.g. 2022 for 2023 teaching year)

3) Subject Documentation (Attachment 1 – detailed technical tasks summary)

- a) Primary Support (*subjects taught on one campus*) and Lead Technical Officer send out standard email requesting subject information from subject convenor (Attachment 2).

When- 8 weeks before session starts (*Note- this work may commence prior to 8 weeks out*)

- b) Lead Technical Officer distributes subject documentation to Primary Support on each Campus and organise a meeting for all Primary Support to discuss/plan (e.g. equipment, consumables, fieldtrips, purchasing).

When- 6 weeks before session starts (*Note- this work may commence prior to 6 weeks out*)

- c) Primary Support (supporting subjects taught on multiple campuses) contact the academic staff member teaching the subject on their campus (attachment 4).

When- 5/6 weeks before session starts (*Note- this work may commence prior to 5/6 weeks out*)

4) Reflection and Improvement (end of session)

- Primary Support send Academic Feedback Form.
- Primary Support complete Technical Feedback Form.
- Primary Support save feedback forms-

S:\Academic\FOS\Technical Services Undergrad & Postgrad Course Work\End of Session Review



5) Academic Responsibility

Risk Assessment

As detailed in Attachment 1 Technical Staff are able to assist their academic colleagues as required with the development and/or review of Risk Assessments and associated documentation. All Risk Assessments however must be reviewed and signed by the relevant academic staff and Head of School.

Whilst Technical Services will make every effort to ensure up-to-date risk documentation is in place prior to the commencement of classes. Classes will not proceed unless an up-to-date and correctly signed Risk Assessment is in place.

Subject Practical Requirements

Technical Staff may assist their academic colleagues with the preparation and review of subject practical requirements however ultimate responsibility for the practical curriculum resides with academic staff.

It is expected that the Lead or Primary Technical Officer is provided with written details of class requirements by the dates noted in the Timeline below.

Practical Class Requirements must include (as appropriate):

- Overview of the activity
- Equipment required and set-up of equipment
- Consumables required
- Animals and/or Plants required
- Participation or otherwise of technical staff in the demonstration of techniques
- Approvals from compliance committees (e.g. ACEC)

Please do not expect technical staff to deduce class requirements from Laboratory Manuals, journal articles.

Failure to provide sufficiently detailed subject information by the dates noted may result in materials not being available and/or classes not being effectively serviced. Additional costs may also accrue to Schools due to the last-minute purchase of material and/or additional casual labour required for rushed set-up and preparation.

Please note that Technical Staff will not arrange the printing/photocopying of notes, charts or other written materials required in practical classes.



2022/23 Timeframe

TASK	ASSIGNED TO	START	END
Session 30 - 27 February – 16 June 2023		27/2/23	16/6/23
1a) List of Subj. to be taught to TM	Tech Managers	10/10/22	29/10/22
1b) Subj. List to S/Drive	Tech Managers	31/10/22	7/11/22
1c) Subj. Convenors identified	Tech Managers	7/11/22	7/12/22
1d) updates list with Subj convenors details	Tech Managers	7/11/22	7/12/22
2a) Tech staff allocated to subjects	Tech Managers	1/11/22	1/12/22
2b) Technical Service Information sheet updated	Tech Managers	1/12/22	24/12/22
3a) Lead Tech/Primary Tech (subjects taught on single campus) requests Subj Info	Lead Tech/Subject Convenor	12/12/23	
3b) Subject Convenor submits requirements to Lead Tech/ Primary Tech (subject taught on single campus)	Subject Convenor		20/1/23
3c) Contact on campus academic (subjects taught on multiple campuses)	Primary Support	23/1/23	10/2/23
4) Feedback collated	Primary Support	19/6/23	24/6/23
Session 60: 10 July - 27 October 2023		10/7/23	27/10/23
1c) Subj. Convenors identified	Tech Managers	1/5/23	12/5/23
1d) updates list with Subj convenors details	Tech Managers	8/5/23	19/5/23
2a) Tech staff allocated to subjects	Tech Managers	1/5/23	12/5/23
2b) Technical Service Information sheet updated (CHECK)	Tech Managers	1/5/23	12/5/23



3a) Lead Tech/Primary Tech (subject taught on single campus) requests Subj Info	Lead Tech/Subject Convenor	15/5/23	
3b) Subject Convenor submitted requirements to Lead Tech/ Primary Tech (subject taught on single campus) <i>See below for earlier submission dates for some Microbiology subjects.</i>	Subject Convenor	24/4/23	26/5/23
3c) Contact on campus academic	Primary Support	29/5/23	9/6/23
4) Feedback collated	Primary Support	30/10/23	3/11/23
Session 90 -13 November 2023 - 9 Feb 2023		13/11/23	9/2/24
1c) Subj. convenors identified	Tech Managers	4/9/23	15/9/23
1d) updates list with Subj convenors details	Tech Managers	11/9/23	22/9/23
2a) Tech staff allocated to subjects	Tech Managers	11/9/23	22/9/23
2b) Technical Service Information sheet updated (CHECK)	Tech Managers	1/12/23	30/12/23
3a) Lead Tech requests Subj Info	Lead Tech	18/9/23	29/10/23
3b) Contact on campus academic	Primary Support	9/10/23	27/10/23
4) Feedback collated	Primary Support	12/2/24	16/2/24

ADDITIONAL TASKS TIMEFRAMES	ASSIGNED TO	DUE
List of plants that need to be grown internally for teaching	Subject Convenor	End 2 nd week November the year before required
List of cattle requirements	Technical Manager	4 weeks prior to session commencing



Due to large student numbers and/or additional preparation time the practical requirements for some Session Two Microbiology subjects are required at an earlier date.

Session Two subjects include MCR101, BMS338, VSC323 and PSC221.

Subject Convenor

Session Two requirements to be provided by 24th April.

List of Attachments-

Attachment 1- Technical Tasks Summary (Primary Support and Lead Technical Officer)

Attachment 2- Example of email sent by Lead Technical Officer to Subject Convenor for a subject being taught on multiple campuses and email sent by Primary Technical Assistant/Officer to Subject Convenor for a subject taught on one campus

Attachment 3- Example of email sent by Primary Support to the Academic on their Campus teaching a subject that is taught on multiple campuses (*cc the subject Convenor into this email*)

Attachment 4- Undergraduate Teaching Risk Assessment Forms

Attachment 5- Standard Risk Management Controls

Attachment 6- WHS Coversheet

Attachment 7- Technical Requirements Forms

Attachment 8- Technical Team Information Sheets

Attachment 9- Feedback Forms

Attachment 10- List of on campus, residential and micro sessions

Attachment 11- Procedure for organising cattle practicals for FOSH teaching practicals



Attachment 1 – Technical Tasks Summary

Note- All subject information saved to S:\Academic\FOS\Technical Services Undergrad & Postgrad Course Work

Primary Support (single campus subjects) and Lead Tech (subjects taught on multiple campuses):

- Send email to subject convenor (Attachment 2)
- Meet with subject convenor-
 - Review practical requirements including equipment, consumables and travel.
 - Review subject RAs and associated documents e.g. SWPs
 - if existing RA has no changes and is less than 5 years old have the academic sign the WHS Coversheet (attachment 6)
 - if a revision or new RA is required – assist subject convenor in development.
 - Explain student induction requirements –
 - Academic required to work through presentation at the beginning of the first class (including all repeats) in a laboratory or specialist teaching space. At the conclusion of the presentation Academic is required to get all students to sign to sign the WHS Coversheet. When all presentations are complete the coversheet is returned to primary support Technical Assistant/Officer for processing.
 - Paperwork filing –
 - Hard Copies- ensure the most recent RA and WHS coversheet is in the relevant teaching space.
 - RA Soft Copies- ensure most recent RA and WHS coversheet (by the end of second week of session) is saved to the S drive - S:\Academic\FOS\ Technical Services Undergrad & Postgrad Course Work
 - Teaching Documentation- ensure most recent documentation is saved to the S drive - S:\Academic\FOS\ Technical Services Undergrad & Postgrad Course Work and old information moved to archive folder.

For subjects taught on multiple campuses -Lead Technical Officer, after meeting with the subject convenor, works through WHS and requirements with Primary



Support on each Campus. The Primary Support on each Campus emails (attachment 3) the academic teaching on their campus and organises to meet with them and work through documentation.

- Primary Support – organise equipment, consumables, book travel for subject field trips, organise cattle managed by the CSU Farm (attachment 11) etc.
- Primary Support – preparation, room set up/ clean up and provide in-class (if required) /field trip support
- Secondary Support- be available to assist primary support as required. This allows for cross skilling in the team.

NOTE- Technical Services intend to support subjects taught across multiple campuses in accordance with the subject requirements articulated by the Subject Convenor. If teaching staff on a particular campus wish to deviate from these requirements then any such deviation must be approved in writing by the Subject Convenor.



Attachment 2 – Example of email sent by Lead Technical Officer to Subject Convenor for a subject being taught on multiple campuses and email sent by Primary Technical Assistant/Officer to Subject Convenor for a subject taught on one campus.

Dear

I will be convenor Technical Support for your subject.

Please find attached-

- 1) Existing risk documentation – your subject risk assessment (RA) and associated documentation is less than five years old. Please review your RA and if no new hazards have been introduced to your teaching and you agree to follow all controls, please sign the WHS coversheet.
- 2) Student Induction PowerPoint – please work through this presentation at the beginning of your first class (including all repeats) in a lab or specialist teaching space. At the conclusion of the presentation please get **all** students to sign the WHS Coversheet. Please leave complete WHS coversheet in the technical office.
- 3) Subject Requirements – please review your requirements and update as required. Please remember Technical Services does not complete or facilitate printing. Printing needs to be organised within the school and if you are convening a subject on multiple campuses, please ensure you organise for all Campuses.
- 4) Laboratory/Simulation Manual – please provide a copy of this year’s manual.
- 5) List of Technical Staff supporting the subject on each Campus.
- 6) Technical Services Information Sheet.

OR

- 1) Existing risk documentation – your subject RA and associated documentation is over five years old and requires a major review. To help facilitate this I have attached-
 - a) Your existing RA identifying subject specific risks and associated controls.
 - b) A blank risk assessment form.
 - c) Current standard controls (i.e. controls that all workers are expected to follow when working in the laboratories and specialist teaching spaces). Read through these and add the ones that apply to your subject.
- 2) Student Induction PowerPoint – please work through this presentation at the beginning of your first class (including all repeats) in a lab or specialist teaching space. At the conclusion of the presentation please get **all** students to sign the WHS Coversheet. Please leave complete WHS coversheet in the technical office.
- 3) Subject Requirements – please review your requirements and update as required. Please remember Technical Services does not complete or facilitate printing. Printing needs to be



organised within the school and if you are convening a subject on multiple campuses, please ensure you organise for all Campuses.

- 4) Laboratory/Simulation Manual – please provide a copy of this year’s manual.
- 5) List of Technical Staff supporting the subject on each Campus.
- 6) Technical Services Information Sheet.

If you require further assistance completing this documentation, please let me know.

OR

- 1) Existing risk documentation – your subject does not have a risk assessment and associated documentation. An approved RA and associated documentation (e.g. SWPs) is required for all activities undertaken in FoSH facilities and off-campus locations. RAs are valid for five years if no additional hazards are introduced to the activity during that time. RAs are the responsibility of the academic teaching the subject. To help facilitate this I have attached-
 - a. A blank risk assessment form.
 - b. Current standard controls (i.e. controls that all workers are expected to follow when working in the laboratories and specialist teaching spaces). Read through these and add the ones that apply to your subject.
 - c. Specific risks and the associated controls specific to your subject need to be added to your risk assessment.

If you require further assistance completing this documentation, please let me know.

- 2) Student Induction PowerPoint – please work through this presentation at the beginning of your first class (including all repeats) in a lab or specialist teaching space. At the conclusion of the presentation please get all students to sign the WHS Coversheet. Please leave complete WHS coversheet in the technical office.
- 3) Subject Requirements – please review your requirements and update as required. Please remember Technical Services does not complete or facilitate printing. Printing needs to be organised within the school and if you are convening a subject on multiple campuses, please ensure you organise for all Campuses.
- 4) Laboratory/Simulation Manual – please provide a copy of this year’s manual.
- 5) List of Technical Staff supporting the subject on each Campus.
- 6) Technical Services Information Sheet.

Risk assessment information, subject requirements and laboratory manual should be returned to me by XX/XX/XX. I have booked a meeting into your calendar soon after this date to catch up. If the date/time doesn’t work, please reschedule.

Regards,



Attachment 3 – Example of email sent by Primary Support to the Academic on their Campus teaching a subject that is taught on multiple campuses (*cc the subject Convenor into this email*)

Dear

I will be providing Technical Support for your subject.

Please find attached-

- 1) Risk assessment approved by Subject Convenor and HoS.
- 2) Please read through the risk assessment and agree to follow all controls by signing the attached WHS Coversheet
- 1) Student Induction PowerPoint – please work through this presentation at the beginning of your first class (including all repeats) in a laboratory or specialist teaching space. At the conclusion of the presentation please get all student to sign the WHS Coversheet. Please leave complete WHS coversheet in the technical office.
- 2) Subject Requirements – the subject Convenor has provided the attached requirements. Please remember Technical Services does not complete or facilitate printing. Please liaise with your subject convenor to ensure printing has been organised for your subject.
- 3) Laboratory/Simulation Manual – the subject Convenor has provided the attached requirements
- 4) Technical Services Information Sheet.

It is intended that technical support for this subject is provided in accordance with the requirements articulated by the Subject Convenor. Any deviation from these requirements will require the approval of the Subject Convenor.







Details of approved deviations must be provided to me by XX/XX/XX

I have booked a meeting into your calendar to catch up and discuss your classes. If the date/time doesn't work, please reschedule.



Regards,




Attachment 4- Undergraduate & Post Graduate Course Work Risk Assessment Forms

RA hazardous chemical – undergrad & postgrad course work	 RA fieldwork - undergrad & postgr
RA microbiological – undergrad & postgrad course work	 RA microbiological - undergrad & postg
RA fieldwork – undergrad & postgrad course work	 RA fieldwork - undergrad & postgr
RA laboratory – undergrad & postgrad course work	 RA laboratory - undergrad & postgr
RA specialist teaching spaces – undergrad & postgrad course work	 RA specialist teaching space - un
RA solar UV- undergrad & postgrad course work	 RA solar UV - undergrad & postgr

Attachment 5- Standard Risk Management Controls

FOSH standard risk controls for laboratory & STS - undergrad & postgrad course work	 FOSH standard risks controls for lab
FOSH standard risk controls for fieldwork – undergrad & postgrad course work	 FOSH standard risks controls for fie

Attachment 6- WHS coversheet





FOSH WHS Coversheet – undergrad & postgrad course work	 FOSH WHS Coversheet - undergrad
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
Attachment 7- Technical Requirements Forms

Basic requirements form	 basic requirements form.docx
Animal & Field requirements form	 Animal & Field Prac requirements reques

Attachment 8- Technical Team Information Sheet

Animal and Field Technical Team Information Sheet	 Animal and Field Technical Team Info
AW & PMQ Technical Team Information Sheet	 AW & PMQ Technical Team Info
Bathurst, Orange & Dubbo Technical Team Information Sheet	 Bathurst, Orange and Dubbo Technia
Life Science & Health Technical Team Information Sheet	 Life Sciences and Health Technical Tez

Attachments 9- Feedback Forms

Academic Feedback Form – Specialist Teaching Space & Laboratory	 Subject evaluation - STS & Lab.docx
Academic Feedback Form – Field based teaching facilities (Wagga Wagga)	 Subject evaluation - Field based teaching
Academic Feedback Form – Fieldwork	 Subject evaluation - Fieldwork.docx



Technical Staff Feedback



Subject evaluation -
Tech Staff.docx

Attachment 10- [List of on campus, residential and micro sessions](#)

Attachment 11-

Procedure for organising cattle practicals for FOSH teaching
practicals



PROCEDURE FOR
ORGANISING CATTLE