Education and Student Experience Space Principles

Version	Approved By	Approval Date	Effective Date
V1	ULT	3rd April 2024	1st July 2024
Purpose	The purpose of this document is to: • ensure the delivery of authentic, engaging and high-quality education and learning experiences to students at UNSW both on and off campus, recognising and responding to their diverse learning requirements. • drive the development of innovative educational practices, spaces and technologies aligned to the education aspirations of UNSW. • promote strong learning communities and precincts at UNSW to create a vibrant campus experience for students, staff and visitors. • ensure equitable access to high-quality education space for students and staff of UNSW that support effective education outcomes.		

Scope	These principles apply to:
	• spaces designed and provisioned primarily for education including:
	    o Centrally Allocated Teaching Space (CATS)
	    o spaces that support specialist education and whose access is managed by a Faculty (Restricted Access Teaching Spaces/RATS),
	    o Makerspaces
	    o library and informal learning spaces and
	    o student self-directed spaces.		

Enablers	• Technologies used to support education delivery on and off campus including but not limited to:
	    o within class AV/IT that enables presentation and demonstration
	    o platforms for real-time digital participation in class.
	• Systems for managing the efficient use of all education space including but not limited to:
	    o booking and timetabling systems for planned and ad hoc use of teaching space
	    o systems that provide clear description and typology of the attributes of spaces.
	    o Teaching staff professional development and training to support the delivery high-quality education outcomes.		

Related Documents	Education and Student Experience Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures		

Principles:

Empowering students

Students are empowered to learn the way that best meets their needs supported by:

- access to diverse ways of engaging in learning including:
    - an appropriate mix of physical and digital attendance to scheduled synchronous classes
    - asynchronous learning via quality online resources
    - ad hoc engagement with staff as required.
- access to self-directed learning spaces including those for:
    - individual study
    - group/collaborative study
    - hands-on learning activities
    - social and community activities
    - student active participation in online classes.

Supporting staff

Staff are supported to shape their teaching activities to delivery of authentic and high-quality education supported by:

- diverse teaching spaces that allow staff access to spaces with attributes to suit their pedagogy.

Space provisioning should also take into consideration:

- intuitive AV/IT systems that enable staff to teach students effectively (on campus, online and hybrid)
- flexible systems that allow staff to identify and book spaces that suit their pedagogy
- appropriate professional development to ensure staff are skilled to use the spaces aligned with their pedagogy.

Enable community

The campus supports the emergence of vibrant and diverse learning communities that share an over-arching sense of belonging to UNSW, while celebrating their unique attributes. This is enabled by:

- creating distinct precincts across the campuses that enable disciplinary and professional identities to flourish, creating cohorts of students and staff who feel part of a vibrant academic community
- support of those precincts with hubs that establish a strong UNSW identity that brings the diversity of disciplines and professions together as a larger academic community
- providing precincts in proximity to amenities and support spaces such as food, beverage and retail that enables the campus to support these communities and for people to comfortably spend time on campus.

Space provisioning

- Education at UNSW is supported by an appropriate suite of spaces that enable a diverse but consistent quality of learning experiences.
  - Provide a consistent quality of educational experience for students that:
    - supports diverse educational practices
    - empowers faculties to realise their educational differentiators
    - ensures high quality AV/IT and high-quality digital experiences
    - provides appropriate indoor environment quality
    - creates a sense of space
    - is accessible and welcoming for all.
- Provide spaces that support a diversity of teaching modes and scales.
  - Design spaces that support maximum flexibility, including furniture and technology, for future proofing for new innovative ways of education delivery.
  - Space design needs to include considerations of: flat floor collaborative learning spaces; digital assessment/exam spaces with power points and Wi-Fi; specialist teaching laboratories, Makerspaces and studios; the provision of hybrid-enabled spaces; and experimental spaces that support a wide range of pedagogies.

Foundational requirements

Education spaces at UNSW should seek to ensure they:

- have access to natural light and are able to also block light out where possible.
- are visible and attractive with good use of colour.
- provide reliable Wi-Fi and power suitable for everyone accessing simultaneously (where applicable).
- have good lines of sight (e.g. no internal columns that impede view lines; appropriate ceiling heights).
- are hygienic and easy to keep clean.
- have managed acoustics within the room and from external sources.
- are located away from odours.
- provide suitable indoor environments including appropriate temperature ranges and suitable air refresh rates.
- are easy to maintain.

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Research and Entrepreneurial Campus Space Principles

Version	Approved By	Approval Date	Effective Date
V1	ULT	3rd April 2024	1st July 2024
Purpose	The purpose of this document is to: • enhance research output and quality by increasing usability of research infrastructure space • enable delivery of the University's research priorities and provide opportunities for experimental and innovative practices • promote opportunities for collaboration, knowledge exchange, cross-disciplinary and translational research, both within the University and with external partners • provide a framework for more equitable, responsive and sustainable research space provisioning • improve access to and efficiency of research spaces and equipment, while protecting the safety, security and integrity of our research.		
Scope	The principles apply to: • spaces designed and provisioned primarily for specialist research that may contain specialised equipment such as wet lab research laboratories • spaces provisioned (via agreement or lease) or shared with industry as part of entrepreneurial campus • spaces that are part of partnerships and/or agreements with other sites outside of University-owned campuses • inclusive of Higher Degree Research students and their use of these specialist facilities.		
Related Documents	Research and Entrepreneurial Campus Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures		

Principles:

Research effectiveness

- Space decisions, designs and provisioning will be made in the context of UNSW research priorities.
- Where possible, space will be provided for experimental labs and infrastructure to allow for innovative practices and emerging areas of research.

Space provisioning

- Provisioning and delivery of space will be supported by information including objectives, use and vision of space, and governed by the space management process.
- Provisioning (and re-provisioning) of space will be guided by qualitative and quantitative metrics (where available) alongside consultation.
- Provisioning of space will be based on duration of need not in perpetuity (e.g. grants, projects)
- Additional spaces will only be provisioned once full consideration has been given to availability and feasibility of optimising or reprovisioning existing spaces.

Access, sharing and collaboration

- When provisioning research space, spaces supporting shared access over limited exclusivity will be prioritised, where there is cross-compatibility.
- Design must support and foster collaboration for sharing success.
- Research spaces, including those designed for sharing and collaboration must meet the requirements for:
    - secure access
    - safety and security of personnel, equipment and experiments and integrity of research
    - compliance and ethics obligations
- Requests for research spaces will include support spaces and facilities, looking at the requests as a whole kit of parts, grouping functional spaces to support workflow and sharing where appropriate.
- Research spaces will include shared equipment and access to experimental benches rather than individual ownership unless there's a demonstrated requirement for exclusive use.
- Shared research spaces will be supported by agile facilities such as lockers, access, equipment storage and consumable storage.
- Operational support resources such as inductions, training and maintenance are pivotal to the success of shared research facilities.
- Where feasible and appropriate, research spaces will be located in accessible environments that promote use by multiple groups and/or disciplines to support cross collaboration and effective use of equipment.
- Research spaces will have a provision of collaborative settings adjacent to support collaboration between occupants.

Flexibility

- Research spaces will be designed to support flexibility and collaboration in space and design, allowing for shared use where there is cross compatibility.
- Ability to upgrade, replace and change equipment will be incorporated into design, where possible, to provide an element of future proofing.

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Workspace Space Principles

Version	Approved By	Approval Date	Effective Date
V1	ULT	3rd April 2024	1st July 2024
Purpose	The purpose of this document is to: • provide workspaces that are fit for purpose, flexible and cater to the range of requirements of teams, groups and individuals. • make UNSW campuses attractive places to work by creating welcoming and warm workspaces that are inclusive and promote wellness and wellbeing. • improve the efficiency and effectiveness of our workspaces through a sustainable approach to design and provisioning informed by utilisation information. • promote collaboration and knowledge sharing between students, staff, industry and other external parties within UNSW workspaces. • provide individuals and teams with support through the transition to new environments and future ways of working.		
Scope	These principles apply to: • office-style accommodation whereby academic staff, professional staff, visiting staff and HDR students may do all or part of their work on the University campus. • inclusive of informal and formal meeting spaces, breakout spaces, kitchens and any other spaces that support typical office function.		
Related Documents	Workspace Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures		

Principles:

Functionality and flexibility

- Spaces will be provisioned with appropriate kit of parts ratios to cater for the working patterns, activities and requirements (including accessibility) of teams and individuals informed by pre-design consultation and the use of personas.
- Workspaces will be provisioned with sufficient ancillary space to support occupants outside of their primary activities.
- Occupant autonomy will be enabled through provision of a range of spaces that support the team or group profile and activities. This includes catering for private and deep focused work, online and face-to-face meetings of various sizes and online teaching as required.
- Technology will be seamless, enabling a consistent user experience and supporting productivity and desired ways of working.

Collaboration and knowledge share

- Workspace provisioning and design will enable appropriate opportunities for collaboration, knowledge sharing and mentoring between students, staff, industry and other external parties.
- Workspace spaces will support both formal and informal collaboration, brainstorming and knowledge sharing, while maintaining appropriate security for staff safety and confidentiality requirements.
- Spaces will be provisioned to teams and groups, rather than to individuals and space design will follow a 'neighbourhood' model, allowing individuals and teams to work together.

Wellness, wellbeing and accessibility

- Workspaces will create a sense of belonging and feel warm and welcoming for all, incorporating aspects proven to improve health and wellbeing through ergonomic design.
- Workspace design will be accessible and permeable, limiting the use of physical and non-physical barriers while maintaining a sense of belonging, security and psychological safety.
- Biophilic design principles will be incorporated, such as access to natural light.
- Design will align with UNSW guidelines on supporting facilities, such as end of trip, multifaith and parents' rooms.
- Spaces and furniture will be ergonomic and consistent, with original interior design intent of furniture, fittings and equipment maintained where available.
- Space provisioning will consider appropriate allocation and design of spaces for staff to break away from work such as kitchens, amenities, facilities and social spaces.
- Workspace design will include some level of customisation in storage, lockers and personable spaces to create a link to the workspace and a sense of belonging.
- Workspace design guidelines will strive to be above minimum industry compliance and strive to meet UNSW set standards in areas such as accessibility, inclusivity and safety.

Efficient, effective and sustainable

- Workspace design will explore efficient and effective use of spaces such as multi-purpose surfaces for collaboration tools and multifunctional spaces that can be used for informal and formal activities.
- Offices will be bookable and allocation of offices to individuals will be limited, to prevent underutilisation of space.
- Space provisioning will allow for minor fluctuations in growth and/or teams' peak collaboration days, without teams and groups needing to request additional space, and reducing need for space re-organisation.
- Utilisation metrics will be tracked to inform the space provisioning process and longer-term space planning decisions. Utilisation metrics will be reported to stakeholders, allowing for self-management where possible.
- UNSW sustainability standards will be applied to design, furniture and space provisioning, such as implementation of a standard desk size and style to allow for reuse, use of modular design to incorporate future proofing and limitations on proportion of workspaces that are enclosed spaces.

Successful transition and user experience

- Guides on intention and use of the different types of spaces will be provided by Estate Management and occupying teams/groups will be responsible for implementing the team culture and behaviours required to facilitate an equitable and optimal experience for all individuals using the space.
- Workspace design will facilitate equitable use of work points and cater for peak occupancy and all aspects of flexible working, such as number of days a week occupants spend on campus and differing start and end times.
- The design should attempt to minimise any gap in user experience between occupants in open versus closed plan and allocated versus unallocated spaces.
- Occupants will be guided through the process of transitioning to a new space, from pre-design consultation to post-occupancy reviews, following change management principles.
- The Change Management approach, including new ways of working and interacting with the space will be set out by Estate Management and implemented in partnership with the occupying team or group.

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UNSW
SYDNEY

Campus Experience Space Principles

Version	Approved By	Approval Date	Effective Date
V2	ULT	11/12/2024	11/12/2024
Purpose	The purpose of this document is to: • guide provisioning of inviting campus spaces that inspire and delight and celebrate achievement. • promote a seamless experience for arranging campus activation by supporting improvements to visibility, booking and ease of use of space. • improve on-campus experiences by creating welcoming spaces that promote wellbeing and inclusiveness and have an Indigenous footprint. • enhance the overall campus experience by orchestrating movement to and from as well as through campus, including accessibility requirements. • embed sustainability by incorporating sustainable design and behaviours in space provisioning.		
Scope	Movement to and from and throughout campuses. Indoor and outdoor spaces supporting extracurricular, social, Indigenous, multi-faith, parents and wellbeing.		
Enablers	Retail and leasing spaces that are subject to a separate strategy. Outdoor recreation strategy are subject to a separate strategy.		
Related Documents	Campus Experience Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures		

Principles

Indigenous Cultures

UNSW respectfully acknowledges the experiences, history and knowledge of First Nation peoples. We actively strengthen relationships by creating a space that enables mutual respect, engagement and active participation.

- Cultural recognition and awareness are crucial for building an inclusive community, with physical spaces serving as a key medium for connecting different cultures
- The principle is rooted in UNSW's Indigenous Strategy, particularly focusing on the Culture and Country pillar, which emphasizes truth and justice
- Campus spaces can act as living platforms that:
    - Preserve and celebrate cultural heritage
    - Enable different cultural narratives to interact and intersect
    - Promote deeper mutual understanding
- The goal is to ensure every member of the UNSW community:

- o Understands the cultural significance of the campus locations
  - o Learns about the rich heritage of Aboriginal and Torres Strait Islander peoples in Sydney and Australia
- The ultimate aim is to create an environment that supports, respects, and celebrates Indigenous Australian traditions, wisdom, and cultural identity

Equity and Inclusion

Foster a welcoming and inclusive environment that ensures equitable access and removes barriers to participation on campus.

- Diversity and Inclusion seeks to recognize and address the varied needs, backgrounds, and experiences of all community members
- Equity is fundamental to:
  - o Ensuring social justice and human rights
  - o Providing access to education
  - o Protecting individuals from discrimination and harassment
  - o Acknowledging systemic barriers that exclude people from educational and career opportunities
- Inclusion aims to create environments where individuals feel:
  - o Welcomed
  - o Respected
  - o Empowered to participate fully
  - o Able to be themselves, regardless of personal characteristics
- The principle focuses on spatial design that:
  - o Supports UNSW's Equity, Diversity, and Inclusion (EDI) ethos
  - o Creates accessible spaces
  - o Enables participation for people from all backgrounds
  - o Ensures safety and independence for diverse groups
- The core goal is to build an environment that embraces and supports every individual's unique identity and potential

Sustainability

Increase awareness of sustainable practices through visible and participatory initiatives.

- UNSW is committed to environmental sustainability, aligning its strategies with the United Nations' 2030 Sustainable Development Goals
- The principle aims to:
  - o Enhance visibility of sustainable projects
  - o Raise awareness about climate change initiatives
  - o Make sustainability more understandable and relatable
- Key objectives include:
  - o Cultivating better understanding of UNSW's environmental efforts
  - o Inspiring community engagement through tangible sustainability projects
  - o Empowering students to contribute to sustainable solutions
- The approach emphasizes:
  - o Participatory activities
  - o Student involvement
  - o Demonstrating real-world progress in sustainability
- Ultimate goal is to strengthen the university's commitment to addressing climate change and creating a more sustainable future

Supporting Safety

Create a safe and secure spaces that allows everyone thrive.

- Safety is UNSW's first priority, with a commitment to providing a secure environment for staff, students, and visitors across all locations and activities
- Safety extends beyond physical protection to encompass:
  - Mental and physical well-being
  - A sense of security and confidence
  - Freedom from harm, danger, and harassment
- The core objectives of creating safe spaces include:
  - Developing welcoming environments
  - Supporting individuals' potential
  - Enabling personal growth and development
- By ensuring people feel genuinely secure, UNSW aims to:
  - Reduce mental strain
  - Provide psychological comfort
  - Allow individuals to be their authentic selves
- The underlying principle is that a comprehensive approach to safety creates optimal conditions for personal and professional development

Creating Wellbeing

Create a campus experience that supports and enhances the wellbeing of all.

- UNSW is committed to enhancing physical learning and working environments to support staff and student wellbeing
- The approach to wellbeing is comprehensive, addressing:
  - Individual and environmental factors
  - Physical comfort
  - Psychological safety
  - Sense of belonging and connection
- Key objectives of wellbeing support include:
  - Creating spaces that feel like home
  - Fostering a healthy mind, body, and culture
  - Providing respite from academic and work pressures
- The ultimate goals are to:
  - Build personal resilience
  - Develop mental strength
  - Enable individuals to navigate university challenges effectively
  - Support academic and personal excellence
- Spaces are designed to be more than physical environments, serving as supportive platforms for personal growth and recovery

Campus Activation

Enhance the campus experience to be intuitive and filled with vibrant activation.

- UNSW campuses are more than educational spaces - they are dynamic connection hubs that:
  - Bring together people from diverse disciplines
  - Enable unscripted and fluid knowledge exchange
  - Create spontaneous learning experiences
- In the digital age, physical campuses remain crucial by:
  - Fostering strong community connections
  - Enabling unique in-person interactions

- o Creating collaboration opportunities between students, staff, academics, and industry
- A vibrant campus is characterized by:
  - o Palpable human energy
  - o Compelling environments that draw people in
  - o Active engagement and immersion
  - o Spaces that encourage participation beyond formal education
- The core purpose is to create environments that go beyond traditional learning, promoting dynamic, organic interactions and shared experiences
- Physical spaces serve as essential platforms for building connections that cannot be replicated in digital environments

Revision History				
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V2	ULT	11/12/2024	11/12/2024	Updated to align with guidelines.
V1	ULT	3/04/2024	1/07/2024	