

Professional Development

Peng's story

When Peng joined the transnational teaching team of an Australian university a year ago there was no professional development specific to the transnational program offered by the Australian university. She did not receive any specific rules about moderation processes and felt that she had learnt about moderation of assessment from experience and talking to senior staff. Recently Peng's Australian counterpart changed and Doug took over the work. Following the changeover, Peng experienced a number of problems. She had never met Doug before but felt he did not understand the complexity of teaching another university's curriculum in a different country. Following email correspondence that did little to build the relationship, Peng felt increasingly frustrated. The final straw was the arrival of detailed guidelines on moderation of assessment from the Australian counterpart that Peng was expected to comply with.

Q1: What could the Australian university have done to better support Peng when she took the position?

Q2: Identify the issues in this case that may impact the quality of the transnational program.

Q4: If you were Peng, what would you do?

Doug's story

Doug had been with the University for ten years and was asked to take over the transnational programs. One of the concerns raised by management was that the moderation processes followed by transnational partner staff were irregular and led to quality assurance issues. During the handover process, Doug's predecessor briefed him about the professional development of the transnational partner staff offered by the Australian university to new staff in the transnational teaching team. It was considered adequate with a half day annual corporate induction course, and considerable teaching and learning resources from the University website. During his initial review, Doug found that no clear guidelines had been provided to the transnational partner staff and he set about to correct this issue immediately. Doug was disappointed with the email correspondence with his transnational partner staff member Peng and the resistance to the guidelines sent by him.

Q1: If you were Doug, what would you do?

Q2: Is the nature of the professional development offered by the Australian university adequate in your view?

Q3: What can be done to improve the situation?