



# Education and Student Experience Space Principles

Version	Approved By	Approval Date	Effective Date
<b>Purpose</b>	<p>The purpose of this document is to:</p> <ul style="list-style-type: none"> <li>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.</li> <li>drive the development of innovative educational practices, spaces and technologies aligned to the education aspirations of UNSW.</li> <li>promote strong learning communities and precincts at UNSW to create a vibrant campus experience for students, staff and visitors.</li> <li>ensure equitable access to high-quality education space for students and staff of UNSW that support effective education outcomes.</li> </ul>		
<b>Scope</b>	<p>These principles apply to:</p> <ul style="list-style-type: none"> <li>spaces designed and provisioned primarily for education including: <ul style="list-style-type: none"> <li>Centrally Allocated Teaching Space (CATS)</li> <li>spaces that support specialist education and whose access is managed by a Faculty (Restricted Access Teaching Spaces/RATS),</li> <li>Makerspaces</li> <li>library and informal learning spaces and</li> <li>student self-directed spaces.</li> </ul> </li> </ul>		
<b>Enablers</b>	<ul style="list-style-type: none"> <li>Technologies used to support education delivery on and off campus including but not limited to: <ul style="list-style-type: none"> <li>within class AV/IT that enables presentation and demonstration</li> <li>platforms for real-time digital participation in class.</li> </ul> </li> <li>Systems for managing the efficient use of all education space including but not limited to: <ul style="list-style-type: none"> <li>booking and timetabling systems for planned and ad hoc use of teaching space</li> <li>systems that provide clear description and typology of the attributes of spaces.</li> <li>Teaching staff professional development and training to support the delivery high-quality education outcomes.</li> </ul> </li> </ul>		
<b>Related Documents</b>	<p>Education and Student Experience Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures</p>		

## 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 overarching 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.

Revision History				
Document Owner				
Version	Approved By	Approval Date	Effective Date	Modifications



# Research and Entrepreneurial Campus Space Principles

Version	Approved By	Approval Date	Effective Date
<b>Purpose</b>	<p>The purpose of this document is to:</p> <ul style="list-style-type: none"> <li>• enhance research output and quality by increasing usability of research infrastructure space</li> <li>• enable delivery of the University's research priorities and provide opportunities for experimental and innovative practices</li> <li>• promote opportunities for collaboration, knowledge exchange, cross-disciplinary and translational research, both within the University and with external partners</li> <li>• provide a framework for more equitable, responsive and sustainable research space provisioning</li> <li>• improve access to and efficiency of research spaces and equipment, while protecting the safety, security and integrity of our research.</li> </ul>		
<b>Scope</b>	<p>The principles apply to:</p> <ul style="list-style-type: none"> <li>• spaces designed and provisioned primarily for specialist research that may contain specialised equipment such as wet lab research laboratories</li> <li>• spaces provisioned (via agreement or lease) or shared with industry as part of entrepreneurial campus</li> <li>• spaces that are part of partnerships and/or agreements with other sites outside of University-owned campuses</li> <li>• inclusive of Higher Degree Research students and their use of these specialist facilities.</li> </ul>		
<b>Related Documents</b>	<p>Research and Entrepreneurial Campus Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures</p>		

## 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.

## Revision History



Document Owner				
Version	Approved By	Approval Date	Effective Date	Modifications





# Workspace Space Principles

Version	Approved By	Approval Date	Effective Date
Purpose	<p>The purpose of this document is to:</p> <ul style="list-style-type: none"> <li>• provide workspaces that are fit for purpose, flexible and cater to the range of requirements of teams, groups and individuals.</li> <li>• make UNSW campuses attractive places to work by creating welcoming and warm workspaces that are inclusive and promote wellness and wellbeing.</li> <li>• improve the efficiency and effectiveness of our workspaces through a sustainable approach to design and provisioning informed by utilisation information.</li> <li>• promote collaboration and knowledge sharing between students, staff, industry and other external parties within UNSW workspaces.</li> <li>• provide individuals and teams with support through the transition to new environments and future ways of working.</li> </ul>		
Scope	<p>These principles apply to:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• inclusive of informal and formal meeting spaces, breakout spaces, kitchens and any other spaces that support typical office function.</li> </ul>		
Related Documents	<p>Workspace Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures</p>		

## 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.

Revision History				
Document Owner				
Version	Approved By	Approval Date	Effective Date	Modifications



# Campus Experience Space Principles

Version	Approved By	Approval Date	Effective Date
Purpose	<p>The purpose of this document is to:</p> <ul style="list-style-type: none"> <li>• guide provisioning of inviting campus spaces that inspire and delight and celebrate achievement.</li> <li>• promote a seamless experience for arranging campus activation by supporting improvements to visibility, booking and ease of use of space.</li> <li>• improve on-campus experiences by creating welcoming spaces that promote wellbeing and inclusiveness and have an Indigenous footprint.</li> <li>• enhance the overall campus experience by orchestrating movement to and from as well as through campus, including accessibility requirements.</li> <li>• embed sustainability by incorporating sustainable design and behaviours in space provisioning.</li> </ul>		
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.		
Related Documents	Campus Experience Space Guidelines (will translate these guidelines into functional design) University Space Policy and Procedures		

## Principles

### Design and provision

- Campus spaces will be beautiful, inspirational, inviting and delightful.
- Space provisioning will take into consideration the right ratio and sharing of space for curricular, co-curricular and extra-curricular activities.
- Where possible, ground floor, public and window spaces will be used to celebrate UNSW's academic achievements, displaying visible evidence of the success of UNSW research and its collaborations.
- Space provisioning will include student-centred spaces that increase a sense of belonging and ownership, and spaces for informal connection between students and academics.
- Spaces will be flexible to enable informal and formal use and different uses at different times of day/night where appropriate.
- Campus spaces will consider the principles of universal design (equitable use, flexibility in use, simple and intuitive to use, perceptible information, tolerance for error, low physical

effort, size and space for approach and use) to ensure accessibility of spaces for everyone at UNSW.

- Sustainable and regenerative design principles will be embedded into campus space provisioning to include utilising passive design, resource efficiency, consideration of lifecycle environmental impacts and climate resilience.
- Space provisioning will take into consideration all the senses including the soundscape.
- Outdoor space provisioning will optimise utility by considering factors such as availability of power, all weather conditions, the capacity for planned and unplanned events and the suitability for temporary signage.
- Campus design will be reflective of a 24/7 environment with appropriate provision of lights and safety and security in mind.

### Visibility and activation

- Spaces appropriate for temporary pop-ups will be identified and appropriately managed.
- Space design and provisioning of campus should allow for activations and events including noticeable spaces that encourage impromptu attendance, and consideration of long-range unobstructed visibility for large-scale events such as Open Days.

### Wellbeing and inclusiveness

- Campus spaces will create a sense of wellbeing, safety and belonging catering for all of the UNSW community, including adhering to UNSW standards for inclusive facilities and accessibility.
- Campus spaces will be designed with safety and security considerations including physical and psychological safety.
- Opportunities to incorporate transitory public art and communications will be considered in internal and external design.
- Recognition and incorporation of Indigenous cultures, knowledges and heritage will be considered in planning and design of spaces.
- Spaces will be maintained to ensure they are fit for purpose and enable independence and dignity.

### Movement and access

- Space design and provisioning will take into consideration the journey to and from campus and appropriate support functions such as end-of-trip facilities and lockers to support sustainable travel.
- Safe and effective wayfinding and movement around campus will aim to cater for a wide range of accessibility requirements.

Movement routes will consider pedestrian, vehicle and bike traffic and will recognise the changing weather conditions and need for protection from the elements.

### Environmental sustainability



- Increase nature and biodiversity value by minimising loss of greenspaces, increasing native trees and planted areas and incorporating green infrastructure such as green walls, facades and roofs.
- Campuses will visibly promote sustainability knowledge and encourage sustainable behaviours, including facilities to wash reusable containers, water refill stations, recycling bins and end-of-trip facilities to support active modes of travel.

<b>Revision History</b>				
Document Owner				
<b>Version</b>	<b>Approved By</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Modifications</b>

