



THE UNIVERSITY OF  
MELBOURNE

## From Ordinary to Extraordinary: Elevating FFAM's Curriculum Development Process through Service Improvement

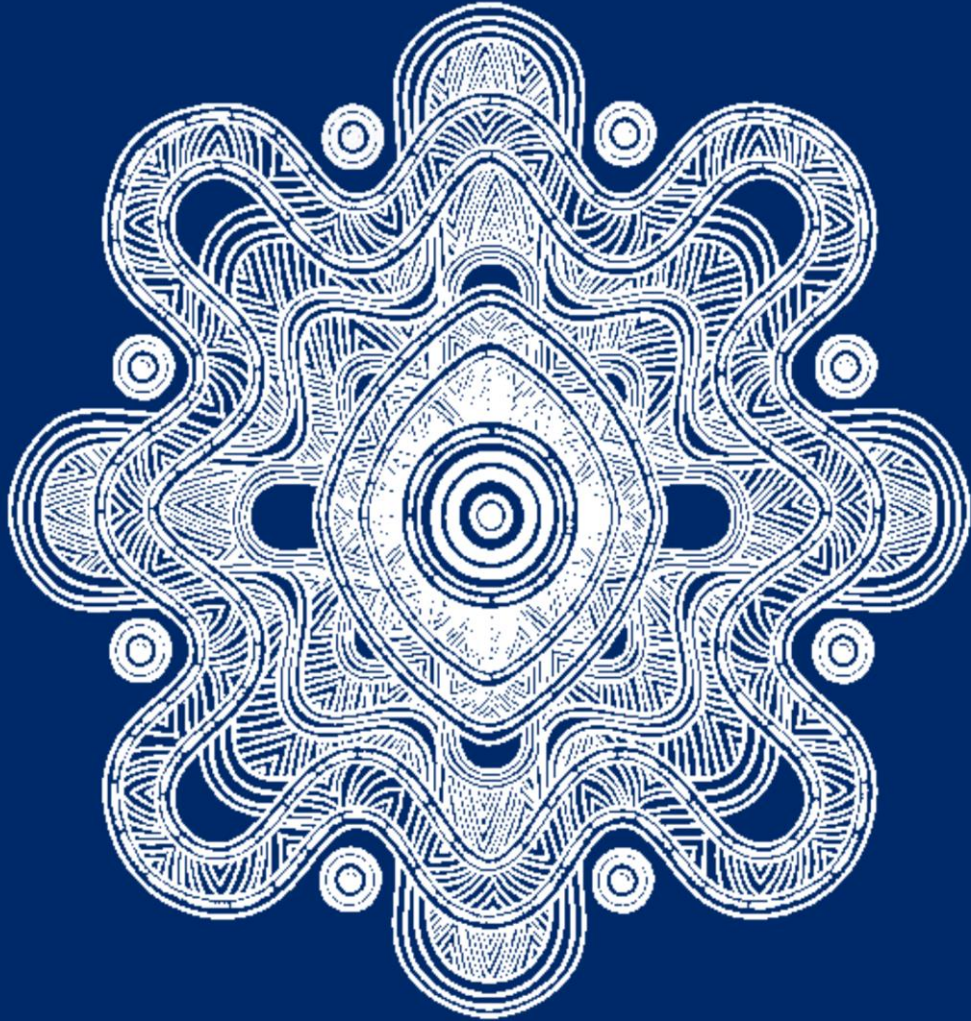
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# Acknowledgment of Country



The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi-wurrung and Bunurong peoples.

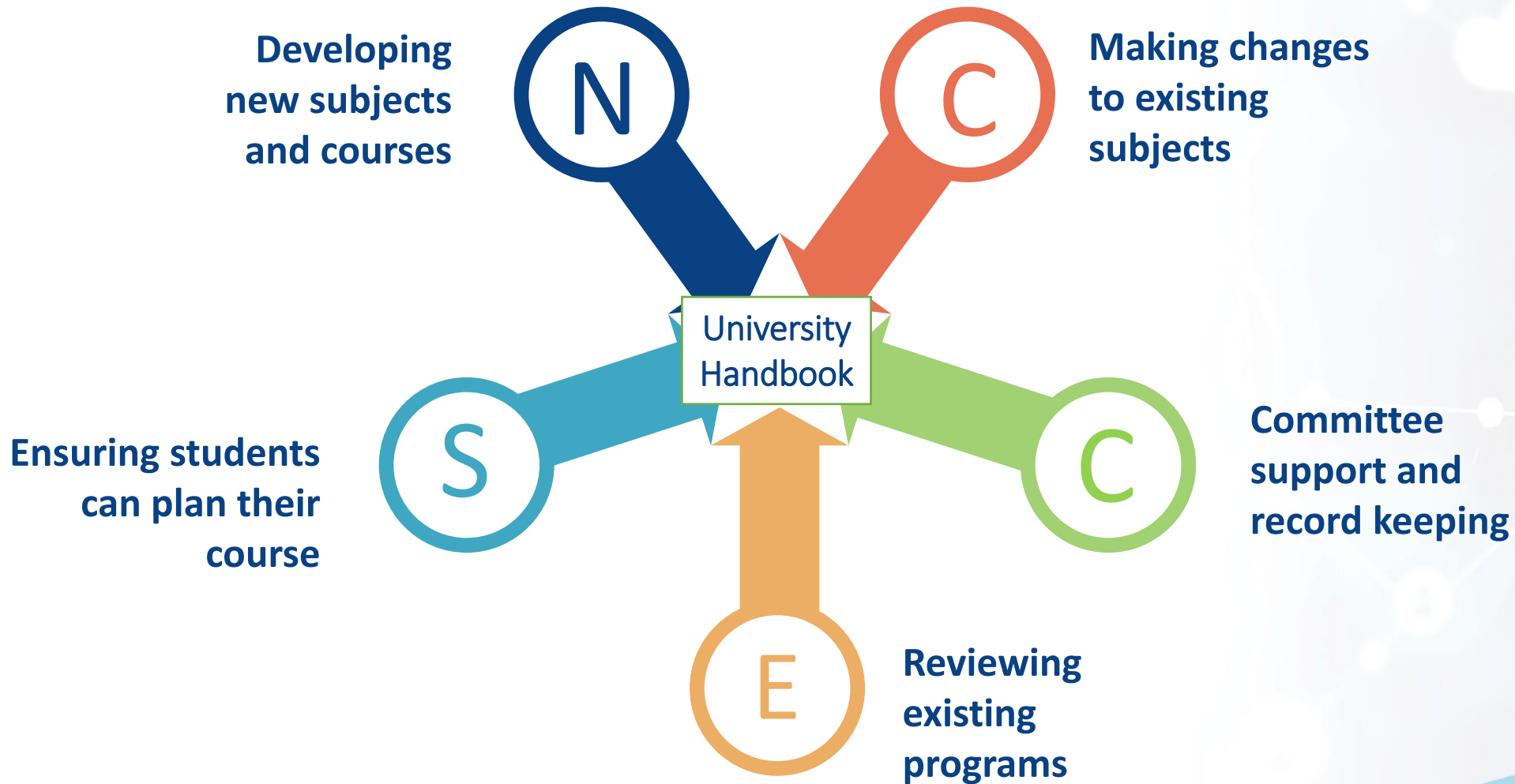
The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.



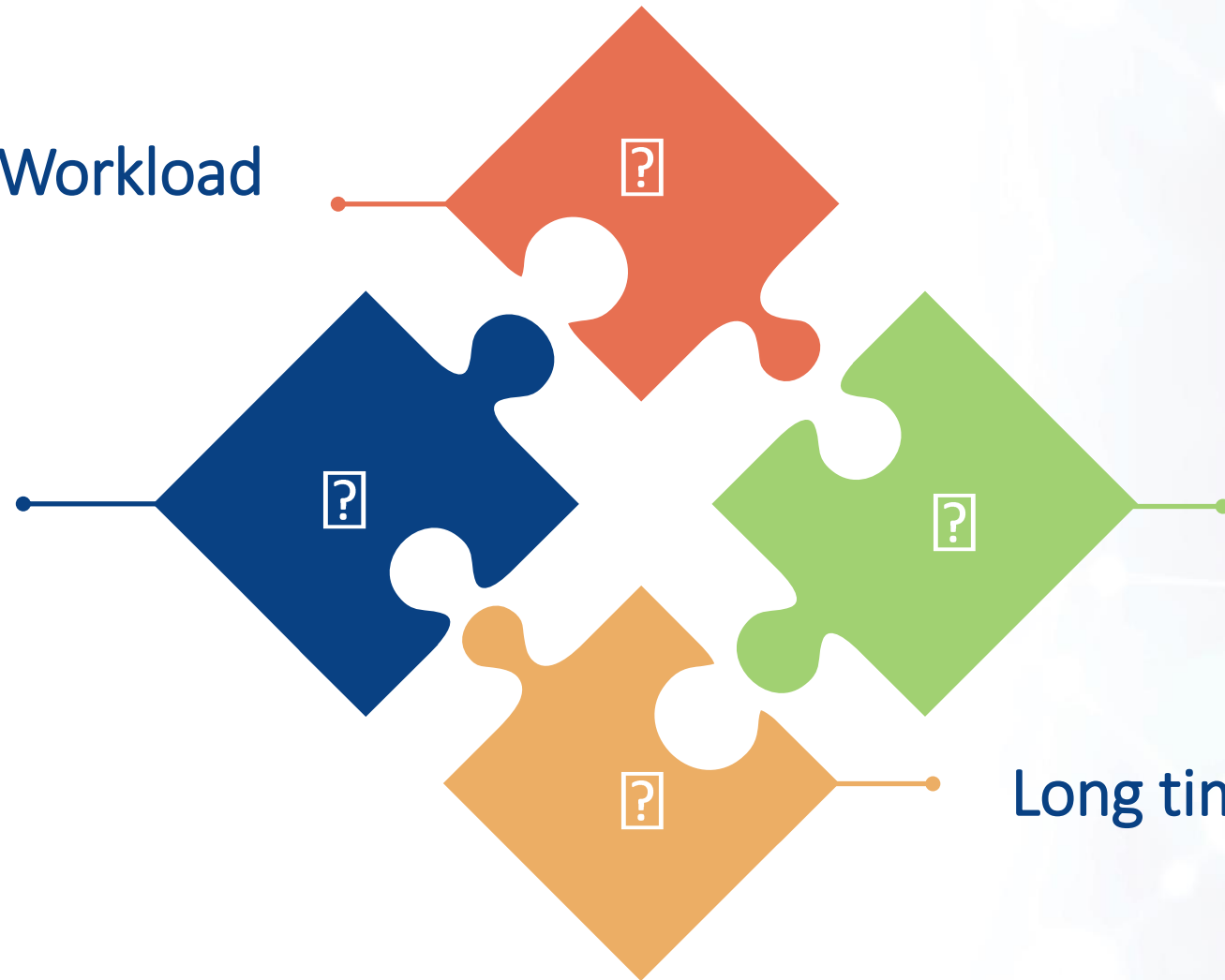
# What is the Faculty of Fine Arts and Music Curriculum Development Process



# The problem..

Unpredictable Workload

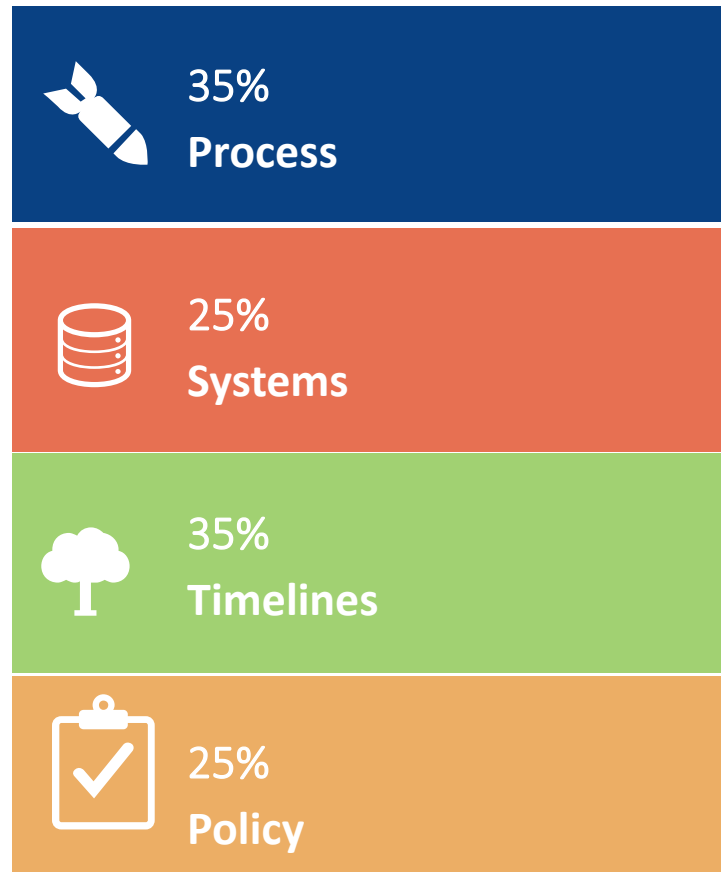
Lots of rework



Multiple stages of approval

Long timelines

# Looking at the process, not the people!



# Assumptions



- Most projects fail
- Improvement requires large-scale change
- Projects are hard to execute
- Too many stakeholders

Key to

# SUCCESS



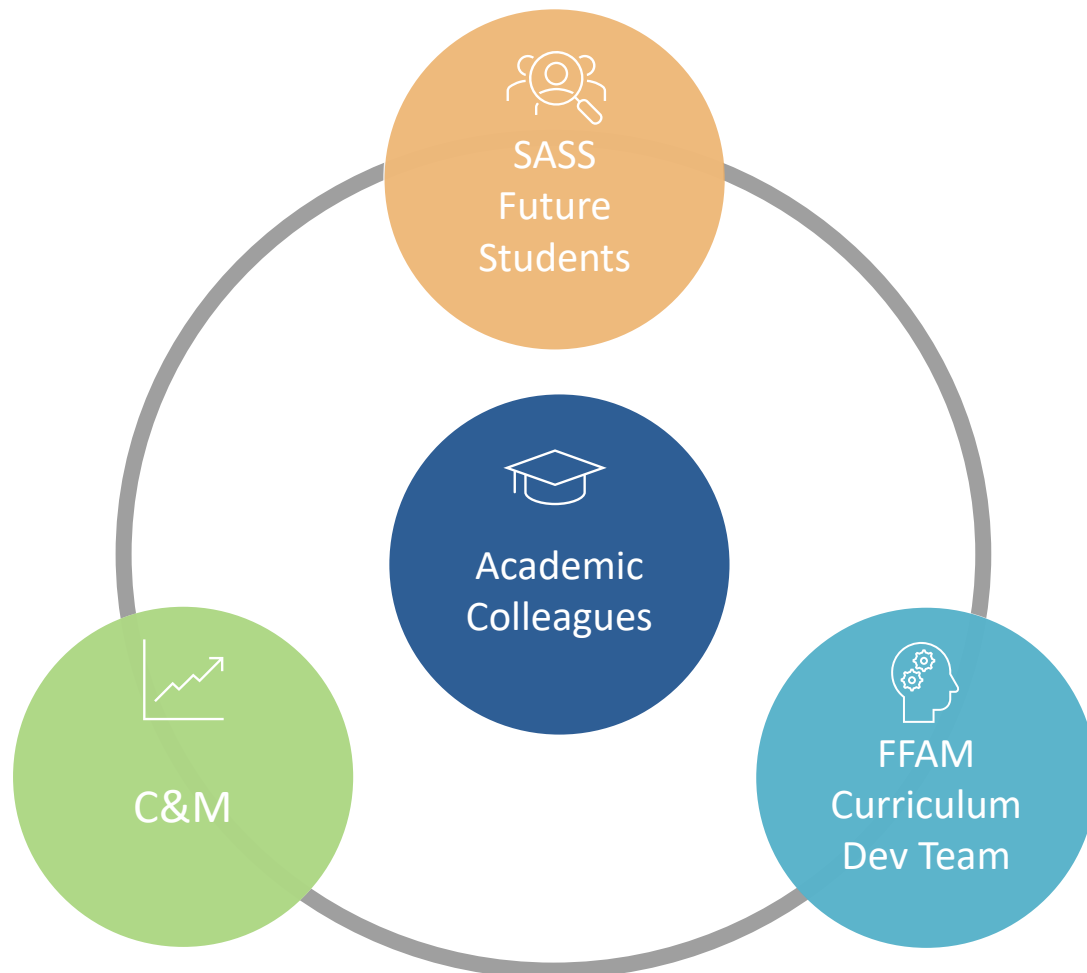
Bringing stakeholders  
together

Improvement  
Methodology

'Outside'  
perspective and  
support

# Identifying and Empowering Key Participants

The curriculum development process requires a combination of expertise enables the development and delivery of robust and successful courses.



## Academic Colleagues

Responsible for curriculum development and owners of the faculty process.



## FFAM Curriculum Development Team

Holds critical knowledge on University policy, legislation and faculty practices and how it applies to curriculum development.



## SASS Future Students

Utilises insight of future students to shape curriculum and facilitate successful recruitment. Recruits to the courses post development



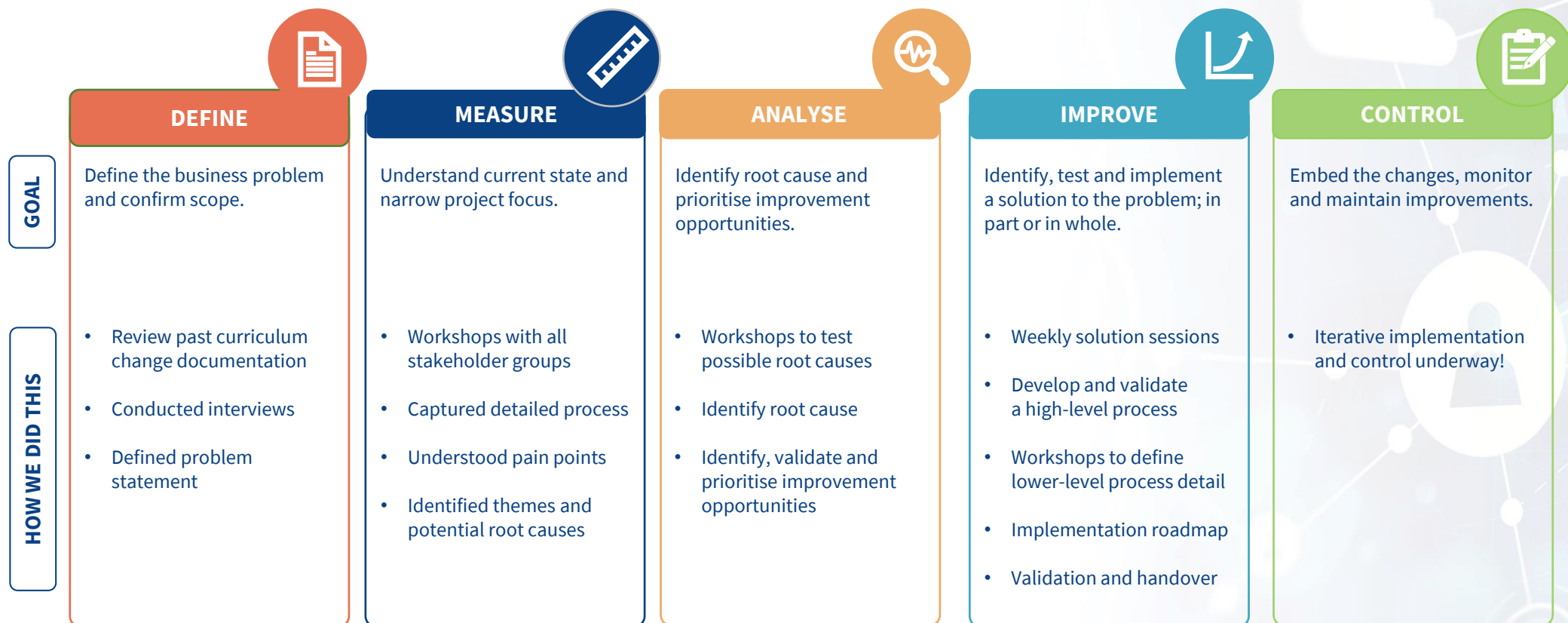
## Communications and Marketing (C&M)

Can determine marketability and feasibility of curriculum to inform development and ensure successful marketing post-development.



# Unravelling Complexity and Embracing Change

Service improvement methodology was applied to the project to **understand the problem, identify and test possible causes, prioritise** key opportunities for improvement and **develop the future state process**.



# 8 Steps to Major Curriculum Development and Approval



# Key Takeaways



Dedicate time to  
**understand  
problem**



**Codesign** outcomes



**Prioritise the time**  
for project work



Consider  
**implementation  
and resource  
requirements**

**Thank you!**