

## Secretariat Service Standards

<b>Standard 1 : Accept Responsibility for the customer's enquiry</b>		
<i>Service Area</i>	<i>Activity</i>	<i>Our Service Commitment</i>
Academic Integrity	Manage academic integrity concerns	<p>Respond to queries about academic integrity within 2 working days</p> <p>Assign submitted concerns to decision-maker within 2 working days</p> <p>Complete individual academic integrity concerns within 28 days</p>
Student Misconduct	Manage student misconduct cases	<p>Respond to questions related to policy within 2 working days</p> <p>Convene meetings of Student Misconduct Committee and/or Misconduct Appeals Committee in a timely manner as and when required</p> <p>Maintain template letters/notices in accordance with the Student Misconduct Policy and recordkeeping requirements</p>
<b>Standard 2 : Build relationships by understanding customers needs</b>		
<i>Service Area</i>	<i>Activity</i>	<i>Our Service Commitment</i>
Prospective Students Program Publications	Work with External Relations, Student Administration, Griffith International and PFS to produce accurate program information in all publications	<p>Meet agreed timeframes to update program information in all University program brochures.</p> <p>Work collaboratively and meet annually with all stakeholders to evaluate and revise business processes and guidelines to ensure continuous improvement and minimise duplication of effort.</p>
<b>Standard 3 - Provide accurate, timely and easily understood information</b>		
<i>Service Area</i>	<i>Activity</i>	<i>Our Service Commitment</i>
Academic Integrity	Manage academic integrity concerns	<p>Monitor information entered into academic integrity database to ensure integrity of data</p> <p>Provide education regarding academic integrity policies and processes for new academic staff at the beginning of each semester</p> <p>Continue to evaluate academic integrity processes</p> <p>Statistical reports from academic integrity database are provided to University Assessment Committee, Deans (L&amp;T) and Heads of Schools each semester</p> <p>Statistical reports are accessible from student and staff academic integrity websites each semester</p>
Committee management and support	Provide advice and support to the Chair and members of Secretariat supported	Provide agendas 5 working days prior to the meeting via Team Place



	General Records	classification to print or to file within 1 business day
	Research records	Classification of records – From receipt into CARMS to filing to placement on file within 3 business days
	Files	Research/Ethics recopy – From receipt into CARMS to classification to file within 1 business day
		New file requests (Urgent) – From receipt in CARMS to file creation & notification to client of file number within 4 hours
		New file requests (Non-urgent) – From receipt in CARMS to file creation & notification to client of file number within 2 business days
		Requests to update files – From receipt in CARMS to returned to client or shelved within 3 business days.
		File requests – From received in CARMS to dispatch to client a) Files in compactus - 1 hour unless bulk request will be 2 hours b) Files in on-site storage – Same day c) Files in off-site storage – Next business day unless urgent will be 3 hours

**Standard 4 – Identify customer needs and explore options together**

<i>Service Area</i>	<i>Activity</i>	<i>Our Service Commitment</i>
Academic Policy	Policy advice	Standard policy enquiry same day response.  Response to complex policy queries within 3 working days.  Policy library amendments are processed within 3 days of receipt of request  Policy Library publishing - From receipt of request to publication processed within 2 days
	Policy drafting	Work closely with client to identify policy issues and collect available data  Provide advice on policy options, including preferred policy instrument, likely legal issues and impacts  Undertake stakeholder consultation in conjunction with client.  Preparation of draft policy or amended policy and management of it through the decision-making processes.  Communication plan and implementation plan developed for each major new policy or policy revision  Monitor and evaluate the performance of policies, make policy adjustments in consultation with policy users
Program Planning,	Support Groups to progress	All documentation to support the Program Profile Planning

Development, Approval & Review	their program proposals and program reviews	<p>(PPP) processes to be completed and distributed to members of Group planning meetings at least 1 week prior to the annual November meeting.</p> <p>Program Proposals meet target deadlines published in Policy Library each year for new programs, major and minor changes.</p> <p>5-year Program Reviews meet timelines specified in policy and according to the approved PPP schedule.</p> <p>Annual Program Review and Improvement (APRI) Reports completed meet timelines specified in policy and/or communicated to academic elements.</p> <p>Prepare an Annual Report on the activities of Programs Committee during the year.</p>
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**Standard 5 Cross-element interaction to improve systems and reward results**

<i>Service Area</i>	<i>Activity</i>	<i>Our Service Commitment</i>
Learning and Teaching Citations, Awards, Grants & Fellowships	<p>Support decision making process for applicants of national learning and</p> <p>Coordination of Griffith Grants, Citations and Awards Schemes teaching schemes</p> <p>Development role</p>	<p>Administrative preparation, timelines, nomination and interview processes are conducted collaboratively with key stakeholders and in a timely manner</p> <p>National submissions prepared in line with national guidelines for grants, fellowships, citations and awards</p> <p>Respond to draft grant, citation, fellowship and award submissions within 5 working days provided applicant has met deadlines for submission of draft or primary source materials</p> <p>Processes and guidelines are reviewed and revised after the completion of each scheme as a continuous improvement strategy</p> <p>Opportunities for cross-element interaction are identified to improve systems, processes and outcomes</p> <p>Processes are reviewed and revised after the completion of each scheme as a continuous improvement strategy</p> <p>Inter-element cooperation and collaboration in developing and running or contributing to workshops for potential applicants</p> <p>Information about national L&amp;T schemes is up to date and accessible on the Griffith internet</p> <ul style="list-style-type: none"> <li>- Monthly monitoring and updating of L&amp;T website content</li> <li>- Annual review of AA website content (currently under construction)</li> </ul> <p>Summarise achievements as a team contribution to</p>

		Secretariat/AA Annual reports Newsworthy articles submitted to Council, GNN
Program Planning, Development, Approval & Review	Ensure cross-element interaction to advise all stakeholders regarding outcomes of program approvals and ensure downstream business processes are followed to update corporate information accordingly, eg PeopleSoft program configuration; Program Catalogue.	Program Committee debrief meetings are convened monthly to inform stakeholders of outcomes, address concerns and identify new initiatives.