Secretariat Service Standards

Service Area	cept Responsibility for the custom Activity	Our Service Commitment
Academic Integrity	Manage academic integrity concerns	Respond to queries about academic integrity within 2 working days
		Assign submitted concerns to decision-maker within 2 working days
		Complete individual academic integrity concerns within 28 days
Student Misconduct	Manage student misconduct cases	Respond to questions related to policy within 2 working days
		Convene meetings of Student Misconduct Committee and/or Misconduct Appeals Committee in a timely manner as and when required
		Maintain template letters/notices in accordance with the Student Misconduct Policy and recordkeeping requirements
Standard 2 : Bu	ild relationships by understanding	customers needs
Service Area	Activity	Our Service Commitment
Prospective Students Program	Work with External Relations, Student Administration, Griffith International and PFS to	Meet agreed timeframes to update program information in all University program brochures.
Publications	produce accurate program information in all publications	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.
Standard 3 - Pro	ovide accurate, timely and easily u	lunderstood information
Service Area	Activity	Our Service Commitment
Academic Integrity	Manage academic integrity concerns	Monitor information entered into academic integrity database to ensure integrity of data
		Provide education regarding academic integrity policies and processes for new academic staff at the beginning of each semester
		Continue to evaluate academic integrity processes
		Statistical reports from academic integrity database are provided to University Assessment Committee, Deans (L&T) and Heads of Schools each semester
		Statistical reports are accessible from student and staff academic integrity websites each semester
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

	Committees	Distribute Minutes within 10 working days of the meeting
		Committee induction materials are up-to-date and accessible from Team Place at the commencement of each year
		Students are inducted into committee processes
		Annual Reports from each Committee are provided to the parent committee by the first quarter of the following year
		Membership vacancies of Secretariat –supported committees, as a result of expired terms of office, are filled by March each year
		Student representatives are sought from a broad range of student bodies
		Master copies of committee papers are registered in CARMS according to CARMS business process, with the full set submitted by the end of each year
		Training sessions are run annually to build capacity of future committee secretaries
	Development of Calendar of Principal Meeting Dates	Distribute final Calendar of Principal Meeting Dates to the Chair and members within 1 month of the first committee meeting (30 November)
Course Profiles	Course Profiles to be available to students to inform their course selections.	Monitor profile publication to ensure deadlines as listed in policy are met.
	Support academic elements in	
	preparing, submitting and approving course profiles	Provide training to administrative and academic staff on the Electronic Course Profile System (ECPS)
Records Management	Student Records	Hard copy records from receipt in CARMS to appearing on student file within 3 business days
		Student recopy emails – From receipt in recopy- student@griffith.edu.au to appearing on student file - same business day – If received after 4:00pm will be by 10:am the following business day
	HR Records	HR file creation – From creation of file to attachment of documents to shelving - within 3 days of receipt of monthly file from HR
	Vital Records	Vital records – From receipt in CARMS to registration in TRIM, with copy on file & original in safe within 2 business days.
		General recopy – From receipt in recopy@ griffith to

	General Records	classification to print or to file within 1 business day
		Classification of records – From receipt into CARMS to filing to placement on file within 3 business days
	Research records	Research/Ethics recopy – From receipt into CARMS to classification to file within 1 business day
	Files	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 dayc) Files in off-site storage – Next business day unless urgentwill be 3 hours
Standard 4 – Ide	ntify customer needs and exp	olore options together
Service Area	Activity	Our Service Commitment
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.
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		Communication plan and implementation plan developed for each major new policy or policy revision

Program Planning, Support Groups to progress

Monitor and evaluate the performance of policies, make policy adjustments in consultation with policy users

All documentation to support the Program Profile Planning

Development, Approval & Review	their program proposals and program reviews	 (PPP) processes to be completed and distributed to members of Group planning meetings at least 1 week prior to the annual November meeting. Program Proposals meet target deadlines published in Policy Library each year for new programs, major and minor changes. 5-year Program Reviews meet timelines specified in policy and according to the approved PPP schedule. Annual Program Review and Improvement (APRI) Reports completed meet timelines specified in policy and/or communicated to academic elements. Prepare an Annual Report on the activities of Programs
		Committee during the year.
Standard 5 Cross	-element interaction to improve	systems and reward results
Service Area	Activity	Our Service Commitment
Learning and Teaching Citations, Awards, Grants & Fellowships	Support decision making process for applicants of national learning and	Administrative preparation, timelines, nomination and interview processes are conducted collaboratively with key stakeholders and in a timely manner National submissions prepared in line with national guidelines for grants, fellowships, citations and awards
		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
		Processes and guidelines are reviewed and revised after the completion of each scheme as a continuous improvement strategy
	Coordination of Griffith Grants, Citations and Awards Schemes teaching schemes	Opportunities for cross-element interaction are identified to improve systems, processes and outcomes
		Processes are reviewed and revised after the completion of each scheme as a continuous improvement strategy
	Development role	Inter-element cooperation and collaboration in developing and running or contributing to workshops for potential applicants
		Information about national L&T schemes is up to date and accessible on the Griffith internet
		 Monthly monitoring and updating of L&T website content Annual review of AA website content (currently
		under construction)
		Summarise achievements as a team contribution to

		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.