

Monash University Policy

Policy Title	Support Services Review Policy
Date Effective	06-May-2009
Review Date	06-May-2012
Policy Owner	Pro Vice Chancellor (Learning and Teaching)
Category	Operational
Version Number	1.1
Content Enquiries	Director, Monash Quality Unit
Scope	<ul style="list-style-type: none"> • Support services providing essential infrastructure, processes, policies and services for staff and students • All aspects of the operations of support services areas, including planning and quality assurance, management, resources, core services and professional and community activities.
Purpose	To assist the university to assure itself of the quality of its support services. To utilise learning from this developmental process in order to effect ongoing quality improvement.
POLICY STATEMENT	

The guiding principles for review are based on the university's [quality cycle](#) of Plan, Act, Evaluate (monitor and review) and Improve. The following principles relate specifically to reviews of support services areas:

1. The strategic directions of the university are of central importance for all reviews.
2. Benchmarking leading to improvement is strongly encouraged, as is input from stakeholders.
3. Support services reviews consider the effectiveness of processes and procedures, particularly as they are demonstrated through outcomes. Effective processes are best demonstrated by successful outcomes and reviews encourage a focus on outcomes.
4. The importance and relevance of external professional reviews is acknowledged.
5. Quality assurance and improvement are core responsibilities and budgeting for review is therefore part of the normal planning and budgeting process of support services areas.
6. Each support services area will be reviewed at least every 5 years.

Support services reviews will comprise the following stages as detailed in the Procedures:

- Self-review of the service area and preparation of self-review report;
- Call for submissions;
- Review by external panel and preparation of review report;
- Preparation of action plan;
- Reporting to and consultation with the Vice-Chancellor's Group and the Pro Vice-Chancellor (Learning and Teaching);

- Reporting on implementation of recommendations 12 months after lodgement of the review report and action plan.

The Office of the Pro Vice-Chancellor (Learning and Teaching) (OPVCL&T) will maintain a database of support services reviews, implementation plans and 12-month follow-up reports on implementation of recommendations.

Supporting Procedures	Support Services Review Procedures
Responsibility for implementation	Vice-Chancellor's Group Pro Vice-Chancellor (Learning and Teaching) Divisional directors Heads of divisions/departments
Status	Revised
Approval Body	Name: Strategy and Resources Committee Meeting: 04/2009 Date: 06-May-2009 Agenda item: 8.1
Endorsement Body	Name: Senior Management Forum Meeting: 03/2009 Date: 06-May-2009 Agenda item: 7.1
Definitions	
Legislation Mandating Compliance	
Related Policies	Academic Review Policy
Related Documents	Support Services Reviews: calendar of events (obtainable through OPVC(L&T)) Support Services Review: sample format for implementation plan (obtainable through OPVC(L&T))