GUIDELINES FOR DRAFTING SELF REVIEW REPORT

The following document has been compiled to assist support service areas in the preparation of their Self Review reports. These guidelines follow the terms of reference for reviews of support services which will be the primary focus of the external review panel.

1. ALIGNMENT WITH UNIVERSITY PLANS, PRIORITIES, POLICIES, KEY PERFORMANCE AND BUSINESS INTELLIGENCE INDICATORS, QUALITY ASSURANCE AND IMPROVEMENT

Effectiveness of processes and procedures for:

- Addressing the support service unit’s progress towards University-wide strategic directions, relevant outcomes from Senior Management Team meetings and, in particular, progress towards relevant Annual Plan and Budget portfolio progress targets for the year;
- Alignment of objectives with university strategic directions and planning documents: Monash Directions 2025, Academic Plan, Campus Directions Statements, and Monash Futures;
- Measurement, monitoring and management of progress towards key objectives and use of performance indicators;
- Systematic quality assurance and improvement processes including planning, monitoring, reviewing and using feedback for improvement in all areas;
- Financial management including alignment of planning, budgeting and funding;
- Regulatory, compliance and risk management processes; and
- Communication activities and materials.

2. ORGANISATIONAL STRUCTURE AND MANAGEMENT

- Appropriateness and effectiveness of organisational structure and leadership.
- Leadership in developing and maintaining the standing and reputation of the unit within the university community.
- Implementation of previous review findings.

3. HUMAN AND PHYSICAL RESOURCES (INCLUDING INFORMATION TECHNOLOGY, FACILITIES AND SERVICES)

- Staffing profile, including full-time equivalent and number of staff, and skills in relation to objectives and plans;
- Processes to ensure future employee capability, including induction and mentoring of new staff, staff training and development, performance management systems;
- Provision and utilisation of appropriate accommodation and equipment;
- Provision and utilisation of appropriate information technology.
4. **Core Services**

Processes for ensuring current and future service delivery in all core services. These could include:

- Identification of key stakeholders (including internal and external customers) and objectives to meet stakeholders’ needs;
- Core services to meet customer needs;
- Plans for new services or improvements to existing services;
- Processes to identify, consider and take appropriate action with regard to problems raised by customers and other stakeholders;
- Customer relationship and service management processes;
- Benchmarking performance and processes with like services; and
- Monash student experience data.

5. **Other**

If applicable, processes and procedures to monitor, maintain and develop contributions to the University community that are consistent with key University plans.