

**Monash University Sunway Campus
Service Level Statement 2009**

Description of the unit

Unit name	Legal	EFTs	1.00
Sub-units	Agreements/Contracts		0.50
	General Legal Advice		0.50
	EFTs		1.00
Acronyms & definitions	Major service	Effective number of full-time staff measured in multiples of 0.25	

List of major services Show a separate table for each sub-unit. EFTs allocated to services should add up to the sub-unit total shown above.



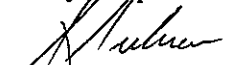

Agreements/ Contracts/Official Documents	Frequency of service	EFTs allocated	How the level of activity is measured and reported	How the quality of the service is indicated	How the indication of quality is reported
Provide advice and drafting on issues concerning agreements, contracts, leases, licenses and assignments for:- (a) Academic matters (b) Administrative matters	On-going	0.50	At weekly task management meetings with the DA and based on the number of entries in the weekly task management list	<ul style="list-style-type: none"> • Sign off process is completed for each agreement and contract presented for sign off • Rarity of legal problems or issues arising from the legal agreements. 	At weekly task management meetings with the DA and against the following quality measures: <ul style="list-style-type: none"> • % of agreements/contracts presented for sign off which were signed off. • Spot check findings. • No. of incidences of legal problems or issues arising from legal agreements.
Provide secure storage and ease of access to all official documents of the campus and maintain an accurate register of these. Communicate existence and purpose of this facility to campus stakeholders, maximising its use.				<ul style="list-style-type: none"> • Periodic spot check of register and stored documents to ensure accurate recording and ease of access. 	

General Legal Advice	Frequency of service	EFTs allocated	How the level of activity is measured and reported	How the quality of the service is indicated	How the indication of quality is reported
Providing oral and written advice on a wide range of general legal issues:-	On-going	0.50	<ul style="list-style-type: none"> • At weekly task management meetings with the DA and based on the number of entries 	Rarity of actions brought against or made by the campus in courts and tribunals, or complaints	<ul style="list-style-type: none"> • At weekly task management meetings with the DA

General Legal Advice	Frequency of service	EFTs allocated	How the level of activity is measured and reported	How the quality of the service is indicated	How the indication of quality is reported
(a) IP matters (b) IR matters (c) Students/MUSA matters (d) other matters			in the weekly task management list	sustained, in respect of its administrative processes or actions. Dismissal of complaints and/or minimisation of damages, settlement payouts, and/or legal costs.	<ul style="list-style-type: none"> • Actions and outcomes
Committee participation and working with Units. Current examples include: <ul style="list-style-type: none"> • Membership of the: <ul style="list-style-type: none"> ○ IP sub-committee including formulating application for registration of Patents procedures ○ Campus OHS Committee ○ Campus Cafeteria Committee ○ Multi Faith Taskforce 	As required		<ul style="list-style-type: none"> • Annual committee participation 		

This statement is to be prepared and updated from time-to-time by the Head of Service Unit, and then transmitted to the Senior Management Group by the Director, Administration (Sunway campus) for final approval by the PVC.

Acceptance of statement

	Signature	Date
Head , Legal Unit 	I note this SLS and confirm that the Unit will deliver the services it describes and will report, through me, to the Director, Administration as specified. The services will be delivered ethically and professionally, and in a manner that fulfils the obligations of the Unit, Campus and University to comply with all relevant internal and external policies, procedures, regulations, and laws, and in accordance with the directions and guidance of my supervisor.	21.04.09
University Solicitor 	I note this SLS and confirm that the services and quality measures that it describes are appropriate for a campus of Monash University. I acknowledge the University Solicitors Office' continuing role in advising and mentoring the unit though the Head of Unit.	21/4/09
Director, Administration, Sunway campus 	I note this SLS, and confirm my role, <i>via</i> the Head of Unit, in providing oversight of the Unit. I affirm that the services, standards, reporting and review processes described are sufficient for Campus compliance with internal and external requirements in a manner appropriate for the University.	11/15/09
PVC 	I note that this SLS has been endorsed by the signatories above, and confirm my satisfaction with the overall approach.	29.09.09

Dr Matthew Sukumaran

**Monash University Sunway Campus
Legal Unit
Annual Development Plan 2009**

Linkages	Strategies/Actions	Measures/Targets	Plan	Timeline	Others involved
Campus Operational Plan 2009 -2011 M2: Improve administration performance	Signed-off service level statements for the Legal Unit	Reports against the document MM2	SLS complete and signed off at all levels	Due end 2009	
	Signed-off annual development plan for the Legal Unit	Reports against the document MM2	ADP complete and signed off at all levels	Due end 2009	
	Effective communication with stakeholder groups for the Legal Unit	Business papers of meetings MM4	To maintain an activity log for the Inter Campus Partnership with the University Solicitor's office	On-going	
	Legal Unit's Sub-web to be maintained	Sub-web to be up-to-date with relevant information MM5	To upload onto sub-web pages information pertaining submission of legal request.	By 2 nd quarter of 2009	
			Amending the Student Discipline Policy and re-drafting it in the new format.	Amendments and re-drafting completed	Student Services Unit Policy Analyst
			Formal discussions and planning with MUA towards harmonizing the MUSC's Student Discipline Policy with MUA's Statute 4	By 1 st half of 2009	University Solicitor's Office MUA's working committee Student Services Unit Policy Analyst
			Formal discussions and planning with MUA towards harmonization of MUSC's IP Policy with MUA's Statute 11.2	By 1 st half of 2009	University Solicitor's Office Campus Research Office Policy Analyst
			Establishment of a Code of Conduct for the religious activities on campus/Multi Faith Centre	1 st quarter of 2009	Multi Faith Task Force Committee
		Formal discussion with the University Solicitor on the efficacy of the establishment of a Code of Conduct for the campus	By 1 st half of 2009	University Solicitor	

Linkages	Strategies/Actions	Measures/Targets	Plan	Timeline	Others involved	
Campus Operational Plan 2009 -2011 M4: Establish cost-effective and efficient business processes	Development and maintenance of appropriate business processes	Business processes published on unit sub-web MM16	To create templates for letters/notices used in Student Discipline Proceedings and upload on intranet	By 3 rd quarter of 2009		
			To establish business processes for engagement in third party negotiations pertaining research collaborations	Due end 2009	Campus Research Office Campus Research Committee	
			To establish business processes for IP related matters	Due end 2009	Campus Research Office Campus IP sub-committee	
			Business improvement	Formulation of procedures/forms for submission of legal requests	Completed	
				To improve management of legal requests through visit to and consultation with the University Solicitor's Office	By 2 nd quarter of 2009	University Solicitor's Office
				To conduct research and put up proposal for outsourcing legal work	By 2 nd quarter of 2009	
				To review the MUSCM JV Agreement and the Medical School JV Agreement to do gap analysis of IP rights between MUSCM and SME	By 2 nd quarter of 2009	
				To maintain and upgrade the Register of Agreements, Register of Deeds of Assignment (Post-Grads) and Register of Tenancies	On-going	
				To maintain and upgrade the Register of Official Documents	On-going	

This Developmental Plan is to be prepared and updated from time-to-time by the Head of Service Unit, and then transmitted to the Senior Management Group by the Director, Administration (Sunway campus) for final approval by the PVC.

Acceptance of statement

	Signature	Date
Head of Unit <i>[Signature]</i>	I note this ADP and confirm that the Unit will achieve the targets it describes and will report, through me and to the Director of Administration and Director, Planning as specified.	21.04.09
University Solicitor <i>[Signature]</i>	I note this ADP and confirm that the planned developments are appropriate for a campus of Monash University.	21 April '09
Director, Administration, Sunway campus <i>[Signature]</i> Dr. Matthew Sukumaran	I note this ADP and confirm my role, via the Head of Legal, in providing oversight and assurance of the developments it describes.	15/6/09
<i>A/</i> PVC <i>[Signature]</i>	I note this ADP.	23.09.09