

**Monash University Sunway Campus
Service Level Statement 2008**

Description of the unit

Unit name	Legal & Policy	EFTs	2.00
Sub-units	Policies & Procedures		1.00
	Agreements/Contracts		0.50
	General Legal Advice		0.50
Acronyms & definitions	EFTs	Effective number of full-time staff measured in multiples of 0.25	
	Major service	Consumes 0.25 EFT or more (annual average) or is considered critical even though it consumes less than 0.25 EFT on average	

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.

Policies & Procedures	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
<p>Interface between MUSCM and MUA on all policy and procedure (P&P) matters as outlined in the <i>Campus processes for the development of non-academic policies and procedures</i> document.</p> <ul style="list-style-type: none"> Develop business processes to determine non-academic policies and procedures Communicate with relevant local and Australian units/committees on policy matters Maintain register of policies under review and outcomes Provide legal advice in drafting and adaptation of policies and procedures when requested by service unit <p>Maintain MUSCM policy website and links to approved policies in MUA policy bank</p>	On-going	1.00	<p><i>Policy section</i> of the annual legal activity report to the Director, Administration (DA) reports:</p> <ul style="list-style-type: none"> Number of MUA-originating P&Ps handled Number of MUSCM-originating P&Ps handled 	<p>All P&Ps received by this unit from MUA are logged, acknowledged and forwarded to the relevant unit/campus committee within 5 working days of receipt.</p> <p>MUA proposer is advised of SMG's decision and log is updated within 5 working days of unit's receipt of SMG's decision.</p> <p>All MUSCM-originating P&Ps logged and Exec. Services notified within 5 working days of unit's receipt of SMG's decision.</p>	<p>Performance against quality measures reported in the annual legal activity report to the DA:</p> <ul style="list-style-type: none"> % of MUA P&Ps handled within 5 working days % of SMG decisions transmitted within 5 working days % of MUSCM P&Ps handled within 5 working days Completion of the 2008 Campus-wide policies and procedures review exercise by the Admin Units by the end of 2008


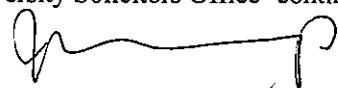
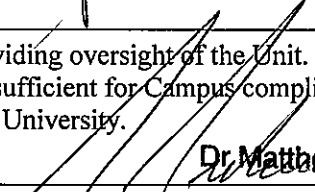

Agreements/ Contracts/Official Documents	Frequency of service	EFTs allocated	How the level of activity is measured and reported	How the quality of the service is indicated	How the indication of quality is reported
<p>Provide advice and drafting on issues concerning agreements, contracts, leases, licenses and assignments for:-</p> <p>(a) Academic matters</p> <p>(b) Administrative matters</p>	On-going	0.50	<p><i>Agreements/contracts/ Official documents</i> section of the annual legal activity report to the DA reports:</p> <ul style="list-style-type: none"> • Number of new entries in the Register of Agreements • Number of new entries in the Register of Official Documents 	<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. 	<p>Performance against quality measures reported in the annual legal activity report to the DA:</p> <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.
<p>Provide secure storage and ease of access to all official documents of the campus and maintain an accurate register of these.</p> <p>Communicate existence and purpose of this facility to campus stakeholders, maximising its use.</p>				<p>Periodic spot check:</p> <ul style="list-style-type: none"> • Of register and stored documents to ensure accurate recording and ease of access. • With stakeholders to identify any official document not stored using this facility. 	

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
<p>Providing oral and written advice on a wide range of general legal issues:-</p> <p>(a) IP matters</p> <p>(b) IR matters</p> <p>(c) Students/MUSA matters</p> <p>(d) other matters</p>	On-going	0.50	<p><i>General section</i> of the annual legal activity report to the DA reports:</p> <ul style="list-style-type: none"> • Number of new files opened in the Campus Solicitor -File Register • Number of active files • Annual committee participation 	<p>Rarity of actions brought against or made by the campus in courts and tribunals, or complaints sustained, in respect of its administrative processes or actions. Dismissal of complaints and/or minimisation of damages, settlement payouts, and/or legal costs.</p> <p>L&P acknowledges 100% of matters received within 5 working days.</p>	<p>Performance against quality measures reported in the annual legal activity report to the DA:</p> <ul style="list-style-type: none"> • Actions and outcomes • % of matters acknowledged within 5 working days • % of agreed deadlines met

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
				L&P meets 100% of deadlines agreed with clients.	
Committee participation and working with Units. Current examples include: <ul style="list-style-type: none"> • Working with the Campus Library Committee determining copyright requirements and consent procedures, and obtaining consent/ permission from copyright owners of teaching materials. • Membership of the: <ul style="list-style-type: none"> ○ Campus Research Committee and the IP sub-committee including formulating application for registration of Patents procedures ○ Campus Staff Development Committee ○ Campus OHS Committee ○ Campus Cafeteria Committee 	As required				

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 and Policy 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. 	28.11.08
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. 	27/9/08
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.  Dr. Matthew Sukumaran	6/10/08
PVC	I note that this SLS has been endorsed by the signatories above, and confirm my satisfaction with the overall approach. 	28/11/08


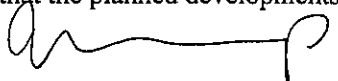
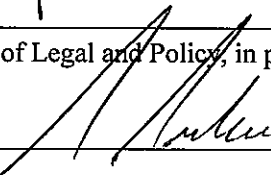

**Monash University Sunway Campus
Legal and Policy Unit
Annual Development Plan 2008**

Linkages	Strategies	Actions	Measures	Timeline	Others involved
Campus Operational Plan 2008 -2010 M2: Improve administration performance	New administration organizational structure for units that report to the PVC	Development of service level statement and annual development plan by each administration unit MM4	SLS and ADP complete and signed off at all levels	Due end 2008	
	Manage staffing levels	Benchmark against Monash campuses by administrative unit MM7	Benchmark report with commentary completed	Due end 2008 Completed.	
Campus Operational Plan 2008 -2010 M4: Establish cost-effective and efficient business processes	Use the web effectively	Maintain websites for internal and external purposes MM14	Website adheres to campus guidelines	Annual	
	Policies adapted for Sunway campus in line with Faculty and University policies	Maintain policy bank on web site MM13	Tidy up, re-organise and re-structure the MUSCM Policy website.	Due end 2008. Completed.	ITS Unit.
			Collate existing policies and procedures located outside the old MUSCM Policy Bank in the MUSCM policy website (Old P&Ps)	Due end Feb 2008. Completed.	Heads of other Units. Finance, Facilities, Security, OHS
			Review, amend and get re-approvals for the Old P&Ps and any other P&Ps being used by the various Units	Due end of 2008	Heads of other Units.
			Disentangle the existing 'policy banks' on the MUSCM website and move all P&Ps into a single MUSCM policy website.	Due 14 March 2008. Completed.	ITS Unit.
		Business improvement	Create an on-line legal precedent bank of legal documents commencing with precedent of deed of assignment for HDR students, for reference use only.	Due end 2008	ITS Unit.
			Create the Register of Agreements, Register of Deeds of Assignment (Post-Grads) and Register of Tenancies	Due end of Jan 2008. Completed.	
		Create the online Register of Official Documents with numbered documents held in a secure cabinet, in a secure room	Due end of March 2008. Completed.		

Linkages	Strategies	Actions	Measures	Timeline	Others involved
			controlled by the L&P Unit.		
			Design and implement an approved sign-off process for Administrative agreements	Due April 2008. Completed.	Executive Director. SMG.
			Formulate formal reports to SMG through HoAU meetings against the activities and quality measures described in the Service Level Statement	Due end of 2008.	
			Collate the insurance policies taken by the various departments/ units of MUSCM to assess the overall 'landscape' of the insurance coverage of this campus and report to Heads of Administration Units meeting for escalation to SMG.	Due April 2008. Completed.	Finance, Student Services, and Human Resources Units. Executive Director engaged John Freeman to investigate and make recommendations.

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 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. 	28.11.08
University Solicitor	I note this ADP and confirm that the planned developments are appropriate for a campus of Monash University. 	29/9/08
Director, Administration, Sunway campus	I note this ADP and confirm my role, via the Head of Legal and Policy, in providing oversight and assurance of the developments it describes.  Dr Matthew Sukumaran	6/10/08
PVC	I note this ADP. 	23/11/08