

**Monash University Sunway Campus
Service Level Statement 2010**

Description of the unit

Unit name	Legal	EFTs	2.00
Sub-units	Agreements/Contracts		1.00
	General Legal Advice		1.00
	EFTs		2.00
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.



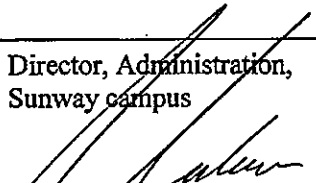

Agreements/ Contracts/Official Documents	Frequency of service	EFTs allocated	How the level of activity is measured and reported	How the quality of the service is indicated	How the indication of quality is reported
Provide advice and drafting on issues concerning agreements, contracts, leases, licenses and assignments for:- (a) Academic matters (b) Administrative matters	On-going	1.00	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:- (a) IP matters	On-going	1.00	<ul style="list-style-type: none"> • At weekly task management meetings with the DA and based on the number of entries in the weekly task 	Rarity of actions brought against or made by the campus in courts and tribunals, or complaints sustained, in respect of its	<ul style="list-style-type: none"> • At weekly task management meetings with the DA • Actions and outcomes

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
(b) IR matters (c) Students/MUSA matters (d) other matters			management list	administrative processes or actions. Dismissal of complaints and/or minimisation of damages, settlement payouts, and/or legal costs.	
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

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.	14/12/09
University Solicitor 	I note this SLS and subject to the qualification below 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. Qualification: The first dot point under "How the quality of the service is indicated" only partially addresses quality in that it indicates processes have been duly followed. For 2010, in order to aid assessment of work quality, the Legal Unit is requested to provide a quarterly "dossier" containing a summary of the types of matters (ie by nature/subject-matter) handled and some samples of work including a couple of agreements or other documents drafted and a couple of formal advices provided during the quarter.	9 December 09
Director, Administration, Sunway campus 	I note this SLS, and confirm my role, via 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.	14/12/09
PYC 	I note that this SLS has been endorsed by the signatories above, and confirm my satisfaction with the overall approach.	15/12/09

**Monash University Sunway Campus
Legal Unit
Annual Development Plan 2010**

Linkages	Strategies/Actions	Measures/Targets	Plan	Timeline	Others involved
Campus Operational Plan 2009 -2011 M2: Improve administration performance	Signed-off service level statements for major administrative units	Reports against the document MM2	SLS complete and signed off at all levels	By 2 nd quarter of 2010	
	Signed-off annual development plan for major administrative units	Reports against the document MM2	ADP complete and signed off at all levels	By 2 nd quarter of 2010	
	Effective communication with stakeholder groups for major administrative units	Business papers of meetings MM4	To maintain an activity log for the Inter Campus Partnership with the University Solicitor's office	On-going	
	Sub-web to be maintained by each administrative unit	Sub-web to be up-to-date with relevant information MM5	To have facilities for e-submission of legal request.	By 2 nd quarter of 2010	ITS Unit
	Policies and procedures to be developed and maintained by each administrative unit to support the campus	Report on appropriateness of policies and procedures by Divisional Directors MM6	<p>IP Review and Policy Development:</p> <ul style="list-style-type: none"> • Review and align MUSCM IP Policy with MOSTI Policy and Manual, MUA IP Statute and MUA-MRGS Guides; • Review and align MUSCM Commercialisation Policy with MOSTI Policy and Manual and to implement invention disclosure process; • Review and align processes and procedures for assignment of IP rights by HDR students at MUSCM with MUA-MRGS Guides; • Review and align the provisions in the JVAs with regards to IP rights with MOSTI Policy and Manual and between the JVAs; • To establish support for copyright matters at MUSCM. 	By 3 rd quarter of 2010	<ul style="list-style-type: none"> • IP Review and Policy Development Taskforce • MUA Patents Manager

Linkages	Strategies/Actions	Measures/Targets	Plan	Timeline	Others involved
			To align MUSCM's Student Discipline Policy the PHEI (Amendment) Act 2009	1 st half of 2009	<ul style="list-style-type: none"> • Student Services Unit • Deputy University Solicitor (MUA)
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 establish business processes to enable the Legal Unit to receive alerts and updates of Malaysian Government requirements from the various quarters of the campus with regards to matters in the MUSCM Constitution.	1 st half of 2009	
			<ul style="list-style-type: none"> • To establish business processes to enable the Legal Unit to receive information, alerts and updates of policies, rules and regulations with regards to agreements and other documents requiring execution by PVC and ED. • Review and amend Legal Request forms and Sign-off Sheets accordingly (if required) 	1 st half of 2009	
			To create template(s) for service contract and upload on intranet	2 nd half of 2009	
			To create template for letters requesting extension of tenancies and upload on intranet	2 nd half of 2009	
		Business Improvement	To maintain and upgrade the following registers: <ul style="list-style-type: none"> • Register of Agreements (which includes Register of Deeds of Assignment (HDR Students) and Register of Tenancies); • Register of Official Documents; • Register of Student Discipline Proceedings 	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.	14/12/09
University Solicitor <i>[Signature]</i>	I note this ADP and confirm that the planned developments are appropriate for a campus of Monash University.	9 December 09
Director, Administration, Sunway campus <i>[Signature]</i>	I note this ADP and confirm my role, via the Head of Legal, in providing oversight and assurance of the developments it describes.	14/12/09
PVC <i>[Signature]</i>	I note this ADP.	15/12/09