

**Monash University Sunway Campus
Education Quality and Innovation
Service Level Statement 2011**

Unit name	Education Quality and Innovation	Effective number of full-time staff measured in multiples of 0.25 (EFTs)	13
Sub-units	Course Approvals and Accreditation		3.0
	Education Quality Assurance		3.0
	Malaysian National Subjects		2.5
	Education Innovation		2.5
	Curriculum Development		2

Major service	Service Frequency	EFTs allocated	How activity level is measured and reported	How service quality is indicated	How service quality is reported
Course Approvals and Provisional Accreditation		3.0			
Provide assistance to schools in their application for new course approvals and accreditation.	As and when necessary		All required documents are attached with the application and meet requirements of MQA and MoHE.	Courses approved as planned	Report to Deputy President (Administration)
Flag schools to renew course accreditation when they are due.	Once every 5 years		Prompt - 6 months in advance.	<ul style="list-style-type: none"> • Meet deadlines. • Clients' satisfaction. 	Half yearly report on status to CEC/SMG
Maintaining the website particularly the course register	As and when there are changes on status of courses		<ul style="list-style-type: none"> • Information and documents are updated and current on the internet and intranet. • Publish all reports and outcomes of meeting and dialogue with school in the appropriate location of the intranet. 	<ul style="list-style-type: none"> • Update website with latest news within 3 days after receiving information • Information retrievable within one day of request. 	Half yearly updates to CEC/SMG
Communicate with Advancement and PSO on	All year round		All documents pertaining to courses are consistent and up-to-date.	Information updated within 3	Deputy President

changes to courses.				days of receipt.	(Administration)
Organise an internal audit.	Once a year		Internal audit report.	Meet deadlines.	Deputy President (Administration)
Organise institutional audit by MQA on behalf of the campus	April 2011		Audit report.	Minimal non-compliance.	Report submitted to the Deputy President (Administration)
Education Quality Assurance		3.0			
Perform statistical data analysis of unit evaluations - provide information to support effective strategic decision making .	Once every semester		A report on Unit Evaluation and its trends.	Report endorsed.	Report to CEC and other relevant committees such as SMG and UEC.
Perform statistical data analysis of Unit Management forms - provide information to support effective strategic decision making .	Once every semester		A report on Unit Management performance and its trends.	Report endorsed.	
Conduct a review of the MEQ results and highlight issues to management.	Alternate year		A report on MEQ performance and its trends.	Report endorsed.	
Monitor implementation and progress of Education Strengths, evaluate and make recommendations for continuation/discontinuation.	Once a year		Timely Progress report against published criteria which are available at http://www.monash.edu.my/planning/school-performance/education-strength.html .	Report endorsed.	
Maintaining the website pertaining to education quality assurance	As and when necessary		<ul style="list-style-type: none"> Information and documents are updated and current on the internet and intranet. Publish all reports and outcomes of meetings and dialogues in the appropriate location of the intranet. 	Update website with latest news within 3 days after receiving information.	Half yearly updates to CEC/SMG.
Education Innovation		2.5			
Organize workshops to deliberate on education innovations	At least twice a year		Evaluation report based on feedback questionnaire.	A rating of not less than 3.59.	Report to CEC/SMG

Organize workshops on teacher engagement	Once every semester		Evaluation report based on feedback questionnaire.	A rating of not less than 3.59.	Report to CEC/SMG
Organise the Sunway campus GCHE	Once		Evaluation report based on feedback questionnaire.	A rating of not less than 3.59.	Report to CEC/SMG
Organise a seminar to share ideas on teaching and learning in collaboration with at least one IPTA or government agency.	Once		Report on proceedings.	A rating of not less than 3.59.	Report to CEC/SMG
Maintaining the website pertaining to education innovation.	As and when necessary		<ul style="list-style-type: none"> Information and documents are updated and current on the internet and intranet. Publish all reports and outcomes of meetings and dialogues in the appropriate location of the intranet. 	<ul style="list-style-type: none"> Update website with latest news within 3 days after receiving information. 	<ul style="list-style-type: none"> Half yearly updates to CEC/SMG
Curriculum Development		2.0			
Facilitate the Curriculum Development Taskforce	Continuous process		<ul style="list-style-type: none"> Progress report against target. A final report/action plan by school. 	Reports endorsed	Report to CEC/SMG
Malaysian National Subjects (MNS)		2.5			
Implement the MNS as per the government requirements including managing the part time lecturers and liaising with external agencies and off-campus staff	Continuous process		<ul style="list-style-type: none"> Compliance to government policy. Feedback from students. Number of complaints from students and parents. Feedback from part time lecturers. 	<ul style="list-style-type: none"> 100% compliance Rating of >3.59 Rating of >3.59 	Report to CEC/SMG
Organize workshops to enhance the contents of the MNS so as to provide the best learning experience to students	Once every semester		<ul style="list-style-type: none"> Workshops conducted as per plan. Feedback from part time lecturers through evaluation forms. 	<ul style="list-style-type: none"> Meet deadlines Positive evaluation feedback. 	Report to CEC/SMG
Maintaining the website	As and when necessary		<ul style="list-style-type: none"> Information and documents are updated and current on the internet and intranet. Publish all reports and outcomes of meetings and dialogues with schools and administrative units in the appropriate location of the intranet. 	<ul style="list-style-type: none"> Update website with latest news within 3 days after receiving information. 	<ul style="list-style-type: none"> Half yearly updates to CEC/SMG.

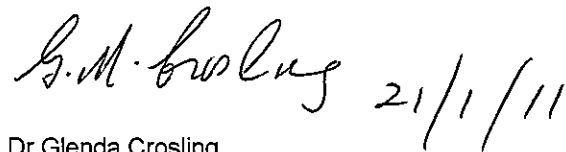
Responsibility for implementation
Director, Education Quality and Innovation

Related documents
Key Risks and Operational Plan 2011 – 2013
Campus: Sunway

Consultative process
Director, Education Quality and Innovation, 25 October 2010
Executive Project Manager, 2 November 2010
Deputy President (Administration), 2 December 2010
Pro Vice Chancellor (Learning and Teaching): December 2010
President and CEO: December 2010

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Contact	Manager, Education Quality and Innovation

Signature :



Name : Dr Glenda Crosling
Position: : Director, Education Quality and Innovation