

**Monash University Sunway Campus
Human Resources
Service Level Statement 2011**

Description of the unit

Unit name	Human Resources	Effective number of full-time staff (EFTs)	8
Sections	HR Services		5.5
	HR Organisation Development		2.5

HR Services					
Major service (Consumes 0.25 EFT or more or is considered critical even though it consumes less than 0.25 EFT on average)	Service frequency	EFTs allocated	Activity level measurement and reporting	Service quality indicator	Service quality reporting
Recruitment	On-going	1.5	<ul style="list-style-type: none"> Pending offer letter listing report Unfilled positions report 	<ul style="list-style-type: none"> Final offer letter to be issued to appointees within 3 weeks upon receipt of complete document Number of days taken to fill up position Adequate briefing to Schools' HR All relevant templates are in place on intranet 	Monthly reports are published in intranet
Contract management, Payroll management, Benefits administration and HR key data reporting	On-going	1.5	<ul style="list-style-type: none"> Staff Summary report Turnover report Key points of exit interview to be shared with Head of Schools/Units as appropriate 	<ul style="list-style-type: none"> Analysis on turnover based on exit interview. 	<ul style="list-style-type: none"> Staff Summary reports are published in intranet monthly Bi-annual turnover report to HR Head and Director of Support Systems
Compensation and benefits	On-going	0.5	<ul style="list-style-type: none"> Completion of annual increment and bonus payment exercise Annual salary and benefits review 	<ul style="list-style-type: none"> Timely payout Outcome of review 	Annual report to Director of Support Systems
Teaching permit	On-going	0.5	Teaching Permit Register	<ul style="list-style-type: none"> Submission to MoHE within 	Monthly report is

				3 working days upon receipt of complete documents • Report on non-compliance	published in intranet
Employment permit	On-going	0.5	Number of submissions approved	Submission to Immigration within 3 working days upon receipt of complete documents	Tracking list
Short Term Accommodation	On-going	0.3	<ul style="list-style-type: none"> • Response time • Guest Apartment occupancy report 	Number of emails escalated to HR Head	Bi-annual report to Director of Support Systems
Travel arrangement for staff members based in central units	On-going	0.3	Response time	Number of emails escalated to HR Head	Bi-annual report to Director of Support Systems
Administer out-patient benefits submission forms, track specific benefits	On-going	0.4	Response time	Support provided in an appropriate and timely manner	-

HR Organisation Development					
Major service (Consumes 0.25 EFT or more or is considered critical even though it consumes less than 0.25 EFT on average)	Service frequency	EFTs allocated	Activity level measurement and reporting	Service quality indicator	Service quality reporting
Performance management	On-going	0.6	<ul style="list-style-type: none"> • Effectiveness of briefing sessions conducted • On-going accurate advice provided to Schools' HR • Complete submission of documents for mid-year and end of year review 	<ul style="list-style-type: none"> • New supervisors are trained on the Performance Management exercise. • Feedback on briefing sessions completed. 	Report to relevant Deputy President on outstanding documents
Learning and development	On-going	0.6	<ul style="list-style-type: none"> • Staff members with supervisory responsibility attending at least one leadership training • Staff members attending training/development programs as identified in the development plan 	Utilisation of 50% of HRDF balance	<ul style="list-style-type: none"> • Attendance report to HR Head • Bi-annual training report to HR Head and Director of Support Systems
Classification	On-going	0.35	<ul style="list-style-type: none"> • Number of PDs classified by Classification Evaluation committee 	Evaluation outcome within 25 working days	Bi-annual report to HR Head and Director of

					Support Systems
Industrial relations	Ad-hoc	0.35	<ul style="list-style-type: none"> Number of industrial relations cases 	Resolution of industrial relations cases	Bi-annual report to HR Head and Director of Support Systems
Policy management	On-going	0.4	<ul style="list-style-type: none"> Identify relevant policies/procedures/business rules 	Ensure relevant policies/procedures/business rules are in place	Report by Executive Services & Compliance
Miscellaneous - Representation to various committees (OHS, ASDC) - Advisor and representation to Monash Staff Club - Secretarial support to Human Resources Committee and any other committee chaired by HR Head	On-going	0.2	<ul style="list-style-type: none"> Minutes of Human Resources Committee 	Participation and support provided in an appropriate and timely manner.	Bi-annual report to HR Head and Director of Support Systems

Consultative Process

Human Resources Committee Meeting, 26 November 2010
 Divisional Director, Human Resources, 26 November 2010
 Deputy President (Administration), 2 December 2010
 Director of Support Systems, 6 December 2010
 Pro Vice-Chancellor and President (Malaysia), 30 December 2010


 Harithah Harith
 Head, Human Resources

Date: 3/1/2011



Dr. Susheela Nair
 Director, Support Systems

Date: 3/1/2011