

<b>Division:</b> Monash Research Graduate School (MRGS), Research Services			
<b>Service Statement Title:</b> Examine Doctorate and Master of Philosophy (Mphil) students		<b>End User(s) of Service:</b> Postgraduate Research Students and faculties/Academic units	
<b>SCM Activity:</b> Examine Doctorate Students		Page 1 of 5	
<b>Service Description:</b> Administer and oversee thesis examination services including thesis examination support, information and advice; policy development; administrative coordination of the Postgraduate Publications Award scheme (PPA); conduct of the thesis examination; and post thesis examination administration.			
<b>Key Performance Indicators for this Service</b>			
<b>KPI 1: Student Satisfaction with Thesis Examination Process</b>			
<b>Measured by:</b> Monash Research Graduate School (MRGS) Exit Survey			
85%+ of respondents report that they are satisfied, overall, or better with the administration of thesis examination by MRGS			
<i>Note: it should be noted that problems may arise that may be beyond the control of the Monash Research Graduate School examinations unit, for example poor management of the candidature at departmental level, slowness/poor application etc on the part of the student or supervisor. Evidence suggests that respondents are not always able to identify the source of a delay and see it as administrative error.</i>			
<b>KPI 2: Student and supervisor satisfaction with Thesis Examination Process</b>			
<b>Measured by:</b> Non-academic complaints reported through complaint log, together with statements of measures taken to resolve individual complaint and to avoid subsequent complaints			
Number of complaints per 100 examinations conducted (for trend analysis)			
<b>KPI 3: Timely Completion of Thesis Examination</b>			
<b>Measured by:</b> 90% of examinations for thesis not requiring amendments completed within 6 months, with steps taken to address the timeliness in the remaining 10% of instances, reported annually			
<b>Activity/Sub Service</b>	<b>MRGS Responsibilities</b>	<b>Faculty Responsibilities</b>	<b>Other Information</b>
<b>All Sub Services</b>	See individual services below for MRGS Responsibilities	See individual services below for faculty Responsibilities	<b>Service availability</b> <ul style="list-style-type: none"> <li>• Telephone and Email services available 8.45 am- 5.05 pm Mon-Fri all year excluding university holidays;</li> <li>• Counter inquiries available Mon -Thurs: 10.00am to 1.00pm and 2.00 - 5.00pm and Fri: 10.30am to 1.00pm and 2.00 - 5.00pm all year excluding university holidays;</li> <li>• Web Information Service available at all times;</li> <li>• Limited service through MRGS generic email during Christmas break.</li> </ul> <b>First point of contact for customer in event of service problem</b> <ul style="list-style-type: none"> <li>• Thesis examinations unit, MRGS</li> <li>• Thesis examinations web sites</li> </ul>

			<p><b>Problem escalation procedures</b></p> <ol style="list-style-type: none"> <li>1. Thesis Examination officers</li> <li>2. Manager MRGS</li> <li>3. Convenor RGSC Steering Committee/Deputy Director, Research Graduate School</li> <li>4. Director MRGS/Pro Vice-Chancellor (Research and Research Training)</li> <li>5. DVC (Research)/VC</li> </ol> <p><b>Services excluded</b></p> <p><b>Critical service dependencies (internal)</b></p> <ul style="list-style-type: none"> <li>• Academic departments/faculties for timely nomination of appropriate examiners by departments and timely follow up of examination matters.</li> <li>• ITS/IAS for the provision of IT support hardware and software</li> <li>• FIRM for financial services related to honoraria payment and HR for PPA stipend authorisation</li> <li>• Library Rare books section and Archives for storage of successful and unsuccessful theses respectively.</li> </ul> <p><b>Critical service dependencies (external)</b></p> <ul style="list-style-type: none"> <li>• Callista Software Services for technical support</li> <li>• External thesis examiners: return of fair and timely examination assessments</li> </ul> <p><b>References</b></p> <p><a href="http://www.mrqs.monash.edu.au/research/doctoral/chapter7a.html">http://www.mrqs.monash.edu.au/research/doctoral/chapter7a.html</a></p> <p><a href="http://www.mrqs.monash.edu.au/research/doctoral/index.html">http://www.mrqs.monash.edu.au/research/doctoral/index.html</a></p>
<p>Thesis Examination support, information and advice</p>	<ul style="list-style-type: none"> <li>• Provide doctoral/MPhil thesis examinations support, information and policy and procedural advice to relevant parties, including advisory panel procedures.</li> <li>• Disseminate relevant government assessment policies and</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that relevant staff have a sound working knowledge of thesis examination regulations and procedures for thesis preparation, revisions and amendments, advisory panels etc.</li> <li>• Ensure that faculty specific</li> </ul>	<p><b>References</b></p> <p><a href="http://www.mrqs.monash.edu.au/research/examination/index.html">http://www.mrqs.monash.edu.au/research/examination/index.html</a></p> <p><a href="http://www.mrqs.monash.edu.au/research/doctoral/chapter7a.html">http://www.mrqs.monash.edu.au/research/doctoral/chapter7a.html</a></p>

	maintain/update comprehensive thesis examinations website: policy and procedural matters, forms and documents.	procedures are met. <ul style="list-style-type: none"> <li>• Provide general support for examinee.</li> </ul>	
Policy Development related to HDR examination process through university-wide Research Graduate School Committee and its sub committees and working groups.	<ul style="list-style-type: none"> <li>• Together with Research Graduate School Committee (RGSC) review, develop and disseminate thesis examination policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to development of same through membership on RGSC and its related sub committees and working groups.</li> <li>• Implement and disseminate new policy and procedures within academic units/faculty.</li> </ul>	Web sites, as above <a href="http://www.mrqs.monash.edu.au/about/committee/#Executive">http://www.mrqs.monash.edu.au/about/committee/#Executive</a>
Administrative overview of:  research misconduct in relation to thesis examinations;  student appeal and grievance  (see Management and Administration of Research Students SLA)	<ul style="list-style-type: none"> <li>• Assume administrative coordination of research misconduct procedures in accordance with Part V of the University's Discipline Statute</li> <li>• Assume administrative co-ordination of student appeal and grievance matters as they relate to the thesis examination in accordance with ss 27.3 of the RGSC doctorate regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• Where alleged misconduct identified by member of relevant department/faculty, prepare a written report for the RGSC</li> <li>• Support the RGSC preliminary review and if appropriate, the research graduate discipline committee, in their deliberations.</li> <li>• Support the RGSC Advisory panel in its deliberations, as appropriate.</li> </ul>	<a href="http://www.mrqs.monash.edu.au/research/doctoral/index.html">http://www.mrqs.monash.edu.au/research/doctoral/index.html</a>  <a href="http://www.monash.edu.au/pubs/calendar/facultyregs/regs-doct.html">http://www.monash.edu.au/pubs/calendar/facultyregs/regs-doct.html</a>  <a href="http://www.mrqs.monash.edu.au/research/doctoral/chapter8a.html">http://www.mrqs.monash.edu.au/research/doctoral/chapter8a.html</a>
Postgraduate Publication Awards (PPA)	<ul style="list-style-type: none"> <li>• Administer four selection rounds per year.</li> </ul>	<ul style="list-style-type: none"> <li>• Rank PPA applicants.</li> </ul>	<a href="http://www.mrqs.monash.edu.au/scholarships/other/index.html">http://www.mrqs.monash.edu.au/scholarships/other/index.html</a>
Manage and administer doctoral, higher doctorate and MPhil thesis examination	<ul style="list-style-type: none"> <li>• Ensure thesis examination is conducted in a sensitive and timely manner.</li> <li>• Ensure that data collected is recorded accurately and is treated in accordance with university and statutory privacy provisions.</li> <li>• Collect and collate all completed thesis examination submission documentation from student/</li> </ul>	<ul style="list-style-type: none"> <li>• Through supervisor authorise that the thesis is worthy of examination.</li> <li>• Submit the names and details of appropriate examiners in accordance with established guidelines, six weeks prior to submission of thesis and ten weeks prior for Art &amp; Design students.</li> <li>• Arrange and administer enrolment and re-enrolment for higher</li> </ul>	Web sites, as above

	<p>supervisor/head of school and within 5 working days, sending written reminders to supervisor/head/student as required.</p> <ul style="list-style-type: none"> <li>• Authorise either administratively or through Steering Committee, examiner nominations and arrange despatch of theses within 5 working days of receipt of thesis/appropriate nominations.</li> <li>• For commercially sensitive theses, arrange for confidentiality agreement.</li> <li>• Notify student and supervisor of thesis despatch and names of examiners.</li> <li>• Prepare relevant RGSC agenda items which map examination.</li> <li>• Maintain and action weekly reminders schedule.</li> <li>• Acknowledge receipt of completed reports, including honoraria documentation and arrange honoraria payments within 7 working days of receipt of report.</li> <li>• Within 5 working days, notify preliminary results of examination, inviting the faculty to convene an advisory panel, where applicable.</li> <li>• Ensure examination process is handled with sensitivity especially where major amendments or revisions are required; or an adjudicator is appointed.</li> <li>• Notify relevant parties of action required to complete examination.</li> <li>• Arrange weekly ratification of award</li> </ul>	<p>doctorate students</p> <ul style="list-style-type: none"> <li>• Assist in contacting extremely tardy examiners when authorised by MRGS; ensure faculty examination tasks are undertaken expeditiously.</li> <li>• Convene Advisory Panel where applicable and report recommendations within 20 working days of date of MRGS notification.</li> <li>• Through supervisor, oversee the completion of amendments/revisions as appropriate within the time frames set by MRGS.</li> </ul>	
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	<p>of degree and record same on RGSC agenda and Callista; notify student and others.</p> <ul style="list-style-type: none"> <li>• Despatch exit survey questionnaire to student, collate responses and disseminate via web.</li> </ul>		
Post Thesis Examination Administration	<ul style="list-style-type: none"> <li>• Liaise with Graduation Branch to ensure full and accurate data is available.</li> <li>• Distribute thesis copies as required within one month of the notification of the award of degree.</li> <li>• Prepare and disseminate annual statistical analysis of examination process.</li> <li>• Maintain and disseminate list of publications written during PPA.</li> </ul>		Web sites, as above