

0Division: Monash Research Graduate School			
<b>Service Statement Title:</b> Manage and Administer Research Students		<b>End User(s) of Service:</b> Postgraduate Research Students and Faculties/Academic Units	
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<b>Service Description:</b> The provision of a comprehensive range of services for the management and administration of candidature for research students including: policy development and review; administration of doctoral and Master of Philosophy (MPhil) candidature from initial inquiry, admission to candidature, enrolment, re-enrolment and variations to candidature; annual review of candidature; management of the Research Training Scheme for funding research students; management of higher degree by research load planning; marketing and promotion of the university's postgraduate research programs; coordination of supervisor training; manage the Research Graduate Centre; exPERT seminar programs; and course and subject approvals for all research courses.			
<b>Key Performance Indicators for this Service</b>			
<p><b>KPI 1:</b> Student Satisfaction with administration of doctoral candidature</p> <p><b>Measured by:</b> MRGS Exit Survey</p> <p>85%+ of respondents answer 'Excellent', 'Very Good' or 'Good' when asked to rate the quality of the Administration of candidature by the Monash Research Graduate School.</p> <p><b>Measured by:</b> Non-academic complaints reported through complaint log together with statements of measures taken to resolve individual complaint and to avoid similar subsequent complaints.</p> <p>Number of complaints per 100 research students (for trend analysis)</p> <p><b>KPI 2:</b> Strong performance in provision of quality research services.</p> <p><b>Measured by:</b> (Developed in 2004, using national benchmarking data)</p>			
<b>Activity/Sub Service</b>	<b>MRGS Responsibilities</b>	<b>Faculty Responsibilities</b>	<b>Other Information</b>
<b>Leadership and advocacy role in the promotion of HDR and scholarships and related matters in the university and beyond</b>	<ul style="list-style-type: none"> <li>Ensure energetic representation on higher level committees, lobbying for HDR funding and support.</li> <li>Keep faculties abreast of the latest developments and trends.</li> </ul>		
<b>Within broader national context, develop and review university wide policy related to all higher degree by research programs through university- wide Research Graduate School Committee (RGSC), sub-committees and working groups.</b>	<ul style="list-style-type: none"> <li>Together with RGSC and Faculties develop and review research candidature policy and procedures, taking into account current DEST policy and trends in HDR.</li> <li>Maintain, update and disseminate comprehensive information on candidature policies and procedures on the MRGS website which includes the Handbook of Doctoral and MPhil Degrees, and Doctoral and MPhil regulations.</li> <li>Ensure representation on higher</li> </ul>	<ul style="list-style-type: none"> <li>Provide representation on RGSC and related working groups and Steering Committee, thus ensuring input into policy evaluation and development.</li> <li>Implement new policy and procedures within academic units/faculty.</li> <li>Disseminate information within faculty and academic units.</li> <li>Provide information as requested to support the DEST Research and Research Training Management</li> </ul>	<p><b>Service availability</b></p> <p>Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays.</p> <p>Counter enquiries 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.</p> <p>Web information service available at all times.</p> <p><b>First point of contact for customer in event of service problem</b></p> <p>Senior Research Administrator (Postgraduate Research and Scholarships Programs)</p> <p><b>Problem escalation procedures</b></p> <p>Senior Research Administrator (Postgraduate Research and Scholarships Programs)</p> <p>Manager, Research Graduate School</p>

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	<p>level committees, lobbying for HDR funding and support etc.</p> <ul style="list-style-type: none"> <li>• Coordinate meetings of academic and administrative staff as forums for dissemination and discussion of HDR matters.</li> <li>• Hold twice-yearly meeting/workshop day for faculty administrators</li> </ul>	<p>Report.</p> <p>Participate in and contribute to running of meetings and agendas.</p>	<p>Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School          Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training)          DVC (Research)/Vice Chancellor</p> <p><b>Services excluded</b></p> <p>.</p> <p><b>Critical service dependencies on Monash support services</b>          ITS/IAS for the provision of IT support hardware and software.          Faculty/academic unit/graduate studies officers for provision of advice and decision-making.</p> <p><b>References</b>  <a href="http://www.mrqs.monash.edu.au/scholarships/">http://www.mrqs.monash.edu.au/scholarships/</a>  <a href="http://www.mrqs.monash.edu.au/about/committee/#Executive">http://www.mrqs.monash.edu.au/about/committee/#Executive</a></p>
<p><b>Undertake higher degree by research (HDR) load modelling, planning and implementation, together with management of RTS allocation for all research students, university-wide.</b></p>	<ul style="list-style-type: none"> <li>• Provide advice and disseminate information regarding policies and procedures for HDR load planning and RTS allocation, including trends/policies from DEST and other universities.</li> <li>• Undertake RTS allocation and HDR load planning and modelling for all research students in line with Monash University policies, to establish planned load for faculties for future years in time for yearly budget cycle.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant staff to have a sound working knowledge of RTS policies and procedures.</li> <li>• Endeavour to meet load targets by March census date each year.</li> <li>• Ensure enrolling research masters candidates complete RTS form and faculty sends same to MRGS.</li> </ul>	<p><b>Service availability</b>          Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays.          Counter enquiries 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.</p> <p><b>First point of contact for customer in event of service problem</b>          Senior Research Administrator (Postgraduate Research and Scholarships Programs)</p> <p><b>Problem escalation procedures</b>          Senior Research Administrator (Postgraduate Research and Scholarships Programs)          Manager, Research Graduate School          Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School          Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training)          DVC (Research)/Vice Chancellor</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b>          ITS/IAS for the provision of IT support hardware, software and relevant reports.          Statistical Services for provision of data for checking.</p> <p><b>References</b>  <a href="http://www.dest.gov.au">www.dest.gov.au</a></p>
<p><b>Administer approval</b></p>	<ul style="list-style-type: none"> <li>• Coordinate administration of the course/unit approval process for all</li> </ul>	<ul style="list-style-type: none"> <li>• Complete course/unit proposals on templates provided, including, where</li> </ul>	<p><b>Service availability</b>          Telephone and email services available 8:45am to 5:05pm Monday to</p>

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<p><b>process for new HDR courses and units and amendments to existing courses and units, in accordance with university guidelines and policies.</b></p>	<p>research courses at Monash.</p> <ul style="list-style-type: none"> <li>• Ensure minimum standards policy statements are developed and disseminated on degree structure, entry requirements, examination processes etc are in place, to assist faculties in the development of course proposals for all research courses.</li> <li>• Provide feedback and advice to course proposers/faculties on submissions so that appropriate amendments can be undertaken in line with RGSC recommendations and those of external assessors.</li> </ul>	<p>applicable nomination list for external assessors.</p> <ul style="list-style-type: none"> <li>• Arrange for faculty approval before submission to MRGS for committee approval.</li> <li>• Where required by RGSC Committee present a case for the introduction of a new program/ or amendments to an existing program.</li> <li>• Undertake amendments to proposal on basis of advice received from RGSC and external assessors (where applicable).</li> <li>• Once approval given, arrange for course/fee codes etc on Callista.</li> </ul>	<p>Friday all year, excluding university holidays.</p> <p><b>First point of contact for customer in event of service problem</b> Manager, Research Graduate School</p> <p><b>Problem escalation procedures</b> Manager, Research Graduate School Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training) DVC (Research and Development)/Vice Chancellor</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b> ITS for the provision of IT support hardware and software. Faculty/academic unit/graduate studies officers for provision of advice and decision-making and timely provision of accurate and complete documentation.</p> <p><b>References</b> <a href="http://www.mrqs.monash.edu.au/scholarships/">http://www.mrqs.monash.edu.au/scholarships/</a></p>
<p><b>Co-ordinate and administer centrally initiated student surveys/feedback for doctoral and MPhil students</b></p>	<ul style="list-style-type: none"> <li>• Co-ordinate, and with CHEQ, prepare and disseminate to faculties the results/findings of the four-yearly supervision survey.</li> <li>• Co-ordinate, analyse and disseminate results to faculties for the annual exit survey.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure adequate/appropriate representation on working group.</li> <li>• Follow up on matters identified in survey responses as requiring improvement.</li> </ul>	<p><b>As Above</b></p>
<p><b>Plan, market and promote the university's HDR programs for doctoral and MPhil students; and awards and services for all HDR students.</b></p>	<ul style="list-style-type: none"> <li>• Through the RGSC Marketing and Publicity Working Group, develop and update the MRGS Marketing and Publicity Plan.</li> <li>• In consultation with Faculties, prepare a range of promotional materials, which conform to the university's marketing protocols and style guides.</li> <li>• Develop and enhance an informative, user-friendly website as an effective marketing tool for research degrees.</li> <li>• Oversee and co-ordinate the HDR component of the university's Open Day, specifically the information</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure adequate/appropriate representation on working group.</li> <li>• Provide accurate updated information for publications, as required.</li> <li>• Disseminate promotional material to prospective candidates.</li> <li>• Notify MRGS web master of any omissions errors, suggestions for improvement etc.</li> </ul>	<p><b>Service availability</b> Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays.</p> <p><b>First point of contact for customer in event of service problem</b> Administrative Officer (Marketing and Publicity)</p> <p><b>Problem escalation procedures</b> Administrative Officer (Marketing and Publicity) Senior Administrative Officer (Examination, Special Projects and Marketing) Manager, Research Graduate School Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training) DVC (Research)/Vice Chancellor</p>

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	<p>booth(s) and the research seminar.</p> <ul style="list-style-type: none"> <li>• Provide representation, in support of faculties and other units, as required at other promotional events such as postgraduate expos and open days.</li> </ul>		<p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b> ITS for the provision of IT support hardware and software. University Marketing, Marketing and Public Affairs and Design and Advertising. Faculty/academic unit/graduate studies officers for provision of advice and decision-making and timely provision of accurate and complete documentation.</p> <p><b>References</b> <a href="http://www.monash.edu.au/phdschol">www.monash.edu.au/phdschol</a></p>
<p><b>Provide information service on university's doctoral and MPhil programs and awards and services for all HDR students.</b></p>	<ul style="list-style-type: none"> <li>• Maintain comprehensive information on the MRGS website in relation to candidature policy and procedures for doctoral and MPhil students; postgraduate research scholarship, award and grant policy and procedures for all research students; and central facilities and resources for all postgraduate research students.</li> <li>• Produce and disseminate a fortnightly Scholarships Bulletin, MRGS News and maintain Monash entries in Australia-wide JASON scholarships information database.</li> <li>• Prepare and disseminate a range of regular statistical reports, which provide a range of information of postgraduate research enrolments and scholarships.</li> </ul>	<ul style="list-style-type: none"> <li>• Notify MRGS web master of any omissions errors, suggestions for improvement etc</li> <li>• Forward scholarship details for inclusion in scholarships bulletin, MRGS News and JASON database.</li> <li>• Disseminate scholarship information to research students and staff</li> </ul>	<p><b>Service availability</b> Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays.</p> <p><b>First point of contact for customer in event of service problem</b> Administrative Officer (Marketing and Publicity)</p> <p><b>Problem escalation procedures</b> Administrative Officer (Marketing and Publicity) Senior Administrative Officer (Examination, Special Projects and Marketing) Manager, Research Graduate School Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training) DVC (Research)/Vice Chancellor</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b> ITS for the provision of IT support hardware and software. University Marketing, Marketing and Public Affairs and Design and Advertising.</p> <p><b>References</b> <a href="http://www.mrqs.monash.edu.au/scholarships/">http://www.mrqs.monash.edu.au/scholarships/</a></p>
<p><b>Manage and administer doctoral and MPhil candidature in accordance with university objectives, policies and procedures.</b></p>	<ul style="list-style-type: none"> <li>• Provide advice and disseminate information regarding policies and procedures for the administration of HDR candidature, with particular reference to doctoral and MPhil candidature, including trends/policies from DEST and other universities.</li> <li>• Ensure the timely consideration of applications for admission to doctoral and MPhil candidature; completed applications processed</li> </ul>	<ul style="list-style-type: none"> <li>• Faculty and academic units to ensure that relevant documentation and approvals are provided to support applications.</li> <li>• Ensure timely processing of applications in academic units and Faculty.</li> <li>• Ensure adequate, experienced supervision and suitable facilities are available to support candidature.</li> <li>• Ensure that applicants are advised</li> </ul>	<p><b>Service availability</b> Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays.</p> <p>Counter enquiries 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.</p> <p>Web information service available at all times.</p> <p><b>First point of contact for customer in event of service problem</b></p>

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	<p>within one week of receipt at MRGS.</p> <ul style="list-style-type: none"> <li>• Co-ordinate enrolment processes and procedures for new doctoral and MPhil research students at the commencement of candidature, ensuring that all relevant documentation and information has been provided.</li> <li>• In consultation with faculty staff and student administration take a leadership role in developing and refining re-enrolment processes for HDR students.</li> <li>• Provide a comprehensive, quality service for re-enrolment of doctoral and MPhil students each year according to defined schedules, including checking of re-enrolment data, despatch of forms, processing of completed re-enrolments, follow-up of late forms and lapse of candidates who fail to re-enrol.</li> <li>• Coordinate administration of the mandatory confirmation of candidature process for all doctoral and MPhil candidates including providing information and advice regarding university requirements, initial notification when confirmation is due, follow-up of late reports, processing extensions to probationary candidature, notification of approvals of confirmation and non-confirmation of candidature and the associated appeal process.</li> <li>• Assume administrative responsibility for approval and processing of applications to vary candidature (doctoral and MPhil students) and scholarship (all research scholarship holders).</li> <li>• Ensure timely processing of completed variation to candidature/scholarship applications, in line with current university, DEST</li> </ul>	<p>on matters regarding intellectual property, ethics clearance and responsible research practices prior to enrolment.</p> <ul style="list-style-type: none"> <li>• Take responsibility for enrolment and re-enrolment of professional doctorate and research masters students.</li> <li>• Provide comprehensive assessment of progress of candidature when considering recommendation for confirmation of candidature.</li> <li>• Faculty and academic units to ensure that relevant documentation and approvals are provided to support applications.</li> <li>• Ensure timely processing of applications in academic units and Faculty.</li> <li>• Provide MRGS with additional information to support applications where requested.</li> </ul>	<p>Research candidature administrative staff</p> <p><b>Problem escalation procedures</b></p> <p>Research candidature administrative staff</p> <p>Senior Research Administrator (Postgraduate Research and Scholarships Programs)</p> <p>Manager, Research Graduate School</p> <p>Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School</p> <p>Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training)</p> <p>DVC (Research)/Vice Chancellor</p> <p><b>Services excluded</b></p> <p>Research Masters admissions and professional doctorate and research masters enrolments which are managed at faculty level OR Manage and administer Research Masters, other than MPhil</p> <p><b>Critical service dependencies on Monash support services</b></p> <p>ITS/IAS for the provision of IT support hardware and software.</p> <p>Faculty/academic unit/graduate studies officers for provision of advice and decision-making and timely provision of accurate and complete documentation.</p> <p>Monash International for support services for international prospective and current students.</p> <p><b>References</b></p> <p><a href="http://www.mrqs.monash.edu.au/scholarships/">http://www.mrqs.monash.edu.au/scholarships/</a></p> <p><a href="http://www.mrqs.monash.edu.au/research/">http://www.mrqs.monash.edu.au/research/</a></p> <p><a href="http://www.monash.edu.au/phdschol/forms">www.monash.edu.au/phdschol/forms</a></p>
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	<p>and DIMIA (for international students) regulations once received at MRGS; turnaround time 1 week subject to full documentation being available.</p> <ul style="list-style-type: none"> <li>• Ensure that data is collected, recorded and stored accurately, and is treated in accordance with University and statutory privacy provisions.</li> </ul>		
<b>Conduct annual review of candidature progress.</b>	<ul style="list-style-type: none"> <li>• Monitor candidature by co-ordinating the annual progress reporting round for all doctoral and MPhil students and masters students on centrally allocated awards.</li> <li>• Read and monitor progress and follow-up on any problems identified with staff from the faculty and academic unit.</li> <li>• Follow up on non-submission of reports.</li> <li>• Distribute, read and monitor interim progress reports as required.</li> <li>• Ensure that data is collected, recorded and stored accurately, and is treated in accordance with University and statutory privacy provisions.</li> <li>• All Annual Progress Reports will be read within 1 month of receipt at Monash Research Graduate School, with follow-up of outstanding reports with Departments to take place within three weeks of due deadline.</li> </ul>	<ul style="list-style-type: none"> <li>• Distribute reports to relevant students when received in academic units.</li> <li>• Supervisors and Heads of Departments or nominees to complete relevant sections in a timely manner</li> <li>• Departments/schools/faculties to provide honest assessment of progress</li> <li>• Return completed reports to MRGS by set deadlines.</li> <li>• Departments/schools/faculties to work with MRGS to resolve problems identified.</li> </ul>	<p><b>Service availability</b> Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays. Counter enquiries 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. Web information service available at all times.</p> <p><b>First point of contact for customer in event of service problem</b> MRGS faculty monitor</p> <p><b>Problem escalation procedures</b> MRGS faculty monitor Annual Progress Report Co-ordinator Senior Research Administrator (Postgraduate Research and Scholarships Programs) Manager, Research Graduate School Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training) DVC (Research)/Vice Chancellor</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b> ITS/IAS for the provision of IT support hardware and software. Printing services for printing of report forms. Faculty/academic unit/graduate studies officers for provision of advice and decision-making.</p> <p><b>References</b> <a href="http://www.mrqs.monash.edu.au/scholarships/">http://www.mrqs.monash.edu.au/scholarships/</a></p>
<b>Manage/co-ordinate and administer student appeals, termination and research misconduct cases</b>	<ul style="list-style-type: none"> <li>• Provide information and advice to postgraduate research students, faculty/department/school academic and administrative staff on appeal, termination, research misconduct and grievance procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide representation on Advisory Panels to hear student appeals and grievances, termination and research misconduct cases.</li> <li>• Investigate such cases at a departmental and faculty level to see</li> </ul>	<p><b>Service availability</b> Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays. Counter enquiries 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.</p>

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	<ul style="list-style-type: none"> <li>• Ensure timely and confidential processing of student appeals, grievances, termination of candidature and research misconduct cases in line with the relevant university regulations and procedures, ensuring that at all times the rights of the student and those of the university and its representatives are protected.</li> </ul>	<p>if the matter can be resolved.</p> <ul style="list-style-type: none"> <li>• Provide representatives to give verbal and written reports to aid the investigation of the Advisory Panel.</li> </ul>	<p>Web information service available at all times.</p> <p><b>First point of contact for customer in event of service problem</b> Senior Research Administrator (Postgraduate Research and Scholarships Programs)</p> <p><b>Problem escalation procedures</b> Senior Research Administrator (Postgraduate Research and Scholarships Programs) Manager, Research Graduate School Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training) DVC (Research)/Vice Chancellor</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b> Faculty/academic unit/graduate studies officers for provision of advice and decision-making. Security to provide advice and back-up in circumstances where there is a potential for danger to those involved. Solicitor's office to provide legal advice and representation of the university when required.</p> <p><b>References</b> <a href="http://www.mrqs.monash.edu.au/scholarships/">http://www.mrqs.monash.edu.au/scholarships/</a></p>
<p><b>Manage the Research Graduate Centre.</b></p>	<ul style="list-style-type: none"> <li>• Co-ordinate Committee of Management Working Group to review the development of the centre.</li> <li>• Take responsibility for the day-to-day running of the Centre's facilities and services to ensure that the Centre provides a congenial meeting place for study, social and leisure activities to support research students, along with a secure working environment for students with 24 hour access.</li> <li>• Maintain the electronic newsgroup NotaBene, which provides regular information relevant to postgraduate research students such as conferences, seminars and the latest news on the Centre's activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist in the promotion of the Centre.</li> <li>• Faculties to advise MRGS if they cannot provide adequate study facilities to research students.</li> <li>• Faculties to ensure adequate/appropriate representation on working group.</li> </ul>	<p><b>Service availability</b> 24 hour access to Research Graduate Centre's facilities Administrative Officer (Research Graduate Centre) and IT support: telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays.</p> <p><b>First point of contact for customer in event of service problem</b> Administrative Officer (Research Graduate Centre) Technical Support Officer</p> <p><b>Problem escalation procedures</b> Administrative Officer (Research Graduate Centre) Manager, Research Graduate School Convenor, RGSC Steering Committee/Deputy Director, Research Graduate School Director, Research Graduate School/Pro Vice-Chancellor (Research and Research Training) DVC (Research)</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b></p>

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			<p>ITS for the provision of IT support hardware and software. Facilities and Services. Security and Traffic.</p> <p><b>References</b> <a href="http://www.mrqs.monash.edu.au/centre/">http://www.mrqs.monash.edu.au/centre/</a></p>
<p><b>Implement the exPERT seminar programs of employment and research training, including the generic training program and specialised programs such as statistical workshops, seminar for international students, Entrepreneurship and IT seminars.</b></p>	<ul style="list-style-type: none"> <li>• Co-ordinate the exPERT program Working Group to review and develop the range of seminars offered each year using feedback from student review to inform working group on student preferences.</li> <li>• Prepare each semester's program; arrange presenters, venues, promotional material and handouts.</li> <li>• Seek feedback on the range of programs offered targeting selected programs each semester.</li> </ul>	<ul style="list-style-type: none"> <li>• Faculties to ensure adequate representation on the working group.</li> <li>• Provide speakers and presenters when requested by MRGS staff.</li> <li>• Assist in the promotion of the programs.</li> <li>• Provide input and feedback on the range of programs.</li> </ul>	<p><b>Service availability</b> Telephone and email services available 8:45am to 5:05pm Monday to Friday all year, excluding university holidays.</p> <p><b>First point of contact for customer in event of service problem</b> Administrative Officer (Research Graduate Centre)</p> <p><b>Problem escalation procedures</b> Administrative Officer (Research Graduate Centre) Senior Research Administrator (Scholarships and Marketing) Manager, Research Graduate School Director, Research Graduate School DVC (Research and Development)</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b> ITS/ for the provision of IT support hardware and software. Flexible Teaching and Learning.</p> <p><b>References</b> <a href="http://www.mrqs.monash.edu.au/seminars/">http://www.mrqs.monash.edu.au/seminars/</a></p>