

<b>Division:</b> Monash Research Graduate School (MRGS), Research Services			
<b>Service Statement Title:</b> Administer Research Scholarships and Grants		<b>End User(s) of Service:</b> Postgraduate Research Students and Faculties/Academic Units	
<b>SCM Activity:</b> Administer Research Scholarships		Page 1 of 6	
<b>Service Description:</b> The provision of a range of services involved with administration of research scholarships and grants for HDR students; including the development and review of university wide policies; management of donor and centrally allocated awards, postgraduate grants and allowances; provision of scholarship and grant information; preparation of reports (financial and statistical); development of budgets and the maintenance of an extensive web site of research graduate matters.			
<b>Key Performance Indicators for this Service</b>			
<p><b>KPI 1: Student satisfaction with the administration of their scholarship.</b> 85%+ of respondents indicate 'excellent-good' to the following question "Administration of my scholarship by the Monash Research Graduate School, Research Services was:"</p> <p><b>Measured by:</b> Monash Research Graduate School Exit Survey.</p> <p><b>KPI 2: Student and staff satisfaction with the administration of scholarships.</b> <b>Measured by:</b> Non-academic complaints escalated to Manager or Director, MRGS reported through complaint log, together with statements of measures taken to resolve individual complaint and to avoid subsequent complaints Number of complaints per 100 scholarships/grants administered (for trend analysis)</p> <p><b>KPI 3: Strong performance in provision of quality postgraduate research services.</b> <b>Measured by:</b> (Developed in 2004, using national benchmarking data)</p>			
Activity/Sub Service	MRGS Responsibilities	Faculty Responsibilities	Other Information
Administer, monitor and disburse research stipend and fee-paying scholarships, (eg APA, MGS, IPRS, MIPRS, ICT, MDS etc) various donor awards, postgraduate grants and allowances and other external awards.	<p><u>Policy Development</u> Together with the Research Graduate School Committee (RGSC) develop and review university wide policy related to scholarship/grant administration and management.</p> <p><u>Annual scholarship selection</u> Prepare scholarships kit and other supporting documentation for the selection of a range of centrally allocated awards.</p> <p>Advertise and promote awards (see marketing section in 'manage and administer research students').</p> <p>Develop and implement administrative procedures for the accurate and timely review of scholarship applications by departments and faculties within</p>	<p>Contribute to the development of policy related to scholarship/grant administration and management through membership of the Associate Dean (Research Degrees) or equivalent, on the RGSC.</p> <p>Distribute scholarship kit to prospective applicants and provide information on selection process.</p> <p>Assess prospective candidates and ensure adequate supervision is available.</p> <p>Provide documentation in support of candidates and follow up documentation requiring clarification.</p> <p>Provide representation on H1</p>	<p><b>Service availability – for all Activities/ Sub Services</b> Telephone and Email services available 8.45 am- 5.05 pm Mon-Fri 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> <u>Scholarship Administration Matters:</u> Senior Administrative Officer (Research Scholarships) <u>Payroll and Finance Matters / Grant Administration:</u> Grant and payroll administrative staff</p> <p><b>Problem escalation procedures</b></p>

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	<p>established deadlines.</p> <p>Support the H1 Equivalence panels and Scholarship Selection Sub Committee of the Research Graduate School Committee.</p> <p>Prepare offer letters, related forms and correspondence; and process acceptances and declines.</p> <p>Review and update the Scholarship Conditions of Award.</p> <p>Co-ordinate the selection of the 10 off-the-top MGS Scheme, research and teaching fellowship schemes, a small mid-year selection round and the doctoral completions scholarships.</p> <p><u>Administration of donor and other awards</u></p> <p>Provide support, information and advice to students, faculties/academic units, for a range of donor and other awards</p> <p>Advertise awards in the scholarships bulletin and JASON database.</p> <p>Maintain and update a database of donor and other awards.</p> <p><u>Scholarship Variations</u></p> <p>See variations to candidature and scholarships tenure under 'Manage and administer doctoral and MPhil candidature.'</p> <p><u>Monitor and disburse stipend and fee-paying scholarships</u></p> <p><i>Stipend Scholarships:</i> Process and record new appointments and variation to tenure in line with payroll deadlines and subject to all documentation being complete.</p> <p>Maintain records of all scholarship holders on sick leave, maternity leave, overseas study and suspension to ensure appropriate sign-on procedures are effected within 2 weeks of the candidate's return to study.</p> <p>Provide advice to students concerning variations to scholarship status and payroll</p>	<p>equivalence panels and scholarship selection meetings.</p> <p>Prepare paperwork for applicants who require H1E assessment.</p> <p>Prepare faculty Order of Merit list that includes all eligible H1/H1E applicants.</p> <p>Update the faculty database to manage the selection process eg Order of Merit list.</p> <p>Provide representation on selection meeting, eg Vice Chancellor's Undergraduate Research Scholarship, Doctoral Completions Scholarship.</p> <p>Assess prospective candidates and rank according to established criteria.</p>	<p><u>Scholarship Administration Matters:</u></p> <p>Senior Administrative Officer (Research Scholarships) 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)</p> <p><u>Payroll and Finance Matters / Grant Administration:</u></p> <p>Grant and payroll administrative staff</p> <p>Senior Administrative Officer (Finance &amp; Human Resources) Finance and Resources Manager 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)</p> <p><b>Services excluded</b></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/department/graduate studies officers/Research Graduate School Committee faculty representatives, for decision making/provision of advice on student matters and timely provision of accurate and complete documentation.</p> <p>Monash International for the support of international students.</p> <p>Fees section for problems with the sponsorship module in Callista.</p> <p>HR Systems for SAP problems and off-line payments.</p> <p>Corporate Finance for processing claim forms to students.</p> <p><b>References</b></p> <p><a href="http://www.mrqs.monash.edu.au/">http://www.mrqs.monash.edu.au/</a></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/scholarships/index.html#research">http://www.mrqs.monash.edu.au/scholarships/index.html#research</a></p>
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	<p>matters.</p> <p>Implement commencement, fortnightly, annual payroll audit.</p> <p><i>Fee-paying Scholarships</i></p> <p>Record sponsorship details in Callista, including new appointments, variations, etc in line with student fee billing cycle.</p> <p>Prepare twice yearly fee reconciliation after each census date to ensure the correct disbursement has been made for each candidate.</p> <p><u>Postgraduate research grant Administration</u></p> <p>Provide relevant support, information and on eligibility, application and selection process for a range of grant schemes including travel grants, conference organiser's grants.</p> <p>Develop and maintain the database to manage the selection process.</p> <p>Provide support to selection committees.</p> <p>Prepare and despatch offer letters and other correspondence.</p> <p>Arrange/authorise payments through the University finance system and undertake reconciliation of accounts.</p> <p><u>Allowance Payments</u></p> <p>Authorise payment of thesis allowance, relocation allowance, overseas student health cover, research allowance and teaching and research fellowships, within 7 working days subject to all documentation being complete.</p> <p>Audit/reconcile allowance account payments on a monthly basis to ensure there is no overpayment and alert faculties immediately if there is a problem..</p>	<p>Faculty and academic units to ensure completion of all required documentation including commencement and resumption forms, H2A equivalence forms, etc.</p> <p>Academic units to monitor students to ensure they comply with scholarship regulations/conditions of award.</p> <p>Faculties/academic units to notify MRGS where breaches of scholarships regulations are evident.</p> <p>Faculties/academic units to notify MRGS where enrolment variations (eg termination, intermission, variations to level of enrolment) have been made that might impact on a student's scholarship.</p> <p>Provide representation on travel grant and conference organisers' selection meeting.</p> <p>Assess prospective candidates and rank according to established criteria.</p> <p>Provide matching faculty/department funding as required.</p> <p>Process travel grant and conference organisers' grant claims to students.</p>	
<p>Provide accurate and timely scholarship information, including the preparation of the research scholarship kits, various brochures,</p>	<p>Provide support, information and advice to students, faculties/academic units, for a range of programs.</p> <p>Produce Scholarship Bulletin and MRGS News fortnightly to advertise and promote</p>	<p>Provide support, information and advice to students on the range of programs.</p> <p>Forward scholarship details for inclusion in scholarships bulletin and JASON</p>	<p><b>First point of contact for customer in event of service problem</b>                  Administrative Officer (Marketing and Publicity)                  Administrative Officer (Information Services and Management Support)</p>

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<p>forms, scholarship bulletins, maintenance of JASON database.</p>	<p>awards. Update the JASON database as needed. See marketing section in 'manage and administer research students'.</p>	<p>database.  Disseminate scholarship information to research students.</p>	<p><b>Problem escalation procedures</b> Administrative Officer (Marketing and Publicity) Administrative Officer (Information Services and Management Support) 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) <b>Services excluded</b> <b>Critical service dependencies on Monash support services</b> ITS/IAS for the provision of IT support hardware and software.  Faculty/department/graduate studies officers/Research Graduate School Committee faculty representatives, for decision making/provision of advice on student matters and timely provision of accurate and complete documentation. Design and advertising for production of marketing material. <b>References</b>  <a href="http://www.mrqs.monash.edu.au/">http://www.mrqs.monash.edu.au/</a>  <a href="http://www.mrqs.monash.edu.au/scholarships/publication/index.html">http://www.mrqs.monash.edu.au/scholarships/publication/index.html</a></p>
<p>Prepare a range of scholarship, statistical and financial reports for central, faculty and external bodies.</p>	<p>Produce yearly external expenditure reports, for a range of government-funded programs. Prepare internal and external statistical reports. Undertake collection of data to analyse the completion rate of centrally awarded scholarship holders by cohort. Generate by academic unit and faculty, through Callista/SAP HR, a monthly report on all current scholarship holders, for internal MRGS audit purposes and as a source of information for academic units and as requested. Generate by academic unit and faculty, through Callista-SAP HR interface, a monthly scholarship tenure status report</p>		<p><b>Service availability</b> <b>First point of contact for customer in event of service problem</b> <u>Financial reports</u> Senior Research Administrator (Finance &amp; Human Resources) <u>Statistical report</u> Administrative Officer (Marketing and Publicity) <b>Problem escalation procedures</b> <u>Financial reports</u> Senior Administrative Officer (Finance &amp; Human Resources) Finance and Resources Manager 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>

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	as a means of ensuring overpayment of scholarship does not occur.		<p><u>Statistical report</u>  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)</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.  Fee Section/SAP HR Systems for advice and assistance/ system problem resolution.</p> <p><b>References</b>  <a href="http://www.mrgs.monash.edu.au/scholarships/">http://www.mrgs.monash.edu.au/scholarships/</a></p>
<p>Prepare and monitor budgets for a range of awards administered by the School, including Monash Graduate Scholarships (MGS) and allowances, grant and fellowship budgets, etc</p> <p>Postgraduate Publication Awards (PPA)</p>	<p>Prepare scholarship/grants budgets for centrally selected award programs.</p> <p>Produce monthly, quarterly and yearly internal performance reports to monitor a range of scholarship and grant budgets.</p> <p>Prepare expenditure forecasts for continuing awardees and advise on estimated savings, for a range of programs, so that additional awards may be offered at mid-year in line with yearly budgeting cycles.</p> <p>Administer four selection rounds per year.</p>	<p>Administer four selection rounds per year.</p>	<p><b>Service availability</b>  <b>First point of contact for customer in event of service problem</b>  Senior Research Administrator (Finance &amp; Human Resources)  Finance and Resources Manager</p> <p><b>Problem escalation procedures</b>  Senior Administrative Officer (Finance &amp; Human Resources)  Finance and Resources Manager  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>  ITS/IAS for the provision of IT support hardware and software.  Fee Section/SAP HR Systems for advice and assistance/ system problem resolution.</p> <p><b>References</b>  <a href="http://www.mrgs.monash.edu.au/scholarships/">http://www.mrgs.monash.edu.au/scholarships/</a>  <a href="http://www.mrgs.monash.edu.au/scholarships/grants/statistical.html">http://www.mrgs.monash.edu.au/scholarships/grants/statistical.html</a> <a href="http://www.mrgs.monash.edu.au/scholarships/other/index.html">http://www.mrgs.monash.edu.au/scholarships/other/index.html</a></p>

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Mollie Holman Doctoral Medal	<p>Initiate, plan and oversee the nomination process for the Mollie Holman Doctoral medal each year.</p> <p>Co-ordinate the meeting of the Selection Sub-Committee of the Research Graduate School Committee including acting as committee secretary.</p> <p>Advise faculties and nominees regarding successful/unsuccessful nominations and co-ordinate the award of medals to successful nominees.</p>	Administer an annual selection round each year.	<a href="http://www.mrqs.monash.edu.au/research/">http://www.mrqs.monash.edu.au/research/</a>
Maintain an extensive website that provides a comprehensive and clear directory of research graduate matters and issues for prospective students, general public, general and academic staff and all current research students.	Maintain/update comprehensive scholarship website which includes, policy and procedural matters, scholarship and grant information, forms and documents, reports produced by the school, directory of staff, RGSC membership and related information, seminars and programs, RGC facilities, doctoral candidature handbook and related information etc.	Assist in the promotion and awareness of the MRGS website, and provide feedback as appropriate.	<p><b>Service availability</b></p> <p><b>First point of contact for customer in event of service problem</b></p> <p>Administrative Officer (Marketing 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)</p> <p><b>Services excluded</b></p> <p><b>Critical service dependencies on Monash support services</b></p> <p>ITS for the provision of IT support hardware and software.</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>