

LA TROBE UNIVERSITY

ACADEMIC SERVICES DIVISION

MISSION STATEMENT 2004 – 2008

Updated

31 January 2005

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UNIVERSITY'S MISSION

“The University seeks to be internationally recognised as a major contributor in the scholarly discovery, preservation, transmission and application of knowledge.”

ACADEMIC SERVICES DIVISION'S MISSION

To be responsive, adaptable and innovative in the provision of services to the University and its external stakeholders in the formulation, promulgation and implementation of reasonable and consistent academic policy and the efficient and effective administration of students in support of the University's mission to be an internationally recognised leader.

DEFINING FEATURES OF THE DIVISION

1. In providing services the Division interacts with a wide and varied group of University stakeholders.
 - Internal Stakeholders - students, academic and administrative staff within all faculties, campuses and administrative business units (International Programs Office (IPO), Research and Graduate Studies Office (RGSO), Management Information Unit (MIU), Finance Division, Human Resources Division, Information Technology Services (ITS), Library, Business Systems Development Unit (BSDU), Secretariat, Campus Graphics, Central Records, Equity & Access, Careers & Counselling, Careers and Courses, SARA, SRC, Union). Committees such as University Council, Academic Board, Academic Committee, Selection and Enrolment Committee (SEC), Academic Progress Review Committee (APRC), NEWSIS Project Teams, Academic Services Group (ASG))
 - External Stakeholders - past students, Australian Taxation Office (ATO), Department of Education, Science and Training (DEST), Victoria Tertiary Admissions Centre (VTAC), University's Admissions Centre (UAC), CENTRELINK, other government tertiary and higher educational providers, other private tertiary and higher educational providers, employers, Government legislative and law enforcement agencies, services and goods suppliers and the general public
2. The Division is the first and foremost provider of essential academic and student administrative services within the following major University processes.
 - Academic Policy
 - Admissions
 - Student Enrolments
 - Student Records
 - Student Administrative services
 - Student/Staff information publications
 - Student Information System
 - Fees, assessment, disbursement and collection (including Commonwealth funded places)
 - Examinations
 - Graduations
 - Undergraduate Centrally administered Scholarships
3. The Division provides a range of services at numerous locations and business environments to meet the needs of the University and its external stakeholders when conducting its business.

- Local environments
 - Regional environments
 - Global environments
4. The Division embraces technology and recognises it as a vital tool for ongoing improvement, by enabling and empowering staff with the means to practice greater efficiencies in the workplace and improve effectiveness when enacting business processes and service delivery to stakeholders.
 5. The Division recognises the major principles underpinning the University's ability to secure funding and acknowledges that responsible financial management is essential in the carrying out of business, balanced with the aim of minimising the financial impact on internal stakeholders, and past students.
 6. The Division recognises the importance, and embraces the following best workplace practice beliefs, values, aspirations and priorities and acknowledges that they underpin the creation of a desirable organisational philosophy that is essential when conducting its business as a member of the University community.
 - The delivery of consistent, accurate and reliable information and services to all stakeholders, including internal Business Units within the Division
 - Accuracy and timely delivery in all aspects of record keeping
 - Compliance with University and external authority guidelines or regulations pertaining to a broad range of issues and processes
 - Honesty and probity in managing the University resources for service provision
 - Fairness and equity in business decisions to all stakeholders
 - To be united in our approach to process, feedback and handling of stakeholders to ensure quality customer service
 - Targeted specialist training leads to informed and knowledgeable staff
 - To appreciate that workplace diversity is coupled with complexity and cultural depth
 - That the exchange of ideas and knowledge amongst staff is appreciated and encouraged and leads to a workplace culture where staff can approach issues (adverse or challenging) with confidence, knowing that their individual contribution will be acknowledged and unique
 - Assisting students to the best of our ability according to University's statutes, regulations and policies by being sympathetic and responsive to their needs and issues
 - Divisional staff are members of the University Community and have a responsibility and duty of care to all University staff when conducting business
 7. The Division recognises the following attributes as its strengths when providing services to the University community and its external stakeholders
 - Commitment to high quality service provision
 - Valuing the business skills, knowledge and the opinions of stakeholders
 - Willingness to share business knowledge and skills with all stakeholders
 - Encouraging and promoting freedom of discussion and debate without fear or favour
 - Diversity in staff which promotes different views and values
 - Respect and empathy towards stakeholders when carrying out business
 - Pursuit for knowledge, skill and expertise is encouraged, supported and rewarded
 - Ongoing self improvement through periodic review
 8. The Division recognises the following underlying responses to social, community and environmental concerns and through adopting these qualities and aspires to project a specific image when conducting its business as a member of the University community

- To communicate and liaise with stakeholders in a helpful, respectful, empathetic and professional manner
 - To assist and help stakeholders through the application of business knowledge and access to Divisional resources
 - To actively seek and encourage feedback from stakeholders and review policies and procedures to ensure ongoing improvement of services, raising of standards and awareness of the Division's services
 - To encourage, promote and lead in developing a workplace culture that is socially responsible regarding issues such as cleanliness, wastage minimisation, recycling and other energy efficient organisational practices that conserve resources
 - To proactively respond to environmental and operational changes in the work environment and project a level of professionalism which is needed to maintain and support the wide range of tasks and networks that the Division supports
9. The Division recognises the importance of its staff and how they contribute to the consistent, successful and timely delivery of quality services to the University and its external stakeholders. All staff:
- Are respected and valued within the Division and it is recognised that their contribution directly impacts on the Division's success in the delivery of services and meeting its objectives
 - Have access to appropriate focused training and support in the workplace to ensure that they can build confidence and personal self esteem in the carrying out of duties
 - Are encouraged to communicate and foster the transmission of workplace and business knowledge and participate and contribute in business process design and problem solving
 - Recognise the rewards and benefits that cultural diversity and differing personal beliefs bring to the workplace and reject bullying and the vilification of others
 - Recognise the importance of working as a team and/or as an individual to ensure that the Division meets its objectives