
Our Service Standards and Helpful Hints

A guide for ARG staff
October 2017

ACADEMIC
REGISTRAR'S
GROUP

 **RMIT**
UNIVERSITY



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Welcome

The Academic Registrar's Group (ARG) forms part of the Education portfolio. The ARG supports the core activities of the University that relate to the student lifecycle:

- academic policies and governance
- admissions
- assessment and examinations
- enrolments
- graduations
- program and course approval
- student complaints
- student records administration
- student conduct and student appeals
- business systems and processes.

Our mission

To deliver, in partnership with the RMIT community, academic policies, systems and services that support teaching, learning and research within a quality management framework.

Successfully providing quality service and advice requires good teamwork, characterised by cooperation and open and constructive communication. ARG staff also work to establish and maintain an effective working rapport with a wide range of groups, including local and international students, academic and professional staff in the Education portfolio and in schools and colleges.

Our philosophy of service to all of our clients

ARG staff pride themselves on the service they provide to students, to other staff both within the Education portfolio and the University and to the general public. ARG staff seek to be seen as client focused in their contact with applicants, current students, RMIT staff and members of the community.

ARG staff will:

- provide a client focused approach
- always give their name to the person with whom they are dealing
- provide polite and efficient personal or telephone contact
- empathise and be mindful of other peoples' situations
- recognise cultural diversity in all dealings
- take ownership of the enquiry—if it needs to be referred to someone else staff will ensure that the correct contact details are provided
- provide quality service in a proactive manner
- provide a clear rationale for decisions made, in writing if necessary
- view complaints as a potential opportunity to improve our service and standards
- strive for ways to improve the information and service we provide
- provide correct and timely information
- be committed to providing the best client service possible.

ARG staff expects clients will:

- treat other members of the University community with respect and courtesy
- acquaint themselves with relevant University policies and procedures and observe the statutes, rules and policies of the University.

The service standards contained within this document are intended to provide a platform for consistent levels of knowledge and communication skills among ARG staff.

Academic Registrar's Group

Workplace Behaviour

As an RMIT staff member you must abide by the conditions of employment and standards set by the University. This includes the employee code of conduct.

Code of Conduct

Principles

1. Respecting others

When working with others, staff are expected to treat students, other staff and members of the community with respect for their rights and obligations by:

- being courteous, honest and fair when dealing with others and when making decisions
- treating all people justly, irrespective of gender, sexual orientation, race, disability, religion, marital status, age, political conviction or other attributes
- acting in ways that support the reputation of staff, students, clients or partners of the University
- protecting the privacy of others and maintaining appropriate confidentiality regarding personal and commercial matters
- respecting cultural backgrounds of staff, students, clients and partners and conducting activities sensitive to the cultural context in which staff are representing RMIT
- avoiding behaviour which might reasonably be perceived as harassment, discrimination, bullying or intimidation.

2. Behaving professionally

Staff are expected to carry out their work duties in a professional and conscientious manner at all times by:

- behaving in accordance with RMIT's values: creative, connected, fair, passionate and committed to making a difference
- behaving in accordance with relevant University policies, contractual obligations or agreements and legislation
- behaving ethically and taking action to prevent unethical practices
- maintaining confidentiality of RMIT information which the reasonable person would consider confidential
- seeking to attain the highest possible standards of performance and providing accurate, timely and useful information to colleagues and students
- ensuring any public comments made in the University's name are authorised and in accordance with RMIT's *Media policy*

- responsibly controlling the use of substances that could adversely affect behaviour or performance in line with RMIT's *Health, safety and security policy*
- reporting fraud or corrupt conduct to appropriate internal or external authorities
- dressing and maintaining an appearance in accordance with standards appropriate to the duties undertaken and the responsibilities held
- conducting activities in a manner that supports health, safety and wellbeing for all affected members of the RMIT community
- refraining from acting in any way that would unfairly harm the reputation of the University.

3. Avoiding conflict of interest

Staff must take reasonable steps to avoid any actual or potential conflict of interest and act in the best interests of the University including, but not limited to:

- performing their duties primarily in the interests of the University's mission and strategic directions
- disclosing actual or potential conflict of interest and withdrawing themselves immediately from the situation giving rise to the conflict
- not misusing the influence of their position to pursue personal, sexual or financial relationships with other staff, students or members of the community
- not accepting gifts which go beyond common courtesies consistent with ethical and accepted business practices, or which could be considered bribes
- declaring private paid outside work, including directorships and board memberships, in line with RMIT's *Conflict of interest policy*.

4. Using University resources

Staff are expected to use all University facilities, equipment and processes efficiently, carefully and in a proper manner by:

- using University resources economically and securing resources against theft, damage or misuse
- being green in the workplace: pursuing the principles of sustainability and understanding the impacts and opportunities of their work
- not using University resources for personal purposes unless permission has been granted in accordance with the relevant University policy.

5. Recognising intellectual freedom

Staff have a general right to intellectual freedom of enquiry and expression. This applies to areas of intellectual life over which the academic can demonstrate that they possess a level of expertise. In particular, staff should:

- act responsibly with respect for the intellectual property rights of others
- exercise intellectual freedom in a manner consistent with a responsible and honest search for and dissemination of knowledge

- support the role of the University as a place of independent learning and thought, where ideas may be put forward and reasoned opinion expressed freely while maintaining respect for and openness to others.

Intellectual freedom does not justify poor behaviour or disrespectful treatment of others.

For more information and supporting documentation on the RMIT Code of conduct, please refer to rmit.edu.au/policies/codeofconduct.

ARG Service Standards

ARG staff will:

- identify themselves in communications with students and staff, in writing or verbally
- be polite and efficient in all dealings with clients
- acknowledge all enquiries, whether by telephone, email, online or face-to-face
- provide timely and accurate information
- respect clients' diverse backgrounds and experiences

- follow relevant statutes, rules and policies, including privacy guidelines
- provide a clear rationale for decisions, in writing if required
- identify improvements to processes and client service
- take action on suggestions and feedback.

Customer service standards

Ask your manager if you would like further training in customer service. Online training is available including Managing Yourself and Career (Workplace Fundamentals is recommended) and Customer Focus.

rmit.edu.au/staff/professionaldevelopment/online

There are two facets to positive customer interactions—satisfaction with outcome and good communication.

Satisfaction with outcome

Do	Do not
<p>Provide customers with correct information</p> <p>You can keep up-to-date by:</p> <ul style="list-style-type: none">— reading policies and procedures— reading staff updates i.e. Frontline Bulletin— asking appropriate staff for answers— checking information with schools/colleges— attending training— participating in staff rotations.	<p>Assume or guess the facts without checking.</p>

Do	Do not
<p>Find out information</p> <p>If you don't know the answer say, 'Let me just check that' or 'I'll find out for you'.</p> <p>You can find out information by:</p> <ul style="list-style-type: none"> — searching online — asking colleagues. <p>If referring the customer somewhere else, use a referral form and point out the location on a map.</p>	<p>Say 'I don't know' or 'I have no idea'.</p>
<p>Take responsibility</p> <p>If an issue is not resolved quickly, take responsibility for it and keep the client informed about what is happening.</p>	<p>Appear uninterested in the customer or their issue. Be impatient.</p>
<p>Follow up</p> <p>If incorrect information is given, follow up with the correct answer.</p>	<p>Assume the customer is being untruthful.</p>
<p>Provide options</p> <p>Give the customer a range of options and suggestions, where possible.</p>	<p>Leave halfway through a conversation and pass the issue to another staff member.</p>
<p>Provide help options</p> <p>Ensure the customer is aware that they can come back if they need additional help.</p>	<p>Let the student leave confused or dissatisfied.</p>

Good communication

Do	Do not
<p>Clarify the exact issue</p> <p>Ask open ended questions (i.e. questions that cannot be answered by 'yes' or 'no').</p>	<p>Cut the customer off when they are talking.</p>
<p>Use short and simple words</p> <p>For example:</p> <ul style="list-style-type: none"> — 'find out' vs. 'ascertain' — 'must' vs. 'have no alternative'. 	<p>Speak quickly or have a 'too busy' attitude.</p>
<p>Give the customer time to respond</p> <p>Include pauses in a telephone or face-to-face interaction.</p>	<p>Focus on things other than the customer such as other staff members, the computer or your telephone.</p>
<p>Paraphrase the query</p> <p>To ensure you understand the customer's query, paraphrase their question. For example; 'So what you are saying is...'</p>	<p>Be condescending and patronising.</p>
<p>Be polite</p> <p>Use pleasantries such as 'please', 'thank you', 'hello' and 'goodbye'.</p>	<p>Use acronyms such as LOA, CAF or SAC.</p>

Check if the query is resolved

Ask, 'Has your question/s been answered?' or 'Is there anything else we can do for you?'

Simply end the customer interaction.

Telephone service standards

Managers are responsible for ensuring staff have access to the University's telephone and voicemail services.

Information Technology Services manages the infrastructure of the RMIT internal telephone network. The following link provides assistance to users of RMIT telephony and voicemail services.

While the ARG does not prohibit staff from making personal telephone calls from their desk, they should be considerate of colleagues who sit in close proximity and be discreet by keeping calls short and to a minimum.

Refer to full information at rmit.edu.au/staff/it/telephone.

Updating your contact details

Staff are responsible for keeping their contact details, including telephone numbers, up-to-date on RMIT's Staff Directory. If amendments are required, they can be completed online via Service and Support.

Access the *Update Contact Details* form from the Information Technology Services menu at rmit.service-now.com/serviceandsupport.

Making telephone calls

ARG staff should aim to be polite, professional and informative when making telephone calls.

External calls: state your name, unit name/area and make it clear you are from RMIT.

Internal calls: state your name and your unit name.

Answering the telephone

Answer the telephone within four to five rings.

Your voicemail will activate after seven rings (unless your telephone is busy in which case it will go to voicemail immediately).

State your unit name followed by your name.

For example, say: *'Welcome to Enrolment and Student Records, this is Lucy'*.

Ask for permission before placing a caller on hold.

If you find you need to leave a caller on hold for longer than anticipated, let them know you are still investigating their issue and ask them if they'd like to continue waiting. If they don't wish to wait any longer, ask for their number and call them back when you have an answer or can specify a plan of action.

Place your caller on hold, rather than using mute.

This will ensure that your caller can hear music and know their call has not been disconnected.

Retrieving your caller from hold.

When you retrieve your caller from hold, thank them for holding. Say: *'Thank you for holding.'* Never ask, *'Are you still there?'*

Voicemail diversion

Before you go on leave, make sure you set up an appropriate leave message.

Note: putting someone on speaker phone is not appropriate in an open plan office. This function should only be used where an office or meeting room door can be closed so you do not disturb your colleagues.

Setting up and maintaining your voicemail message

It is compulsory for staff working in the ARG to have voicemail set up on their workstation telephone.

Voicemail at RMIT allows staff to send and receive voice messages.

To set up your voicemail and read the guidelines, refer to the RMIT Voicemail webpage at rmit.edu.au/staff/it/telephone.

Your voicemail greeting should be as informative, brief and as current as possible. Your greeting represents both you and RMIT to the caller.

The following steps are recommended when setting up your voicemail:

— **Identify yourself**— State your name and the name of your unit.

- **Indicate you are unable to take the call**—State you are either away from your desk or on another call.
- **Availability**—Mention the working days you are available if you are not a full-time staff member.
- **Ask callers to leave a message**—Request the caller leave a short message including their name and number. Inform the caller that you will return their call as soon as you are available
- **Provide an alternative contact number**—Where applicable, provide an alternative contact number in case the matter is urgent.
- **Provide extended leave details**—If you will be out of the office for more than a day, provide the dates you are on leave and an alternative contact number.

Returning calls

Voicemail messages should be retrieved as soon as you return and responded to within 24 hours, earlier if the matter is urgent.

If you do not have an answer to the query or a resolution to the issue in question, provide an indication of when you will have an answer.

Standard voicemail message example

'Hello, this is Jane Smith from Exams, Awards and Graduations. I am currently away from my desk or on another call.

Please leave your name, a contact number and a detailed message after the tone and I will return your call as soon as I can.

If your call is urgent, please contact Arnold Jones on 9925 1234.

Thank you.'

Annual leave/absent voicemail message example

'Hello, this is Jane Smith from Exams, Awards and Graduations. I am on leave from Monday 3 November to Friday 14 November 2015 inclusive.

Please leave your name, a contact number and a detailed message after the tone and I will respond to your message when I return.

If your call is urgent, please contact Arnold Jones on 9925 1234.

Thank you.'

Note: If you are working off campus, or at a different location, you can access your voicemail remotely by dialling tel. +61 3 9925 0852 and following the prompts or, refer to the voicemail guide on the IT telephony webpage.

Transferring telephone calls

Follow these steps when transferring a telephone call:

- **Before transferring a call**
Provide the caller with the details of the person you are transferring them to:
 - name and unit/area and
 - their direct number (in case the call is lost).
 Never transfer the call and just hang up!
- **Transferring a call**
When transferring a call, provide your name and the name of your unit to the caller, explain what the caller requires so they don't have to explain it a second time.
- **Call goes to voicemail**
When transferring the call and the staff member doesn't answer or the call goes to voicemail, take the call back. Give the caller the option of leaving a voicemail message, ringing the staff member directly or leaving a message for you to forward.

Note: If you are transferring a call to an area with a telephone queuing system (e.g. Info Corner or RMIT Connect), inform the caller. Ask whether they would prefer to have the direct number so they can call the area directly.

Forwarding voicemail messages to another extension

When forwarding a voicemail message to another staff member, always include an introductory message including your name and unit and an explanation of why you are forwarding the message to them. Refer to the RMIT VoIP quick guide (PDF file) on the IT services webpage at rmit.edu.au/staff/it/telephone.

Taking telephone messages

Don't leave messages for your co-workers on Post-It notes or pieces of paper. Send an email titled 'Telephone message'. Ensure you include the name and contact details of the caller and the purpose of the call.

Speaker functions

Be considerate of your co-workers when using the speaker function to either speak with a caller or to retrieve voicemail messages.

Respect your callers' privacy by asking for their permission before using the speaker function and introducing any person who can overhear the call.

Mobile telephones

In the ARG, mobile phone use for personal reasons should be kept to a minimum. We encourage staff to only use mobile phones for non-urgent personal reasons during breaks.

Best practice tips:

- Keep your mobile phone in your drawer if you work in a frontline service role, so you are not distracted by non-urgent texts or social media.
- When attending a meeting and expecting an important call, inform the Chair so they know to expect the interruption. Put your mobile on silent or vibrate and excuse yourself from the meeting when you take the call.
- Use your mobile phone discreetly, especially in open place office areas and be mindful of disrupting people around you.
- Choose an unobtrusive ring tone on your mobile and keep the volume low or preferably on silent.

As a courtesy to others, check with your manager about the acceptable use of mobile phones, personal internet use and playing music in your work area.

Dealing with difficult callers

Occasionally, ARG staff may encounter difficult callers e.g. students in distress. The following guidelines may help to identify and deal with difficult callers.

Characteristics of an aggressive caller may include:

- language that blames
- strong criticism
- demands
- bullying
- swearing
- shouting
- threatening
- name-calling and
- other abusive language.

Terminating an abusive call

To terminate an abusive call, use the following statement:

'I find the tone of this conversation unacceptable and I'm terminating the call in line with University policy.'

Customer service training

Customer service, business communications and personal effectiveness courses are regularly run by Human Resources. Training courses can be added to your professional development plan, as part of your overall workplan.

All training should be discussed with your manager or supervisor prior to booking. See the Professional Development webpage for details of available training courses.

rmit.edu.au/staff/professionaldevelopment

Telephone etiquette

Following are some general tips on telephone etiquette for ARG staff.¹

- Stop what you are doing and focus on the caller.
- Don't eat or drink while on the telephone.
- Answer with a smile—the caller will hear it in your voice.
- Consider your tone of voice.
- Actively listen and confirm, don't make assumptions
- Show empathy, communicate your appreciation and understanding for their issues, concerns and feelings.
- Explain your reasons when you have to say 'no' to a customer's request.
- Use the customer's name (do not overuse)
- Say 'please' and 'thank you' when asking customers for information.
- Provide information that is easy to understand—avoid using education jargon and RMIT acronyms.
- Take personal responsibility for the customer receiving accurate information in a timely manner.
- Facilitate making things happen for the caller, even if you can't handle the enquiry
- At the end of the call ask, *'Is there anything else I can help you with?'*

Email Service Standards

As an ARG staff member, you will often receive and send business emails. Responding to emails in a professional and timely manner is your responsibility.

This includes making arrangements to deal with emails when you are out of the office for more than one day. You may either set up an 'out of office' auto response message, and/or refer emails to another account or staff member. Discuss this with your manager.

¹ Service Standards for the Telephone, Gordon Institute of TAFE, 8 March 2007.

Gmail and Google Apps

RMIT uses Google Mail or Gmail for its staff and student email service. In addition to Gmail, you can access Google Apps, a suite of applications to assist staff to share files and collaborate on documents and folders.

As a new staff member, you will have the opportunity to attend Google Apps training. Comprehensive information and guides to using Gmail are available on the IT Services Google Apps webpage.

rmit.edu.au/staff/it/googleapps

Gmail profile photos

Google mail allows staff to attach a personal photo to their Directory Profile. This is optional and it is up to each individual to decide if they wish to display a photo—it is not a requirement for ARG staff.

If you wish to attach a personal photo, the following ARG standards will apply:

- the photo should be recent (within the last five years)
- the photo should be head and shoulders (similar to the requirements of your staff ID photograph)
- the photo should be professional.

As an ARG staff member, it is not acceptable to upload any other picture than one of yourself. Animals, cartoon characters, slogans and other pictures are not supported within the ARG Service Standards, just as they are not acceptable for an official staff ID photograph.

Setting up and maintaining your email signature

You are responsible for making sure your email signature is up-to-date and that it complies with the current ARG email signature standard. You should read the information on the Google Apps webpage about email signatures and set up your standard signature in Gmail.

Email signature sample:



<Name>

<Position>

<Unit name>

Academic Registrar's Group

RMIT University

Tel. +61 3 9925 XXXX

Fax. +61 3 9925 XXXX

Mob. +61 <optional>

Email: <email>

Website: rmit.edu.au

CRICOS provider code: 001221A

RMIT acknowledges the Wurundjeri people as the traditional owners of the land on which the University stands, and respectfully recognises Elders past and present.<optional>

Please consider the environment before printing this email <optional>

This message contains privileged and confidential information intended for the use only of the addressee named above. If you are not the intended recipient of this message you are hereby notified that you must not disseminate, copy or take any action in relation to it. If you have received this message in error, please immediately notify the sender at the above address.

Note: Any changes or updates to the ARG email signature requirements will be communicated through your manager.

Work related emails should include your email signature in the initial email or reply.

Sending emails

Ensure the subject line is short and meaningful. When replying to or forwarding a message, ensure the subject line still accurately reflects the content of your message.

When responding to a student, add the student number and student name in the subject lines.

Limit each email to one subject. This helps to make your message clear and easier for the recipient to use the subject line to organise/file messages.

Include one main idea in each short paragraph of your email, leaving blank lines between each paragraph. Identify questions or requests with bullet points or numbered lists so your recipient can comment specifically on individual points.

If you want someone to 'action' your email, address the email to them.

If you wish to copy (CC) relevant staff into emails, add their addresses into the CC line as necessary. This may include people within your work group or in other areas of the University.

Responding to emails

Staff should read and assess emails for urgency within one working day and respond to emails within two working days (earlier if the matter is urgent).

If you do not have an answer to the query, provide an indication of when you will have an answer and inform the original sender of the steps you will take to answer their query.

When you respond to emails, Gmail will automatically include a copy of the original message in the 'conversation' or email thread.

During peak periods, set up an automated response for generic email accounts indicating that it is a busy period and there will be a delay in responding to emails.

Example:

'Thank you for your email. We are currently experiencing a peak enrolment period and will endeavour to respond to your email within 48 hours.'

Note: Check with your supervisor or manager as to the automated message response for consistency within the work unit.

Vacation—out of office auto reply

Always turn on your automated vacation or out of the office response if you are going to be out of the office for one day or longer.

In your out of office message, you should include details of when you will be back in the office and who staff can contact in your absence.

Service email accounts

The service standards that apply to your RMIT personal email account also apply to team or service email accounts.

If you maintain a service email account, you have a duty to take ownership of the emails to which you respond. Respond with your name or a team/unit name as appropriate and ensure the ARG email signature standards are followed.

If you are the nominated person responsible for managing a service account, you are responsible for ensuring that an automated response is activated as necessary.

Email style and best practice

Avoid using terms such as 'important' or 'urgent' unless your message really is important or urgent.

Avoid using upper case i.e. all capital letters because it appears as if you're shouting.

Do not use brackets or other punctuation marks to enclose email addresses.

When emailing someone you do not know, use the person's title or the form of address you would use in verbal communication with them.

- Begin your email with the salutation 'Dear' or 'Hello' or use 'Hi' if the recipient is well known to you
- Group emails—start your message with a greeting such as 'Dear colleagues'
- End your emails with a 'Thank you' or 'Regards' or use 'Thanks' or 'Cheers' if you wish to be less formal
- If you receive an abusive or inappropriate email report the email to your manager.

For further information on email functionality and style, refer to the Google Apps webpage or the Writing style guide on the Policies site.

rmit.edu.au/staff/it/googleapps
rmit.edu.au/policies

Templates

RMIT University has a range of corporate templates including the logo and appropriate branding available for download. These include templates for letters, memos, agendas, PowerPoint presentations, faxes and reports.

Templates can be downloaded from the Brand Identity webpage at rmit.edu.au/eve/brand.

Memo service standards

If you have downloaded the memo template you can customise it to suit your needs. See your manager for a copy of your unit template.

Responding to memos

Responses to a memo should be sent within three working days (earlier if the matter is urgent).

Sending memos

Memos are internal documents and should only be sent to RMIT staff. They can be sent as hard copy or email attachments.

Fax service standards

Sending faxes

To send a fax, use the Ricoh multi-function device located on your floor. For information on how to send a fax, please see the general printing information on the IT services for staff webpage for details.

rmit.edu.au/staff/it

Incoming faxes

The majority of faxes sent to the ARG are directed to a generic email address. On occasion, they may print direct to a printer. If you find a fax on the printer, please place it on the desk of the addressee.

Letter service standards

Letter templates

All staff must use the RMIT letter template. Electronic copies of the template are available to download from the RMIT brand identity webpage.

rmit.edu.au/eve/brand

Sending letters

Letters are external documents and should not be used for internal communication. Use the official letter templates on printed letterhead paper when printing letters. Letterhead should only be used for the first page of a letter—subsequent pages should be printed on plain paper.

Templates for student letters should be checked by unit managers in the first instance. ARG Communications should be consulted for compliance with the RMIT Writing Style Guide and consistency with other communications e.g. website and email text.

Remember, bulk mailouts to students must be approved by the relevant manager, ARG Communications and in some cases, the Academic Registrar.

Letter printing and postage are costly and budgets also need to be considered. Most large mailouts are conducted through an external mailhouse or RMIT Print Services and the process is managed by ARG Communications.

Responding to letters

You should respond to letters within three working days (earlier if the matter is urgent). If you do not have an answer to the query or a resolution to the issue in question, provide an indication of when you will have an answer.

Minutes and agenda service standards

ARG managers are responsible for ensuring that each meeting run by their unit is chaired and minuted. Action sheets should be kept and circulated to meeting participants. It is a manager's responsibility to make sure their staff have been trained appropriately in agenda setting and minute taking.

Minutes and agenda templates

ARG staff must use the RMIT minutes and agenda templates. Electronic copies of these templates are available available to download from the RMIT brand identity webpage.

rmit.edu.au/eve/brand

Templates should be customised for each unit as directed by the manager.

Circulation of agendas and committee papers

For weekly, less formal meetings e.g. team meetings, agendas and committee papers should be circulated one to two working days before the meeting.

For fortnightly/monthly, more formal meetings e.g. University Enrolment Advisory Group, agendas and committee papers should be circulated three to five working days before the meeting.

Circulation of minutes and action sheets

For weekly, less formal meetings e.g. team meetings, minutes should be circulated a maximum of two to three working days after the meeting.

For fortnightly/monthly, more formal meetings e.g. Admissions Working Party, minutes should be circulated a maximum of five working days after the meeting. For formal meetings where draft minutes are circulated (to either the chairperson or the committee members), these should be circulated two to three working days after the meeting and final minutes after five working days.

Minutes should be distributed to all committee members, regardless of attendance. They should be distributed to guest speakers only if they request a copy.

Action sheets should be circulated in the same manner and time frame as minutes.

Note: The action sheet template, is available in the ARG managers folder>Induction

In the case of team meetings, the minutes should be stored on a shared drive or Google drive for all team members to access.

Meeting etiquette

When you are invited to either an internal ARG meeting or external meeting, the following points of etiquette should always be followed:

- respond to the meeting appointment or request in your Google calendar
- always be punctual
- minimise the use of jargon and acronyms, especially if you have new committee members or guests in attendance
- do not use your mobile telephone during the meeting
- be considerate to the minute taker—only one person should speak at a time
- do not interrupt or speak over another speaker
- do not hold a private conversation when someone is speaking as this is disrespectful to the speaker
- notify the chairperson/secretary if you are attending and send your apologies if you cannot attend
- notify participants of the meeting if it is to be recorded
- establish terms of reference for all regular ARG meetings as appropriate.

Note: The terms of reference template can be found in the ARG managers folder>Induction

Please remember that if you have booked a meeting and the meeting is cancelled, to remove the appointment from Google calendar. Removing the appointment will delete the room booking and free it for use by your colleagues.

Mail service standards

In the ARG, mail on Level 8 of Building 88 is distributed by reception staff.

On Level 9 staff are encouraged to assist in distributing the mail where required.

Mail at RMIT Connect is distributed by nominated staff members.

Incoming mail—incorrectly addressed

If mail is addressed to a staff member from an area outside ARG, you should look up the staff member's name on the RMIT website, re-address the mail and place in the outgoing mail tub.

If mail is addressed to RMIT but doesn't include a staff member's name or a unit or school name, you should open the letter, try to determine to which area it should be sent, re-address the letter and place in the outgoing mail tub.

Incorrectly addressed mail should be opened, even if marked private or confidential. The only exception is mail that appears to be non-work related e.g. from NTEU. In these instances, the letter should not be opened but marked 'Return to Sender' and placed in the outgoing mail.

Incoming—'returned' mail

All returned mail to Level 8 is managed by Reception. For more information, please check with reception as to their business process.

All mail returned to Level 9 is distributed to the relevant unit.

External mail

Addressing outgoing mail

Outgoing mail is to be addressed as per Australia Post guidelines available online at auspost.com.au.

Ensure you stamp the ARG internal order number e.g. '10800' on each outgoing envelope. This allows the mailroom to deliver returned mail to the appropriate area. Remember to write or stamp your unit's identification information on Reply Paid envelopes.

Addressing guidelines

Australia Post uses advanced letter sorting technology to read the address on each envelope electronically. These machines work best when address formats are structured in a consistent manner.

Addresses should be written in three lines:

Example: *Ms Alice Shaw*
110 Westport Street
ESSENDON VIC 3040

Where extra clarification is required, place it above the last two lines of the address. This includes information such as a company name or non-address information such as marking the letter to the attention of a particular person.

Example: *Wilton's Dry-cleaning*
(Attn: Mr Fred Wilton)
PO Box 352
KEW VIC 3101

General tips

You should write the address in straight lines. The address lines should be parallel to the bottom of the envelope. Don't indent or stagger address lines.

Space words correctly. Leave one or two character spaces between the place name or post office of delivery and the state or territory abbreviation, and the same amount of space between the state or territory abbreviation and the postcode. Do not underline any words in an address.

Hand addressed mail

Use envelopes pre-printed with the four postcode squares and print the four numerals of the destination postcode clearly within the squares.

Do not use the squares on hand addressed envelopes for overseas addresses, even if the overseas postal code can fit into the squares.

Internal mail—addressing mail

When addressing internal envelopes, make sure you include the staff member's name, the unit, college or school name and the building/level/room. Be sure to cross out the previous addressee on an internal mail envelope.

Always inform the mailroom by telephone (x53630) when you add large items or boxes to the outgoing mail. This ensures that they bring a trolley when they collect the mail.

Mail couriers

If you are expecting a courier to pick up or deliver an item, leave your full contact details including physical location and telephone number.

If you will be away from your desk when the courier arrives, you should leave the contact number of another staff member in your unit as a backup.

Please ensure you ask your co-workers permission—and check their availability if you know the courier's expected arrival/delivery time—before providing their details.

Printing, copying and scanning service standards

Ricoh multi-function devices located throughout RMIT allow staff to print, copy and scan to USB via any of the devices on campus. Scan to email and fax functionality have also been added to some staff only machines.

Please contact Service and Support if you are having difficulties. Call x58888 or log a work request online at rmit.service-now.com/serviceandsupport.

Environmental considerations

When printing documents, think about whether you really need a hard copy. Consider the environment and try not to waste paper.

Double-sided printing should be set as the default on all the printers to which you are connected. For the odd occasion when single-sided copies are required, this can be done on a document-by-document basis.

The colour printer should be used sparingly and only when absolutely necessary e.g. when printing colour-coded spread sheets.

Printing and photocopying facilities

Your staff ID swipe card is required to access the printing and photocopier machines. If you do not have swipe card access please see the Office of the Academic Registrar.

It is each staff member's responsibility to collect their documents from the printer. Documents not collected and left in the printer should be placed in the confidential bin.

Printing and photocopying etiquette

Be considerate of your co-workers when using the equipment in the utility rooms. If you create a photocopier paper jam, please fix it or ask for help—don't leave it for the next user to fix. Always put the lid down after using the printer.

If you notice one of the machines is out of order, report it to the Office of the Academic Registrar Reception so they can arrange maintenance.

Filing service standards

Managers are responsible for making sure electronic and hard copy documents are retained for the appropriate length of time as determined by RMIT standards and/or legislation.

Electronic documents should be saved to your H Drive as the network is backed up nightly by ITS. Documents to be accessed or shared with your co-workers should be saved on your unit's shared drive.

Confidential disposal of files

Use the confidential recycling bins or a shredder for the disposal of any documents that contain identifiable student or staff information.

Archiving hard copy files

If you are archiving hard copy files, place them in clearly labelled boxes.

Labels should include the following details:

- the type of document/s
 - the year and unit name
- and should be placed in a storeroom.

When the files are no longer accessed regularly enough to warrant storage nearby, they should be transferred to the University Archivist or appropriately destroyed.

Refer to the RMIT Archives webpage and Document and records management policies and procedures for information.

rmit.edu.au/archives
rmit.edu.au/policies

RMIT Standards and Information

Writing style guide

ARG staff should read and refer to the RMIT Writing Style Guide, developed by the University's Communications team. This guide contains useful tips for writing all communications including letters, emails, website text and other content e.g. text for printed publications.

General style tips

Language in RMIT communications should be:

- **Clear**—use plain English
- **Relevant**—for your audience
- **Fresh**—avoid cliché phrases or long sentences
- **Accessible**—avoid acronyms or jargon
- **Readable**—conversational and natural style
- **Concise**—use fewer words without losing meaning
- **Active**—refer to concrete actions not vague assumptions and attribute statements to a 'who' e.g. ARG, the Academic Registrar
- **Direct**—in most cases, use second person voice e.g. 'you should enrol...'
- **Inclusive**—avoid using gendered pronouns or other discriminatory language.

The guide also provides a quick reference for the RMIT style for:

- date format e.g. 10 August 2015
- number format e.g. three students, 300 students
- preferred spellings e.g. enrolment, not enrollment
- preferred format for awards e.g. Certificate III, not Certificate 3
- preferred format for staff titles e.g. Pro Vice-Chancellor Business and Vice-President.

The writing style guide also includes some examples of well formatted emails, letters, email signatures and addresses for hard copy mail.

You can access the writing style guide under the Workplace Essentials section of the Staff website or by searching the Policies webpage.

The ARG Communications team can also provide advice on clear writing and templates for many communications.

rmit.edu.au/staff
rmit.edu.au/policies

RMIT Policies

RMIT University has a suite of policies and procedures that are the 'rules' governing operations and processes. All staff should be familiar with key policies.

- Anti-racism and religious tolerance
- Equal employment opportunity
- Code of conduct
- Confidentiality and privacy of staff information
- Creation and maintenance of academic student files
- Electronic communications
- Privacy
- Freedom of information.

For more information, search for relevant policies on the central RMIT Policies webpage.

rmit.edu.au/policies

Security

Security and personal items

Health, safety and security are shared responsibilities and all members of the University community must cooperate to ensure a high standard of health, safety and security is maintained for all people within the workplace.

From time to time, personal items go missing from drawers or desks. It is not always possible to keep track of the staff working on your floor so it is necessary to check people you don't know and who are not wearing any RMIT identification.

To help maintain the security of the area where you work, the following measures should be taken:

- Check the identification of external persons, or persons you are not familiar with, who want to gain access to Level 8 or Level 9 in Building 88.
- Please take the time to ask the person why they are entering the floor and, if possible, escort them to their meeting room or telephone the appropriate staff member from the foyer. Students are not permitted access to Level 9 unless arrangements have been made by a staff member to meet the student in the foyer and escort them onto the floor.
- Keep your personal items in your locked drawer.
- In the event of an emergency, contact RMIT Security on tel. +61 3 9925 3333 (x53333) or call 000.

For more information refer to the Security webpage.

rmit.edu.au/security

Access to Levels 8 and 9, Building 88

If you are expecting a visitor for a meeting, provide them with your telephone number and the contact number of another staff member in your unit or someone who sits near you as a backup.

In the event that you are away from your desk when your visitor arrives, your backup person can let them in. Please ensure you ask your co-worker's permission first and check they will be available at the required time before providing their details.

Staff cards

Staff ID cards—staff should have their staff ID cards on them at all times for ease of identification and security.

Staff business cards—staff that require an RMIT business card should seek approval from their unit manager prior to ordering. Contact the Office of the Academic Registrar Reception.

RMIT is now smoke-free

In mid-2014, all RMIT's campuses became clean air campuses.

The key benefits to staff by introducing a smoke-free environment include:

- minimising the exposure to tobacco smoke within the RMIT community
- raising awareness of the health risks associated with smoking
- promoting a cleaner environment for students, staff and visitors
- minimising the environmental impact of cigarette butts on campus.
- reducing fire related risks within RMIT facilities.

By going smoke-free, the University is strongly committed to providing a healthy and safe environment; one that enhances the experience for students and staff, and allows them to work actively and creatively.

For information on the benefits of quitting and access to frequently asked questions, see the Smoke-free webpage.

rmit.edu.au/property-services/smoke-free

Information Technology Standards

Rules of use of RMIT information technology systems

RMIT has an official set of rules of use of RMIT information and communication technology systems.

As an RMIT staff member, you are required to observe the following:

- Use of the University's information technology systems for private, social or recreational purposes should be avoided.
- However, staff are allowed reasonable use for such purposes outside of work hours, but such use must at all times comply with this policy.
- The University regards a total period of less than half an hour per day as reasonable use, subject to access cost incurred by the University.

For more information, refer to rmit.edu.au/policies/operations-resources.

Best practice guidelines for internet use:

- no social networking sites during work hours
- no chat programs to be installed on PCs
- no blogs unless work related
- no regular/excessive streaming of videos, music, podcasts or the like.

For more information, refer to the Acceptable use of information and communication technology standard at rmit.edu.au/policies/ict-standard.

ARG internet guidelines

The ARG does not prohibit staff access to the internet and recognises that for some staff, it is an important part of their work. Nevertheless, staff should be aware of, and observe the ARG guidelines, when accessing the internet.

As an ARG staff member:

- you may access the internet during work hours to undertake research which directly relates to your position or to work you have been requested to undertake
- you may access the internet for personal non-work related activities during your approved breaks and by displaying your 'At lunch' sign
- if you are found using the internet during work hours or non-approved breaks, you will be asked to close the internet site immediately
- you may be reprimanded by your manager for repeated incidences of inappropriate use.

MyDesktop

Access your desktop wherever you are

With myDesktop, you can access your RMIT desktop and applications from home or wherever you have an internet connection.*

This means you can harness the power of your desktop wherever you are and with whatever device you choose—Windows, Mac, Android or iOS. There's a range of free applications to explore.

If you haven't tried myDesktop, it only takes five minutes to setup and log in.

* Internet charges may apply. If you are presented with the option of a staff or student desktop, please select the student desktop.

For further information, refer to rmit.edu.au/staff/it/remote-desktop.

Helpful Hints for Working in the ARG

With input from ARG managers, the following topics have been identified as the most common points of discussion among staff.

As a result, the following helpful hints have been developed to provide guidance to staff and to help staff feel and become valued and successful members of the ARG.

Professional development

Online training

The ARG encourages staff development and RMIT offers a number of professional development courses which are flexible, diverse and personal through Lynda.com.

Online training can contribute to a blended approach toward your development. With a Desktop Licence you can explore a range of courses offered from the Microsoft Office Knowledge Centre.

There is also a library of 150 specially selected courses across six themes:

- Projects and Process Improvements
- Customer Service and Communication
- Management Essentials
- Managing Self and Career
- Wellbeing and Resilience at Work
- Leader Essentials

For more about online courses available see the Online training webpage at rmit.edu.au/staff/professionaldevelopment/online.

developME

developME is the hub of professional development for RMIT staff, supporting individual and team learning and organisational development.

To review all professional development programs available to staff, refer to the Professional development webpage.

rmit.edu.au/staff/professionaldevelopment

Association for Tertiary Education Management (ATEM)

The Association of Tertiary Education Management (ATEM) provides high quality professional development and leadership programs for the tertiary education sector in Australia and New Zealand.

The ARG supports staff participation in the professional development programs offered through ATEM.

Note: Before registering for a program, ensure you have discussed the development program with your manager as a cost is incurred by the ARG for any staff undertaking an ATEM professional development program.

You may also be requested to complete the *Professional development attendance* form if the program is being delivered outside of Melbourne.

For more information on programs offered, refer to the ATEM website.

atem.org.au/professional-development

External development and conferences

If you wish to attend professional development workshops or conferences, other than RMIT's developMe program and ATEM Melbourne based programs delivered in Melbourne, you must receive approval.

Complete and submit the *Professional development attendance* form, which is available for download from the 'For staff' section of the Academic Registrar webpage.

Endorsement by your unit manager is required before the ARG Directors Group will consider your application.

rmit.edu.au/academic-registrar

Leave entitlements and hours of work

Annual leave

The following information is an extract from the current RMIT enterprise agreement.²

- An employee will be entitled to 20 days annual leave for each year of service, calculated pro-rata for any period of service less than one year.
- Annual leave is to be taken at a mutually agreed time having regard to operational requirements and the employee's wishes, provided that the employee will be entitled to take the leave as a single continuous period.

Note: ARG staff may have their leave request denied by a manager when leave is requested during a peak operational period. You are advised to always check with your manager before making any travel arrangements.

- It is expected that 20 days leave will be taken during the year in which it is accrued.
- The University will advise each employee of their accrued leave credits and will notify an employee when the balance exceeds 25 days. Within 20 days of receiving this notification, the employee will submit a leave plan to the supervisor that reduces and maintains the balance to 20 days or fewer days.

Annual leave loading

An employee who has qualified for four weeks of leave as at 30 November in a year will receive in respect of that leave a loading of 17.5% of four weeks salary.

For further information about employment conditions, see the Enterprise agreements webpage published by Human Resources at rmit.edu.au/staff/my-employment/enterpriseagreements.

Hours of duty

The following is an extract from the RMIT enterprise agreement.³

- The ordinary hours of duty for a full-time employee will not exceed an average of 36 hours per week (7.2 hours a day: 9am to 5pm with a 45 minute meal break or 8.48am to 5pm with a one hour meal break).
- The ordinary hours of duty for staff in the ARG will be worked Monday to Friday between 8am and 6pm continuously (except for meal breaks). Hours of duty outside of these must be discussed and approved by your manager.
- Staff wishing to work a fractional (part-time) schedule must have the approval of the unit manager.

Working from home

In the first instance, please discuss requests to work from home with your manager. We recommend you also consult the *Flexible working policy* and *Working from home* instruction.

Meal breaks

The following is an extract from the current RMIT enterprise agreement.⁴

- An employee will not be required to work more than five consecutive hours without a break for a meal.
- A meal break will be at least 30 minutes but not more than one hour.
- Time taken as meal breaks will not be paid for and will not be counted as time worked.

In the ARG, staff at lunch or sitting at their workstation during lunch, should display their 'At lunch' sign on the back of their chair, or in a position at their workstation where it is visible to approaching staff.

Note: RMIT University does not recognise official morning or afternoon tea breaks.

Taking active lunch breaks

RMIT encourages staff to be active and healthy by taking active lunch breaks. You could take a 10-minute walk outside, go for a run or choose an exercise class during your lunch break.

Look out for updates on classes in the RMIT Update newsletter in your email inbox.

Rest breaks

If you are sitting at a computer all day, it is important you take five minutes at least every two to three hours to stretch.

^{2, 3, 4} RMIT University Academic and Professional Staff Enterprise Agreement 2014.

Time-in-lieu

The ARG does not recognise any time worked by staff that is outside the agreed 7.20 hours of work in a day as time-in-lieu (TIL), without prior approval from their manager.

If you amend your hours without prior consultation with your manager, time-in-lieu will not be granted.

This includes:

- starting work before your agreed start time
- finishing work after your agreed finish time
- working into your lunch period or through your lunch hour in order to leave early or to make up time if you were late to work
- any work done at home outside of approved work hours.

You should not expect time-in-lieu for any work undertaken outside of work hours to be retrospectively approved. Approval in such circumstances will be at the discretion of your manager.

ARG housekeeping and etiquette

Sharing the kitchen space

It is the responsibility of the staff who use the kitchen to abide by the kitchen etiquette standards. The ARG provides tea, coffee, hot chocolate, Milo and a variety of milk for staff in the kitchens.

The kitchens are cleaned daily by staff on a monthly rotating roster provided by the Office Coordinator. Guidelines for cleaning the kitchen are provided to your manager who forwards information to your team.

For the benefit of all staff, it is important you familiarise yourself with the following kitchen etiquette.

Fridges and pantry cupboard

A top cupboard in each kitchen has been allocated as a communal pantry.

- You are responsible for food that you keep in the kitchen. Please make sure you use the labels provided to clearly write your name on food.
- Do not throw out food that has been clearly labelled. If an item looks out of date, please ask the person whose name is on the label before throwing food away.
- If your food or drink spills in the fridge, on the tables or bench top or in the microwave please wipe up the mess immediately.

Appliances

Please wipe any spillages from the microwave and wipe the sandwich maker after use.

Report any appliances that may be faulty to the Office Coordinator or the ARG's OH&S representative.

Newspapers

Staff are welcome to take the old newspapers home at the end of the week. Newspapers no longer in use should be thrown in the recycle bin.

Tea towels

Dirty and used tea towels can be placed in a bag in the drawer marked 'tea towels' on the right and side of the kitchen. Please don't mix clean and dirty tea towels in the drawer.

Missing stock/suggestions

Please do not mix the cleaning products with the crockery in kitchen cupboards. Labels are on the cupboard doors for stock locations.

Let the Office Coordinator know if there is any stock missing from the kitchen or if you have any suggestions that will make the kitchen a more pleasant place.

Feedback can be provided by email to office.studentadmin@mit.edu.au.

Workplace standards

Being late for work

Some staff may find being on time difficult and are not aware of the impact being late can have on their colleagues and the productivity of their work unit.

A staff member who is 10 minutes late each day for a week loses nearly an entire hour of work. Over a year, this adds up to over an extra week of paid leave. A colleague may be required to cover extra work during this time.

Frequently late staff can contribute to low morale of their colleagues. The late staff member may be seen as not following the 'rules' and this can leave colleagues feeling angry about the unfairness of the situation.

In the ARG, late staff can expect to be asked to make up this time. Staff who are frequently late may be counselled by their manager about their tardiness.

Courtesy when running late

It is courteous to let your manager or supervisor know when you are going to be late.

- **Try to give a warning before you are late.** If you are stuck in traffic, public transport is late or your child is sick, contact your supervisor.
- **Notify your supervisor as soon as you arrive.** Let your supervisor know you have arrived. Explain what happened in person or send a short email.
- **Be honest in your explanation.** Explain what happened, giving only necessary details.

It is also courteous to apologise for being late and to try not to be late in future.

Clothes and grooming

You are a representative of ARG while on campus and you are required to dress and behave in a manner appropriate to an RMIT employee.

The way you dress and take care of your general appearance are important factors in personal presentation. Consider what message your appearance sends to others.

Due to the nature of the work and the position you hold, it may be appropriate to dress casually, while other staff will be expected to wear smarter attire. You may also need to dress more formally when representing ARG or RMIT at an external meeting.

Your appearance is a reflection of your own self-esteem and professionalism. You should aim to present yourself well.

What to wear in the ARG

You should wear smart casual clothing, appropriate for an office environment.

ARG managers recommend you **do not** wear:

- ‘mini’ miniskirts or short shorts
- casual singlets
- low cut tops
- caps and bandannas
- slippers or thongs
- exposed midriff or crop-top shirts
- clothing that is torn or dirty
- clothing with potentially offensive slogans.

ARG managers ask staff to:

- wear your name badge (if you have been given one) when representing the ARG at meetings or externally
- refrain from chewing gum when in meetings
- consider whether your clothing may cause offense to colleagues
- maintain a high level of personal hygiene.

Personal hygiene

Having a conversation with a colleague about personal hygiene is difficult, however, the purpose in having this conversation is not only to tell them they have a problem, but also to protect and help them.

If you are having this conversation, be kind and sensitive. Your colleague may not be aware they have a problem.

Typical personal hygiene problems may include:

- greasy or unkempt hair
- unkempt facial hair
- chronic runny nose
- unclean face
- dirty hands and fingernails
- wrinkled and dishevelled clothing
- overall body odour
- odour from smoking.

If you feel you are unable to have this conversation, speak to your manager or supervisor who will be able to help you address the issue.

Body language

Your body language includes the way you sit or stand, your hand gestures, mannerisms and facial expressions when talking to people. It also includes the way you behave under pressure and the signals you display unconsciously.

Being aware of your body language and your behaviour will help you understand how you come across to people and also explain why sometimes people may ‘get the wrong impression’ about what you have to say.

Your image or your ‘physical’ self, should support what you are trying to communicate verbally. If your visual image differs from what you have to say, people may not take you or your message seriously.

Positive body language—tips:

- maintain eye contact with the person to whom you are speaking
- smile (if appropriate) but especially as a greeting and when parting
- sit squarely on a chair, leaning slightly forward (this indicates you are paying attention)
- nod in agreement
- give a firm handshake
- present a calm exterior
- stay engaged when in meetings.

Negative body language—be aware of:

- lack of eye contact
- tapping a foot, fingers, etc.
- rocking backwards and forwards in your chair
- scratching
- clearing your throat
- fiddling with hair, ear lobes, jewellery, jacket, glasses, etc.
- picking at fingers or finger nails
- yawning
- repeatedly looking at your watch or telephone
- inattention to the person who is speaking.

Your workspace

'Your job is not complete until your work area is clean'.

In the ARG, managers ask staff to make every effort to keep their workspace tidy—a cluttered workspace can lead to staff being less productive and feeling unhappy.

The following are tips to help you keep your workspace tidy:

- Eliminate as much paper from your desk as possible or keep documents in neat piles.
- File or recycle work documents after you have finished with them.
- Arrange any flyers or brochures around your workspace neatly and be mindful of not keeping pictures which may offend your colleagues.
- Confidential documents should be kept in a secure place.
- Don't store material in boxes under your desk. There are a number of storage areas available to store printed material so speak to your supervisor.
- Remember to wash your dirty dishes before you leave the office each day.
- If you must eat at your desk, remove any traces of food or crumbs and regularly wipe down your desk. Don't forget to give your keyboard a shake to get rid of crumbs. Cleaning products are kept in the kitchen on your floor.

Office noise

Office noise is not only annoying, it can affect our mood and emotions and, affect what we think and the ability to hear ourselves think.

ARG staff predominately work in an open plan office environment and it is difficult to avoid office noise. Staff working in this environment find overhearing their colleagues frustrating.

Consider your colleagues when:

- on the telephone or having loud/personal and/or confidential conversations
- having impromptu meetings at your desk
- enjoying noisy lunch break chats in the kitchen
- in meetings where the meeting room door is left open
- having a loud celebration in your unit or pod.

Office noise can contribute to increased levels of anxiety and can leave staff feeling like involuntary eavesdroppers.

We all should be considerate of our colleagues when having any type of conversation in the office. While you may not mean to be 'loud' on the telephone or have a distracting conversation with your colleagues, it may be distracting to some people sitting close by.

Desk sign templates

All workstations should display an A4 sign with the staff member's name, unit name and desk number.

The template for the sign is available from the Office of the Academic Registrar Reception.

Improving processes

Feedback from students and clients of the Academic Registrar's Group is one of the best ways of finding out how we can do things better.

Whenever you identify a problem with an ARG process or information, please write it down and give it to your unit manager. If possible, suggest a solution as well.

Essential Staff Website Resources

The RMIT website is the best source for the information you need to do your job and shape your career. Here is an overview of some of the key sections:

Ready Set Go

rmit.edu.au/staff/my-employment/induction

Visit the Human Resources induction webpage for a personalised, structured series of activities designed to help you settle into RMIT and your new role.

About RMIT

rmit.edu.au/about

This part of the website provides a high level view of the University, including of the strategic plan, RMIT's governance and management, plus locations and facilities information such as campus maps.

Academic Registrar's Group

rmit.edu.au/academic-registrar

The ARG's designated web presence explains what we do and provides contact details for each branch and business unit, along with links to useful resources including the Frontline Bulletin for administrative news and academic calendars.

Policies and procedures

rmit.edu.au/policies

Learn the rules that govern our work and conduct.

Student administration (for staff)

rmit.edu.au/staff/studentadmin

If you need to know how to perform an administrative task, you can learn all about it in this part of the web, which is managed by the ARG. Includes information on SAMS, course and program administration and information on key processes.

My employment

rmit.edu.au/staff/my-employment

Discover staff benefits, professional development opportunities and HR forms.

Workplace essentials

rmit.edu.au/staff/workplace-essentials

Human Resources provides information on RMIT services, health and safety and more.

IT Services for staff

rmit.edu.au/staff/it

Get IT help and support, including password assistance, information on Gmail and Google Apps, plus all your hardware, software and wireless needs.



Our Service Standards and Helpful Hints

A guide for ARG staff
October 2017

ACADEMIC
REGISTRAR'S
GROUP

 **RMIT**
UNIVERSITY