

Service Excellence and Innovation Awards

Frequently Asked Questions

Please refer to Guidelines on the [HR Website](#).

1. Can a team or group of people make a joint nomination?

For example, if a team of 4 nominated an individual or another team, on the same nomination form; will this meet the quota, or will it have to be an individual nomination from each nominee?

Each nomination is to be submitted by an individual person. The same written supporting statement cannot be used by more than one nominator. If the same statement is used it will automatically be discounted and only the original statement will be counted as a nomination.

Based on this example, all 4 nominators must submit an individual nomination form with their own written supporting statement, for the nominated individual or team to meet/exceed the quota of 3 nominations.

2. If a colleague has received an award in a previous year, are they eligible to be nominated again?

Yes. If a colleague has received an award in a previous year, they are eligible to be nominated again, individually or as part of a nominated team.

3. Are colleagues at management level eligible for nomination?

Yes, colleagues at management level are eligible for nomination.

However, if the manager in question happens to be on the selection committee, then that member will be required to recuse themselves from the selection committee for the related and ensuing assessment discussion.

4. Are there separate awards for individuals and teams in each category?

Yes. There will be separate awards for individuals and teams in each category – one individual and one team in each category.

Normally, there will be 1 individual and 1 team recipient in each category if they meet the threshold.

5. What should I include in my written statement?

Please refer to the Guidelines, which outlines the terms and conditions to be met.

The written statement should cover relevant competencies and provide relevant examples from the last 12 months. It should not be a generic statement on the staff members role. It should demonstrate how the staff member or team have gone above and beyond to be nominated for that category. Please note that a word count restriction of 500 words applies to the written statement of support.

6. What categories can I nominate in?

1. Outstanding Contribution (Individual award and Team award)
2. Living the [MU Values](#) (Individual award and Team award)
3. Leadership in supporting the University's Strategic Plan (Individual award and Team award)
4. Service Excellence and/or Innovation (Individual award and Team award)

The category should be selected based on the evidence you can provide that the individual or team has demonstrated.

Nominators can make a *maximum* of 2 nominations, which can be 1 for an individual and 1 for a Team or 2 Individual nominations or 2 Team nominations in total. (Individual nominees may also be part of a nominated team).

7. What are the MU Values?

The [MU Values](#) are outlined in the Strategic Plan 2023 - 2028.

Integrity

We act with integrity in the best interests of our University.

Collegiality

We are a collegial community with a shared purpose which we pursue with empathy, respect and an ethos of care.

Responsibility

We are a community where we are empowered to take agency and responsibility for our individual and collective actions within an open and transparent environment.

Freedom of Expression

We enquire and express ideas freely, with civility and responsibility.

Ambition

We have an ambitious, flexible and innovative mindset when seeking opportunities and responding to challenges.

8. Can an award nominee request access to details of their nominators and the supporting statements?

We cannot share nominator details or copies of the supporting statements with a nominated person or team. We can only confirm that they received a minimum of 3 nominations.

9. Can a nominator share their supporting statement with their nominee?

The nominator can decide to voluntarily share their supporting statement with their nominee.

10. Can any staff member make a nomination for an award?

Any staff member from any staff category can make a nomination. However, only those who fall within the category of Administration, Professional, Technical or Support staff, can be nominated for these awards. Staff may not self-nominate.

11. Can a team with mixed staff categories (Academic, Admin, Technical) be nominated?

No. For the purposes of these awards, it is only teams under the Administrative, Technical, Professional and Support categories that can be considered.

12. Can a team with members outside of a unit be nominated?

Yes. If they are a team within a Unit or cross-departmental/university project teams with members of the eligible staff categories (Administrative, Technical, Professional and Support) nominated.

13. Can students make nominations?

Students can not make nominations.