

# Awards for Excellence Guidelines

Recognising excellence across the University



JAMES COOK  
UNIVERSITY  
AUSTRALIA



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## Purpose

These Awards recognise outstanding contributions by staff who demonstrate excellence in activities that are aligned to the University's [Corporate Strategy](#) and/or [Reconciliation Action Plan](#).

Through its Awards for Excellence, the University acknowledges the need to recognise contributions where staff have shown an exceptional level of performance as well as a consistent and tangible contribution to role modelling the [JCU Values](#). Staff actions should represent a commitment to authenticity, excellence, integrity, and respect in their daily work and collaborations.

## Eligibility

Awards are available to all continuing, fixed term and casual Academic, Professional and Technical staff, in positions below the level of Dean or Director. Nominees must have been employed by the University for at least 12 months.

Staff are encouraged to self-nominate for an award in one or more of the categories below.

An award may be granted to up to three individuals or three teams of people in each category. Teams may be of any size.

Previous award winners are ineligible to be nominated for another award for a period of three years.

## Categories

### Award for Excellence in Leadership

Leadership is defined as:

**Internal leadership**, inclusive of:

- Strategic leadership - setting direction within the University
- Intellectual leadership - creation of new directions and the construction of leading ideas
- Innovative leadership - creation of novel concepts along with courageous risk-taking
- Resource leadership - effective building and management of the University's infrastructure, people resources
- Sustainable leadership - long-term achievement and succession management.

**External leadership**, the forming of mutually beneficial partnerships with society outside the University, inclusive of:

- Local communities
- National collaborations



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- International collaborations and partnerships with relevant government, industry, professional and other relevant bodies including generation of external income.

#### **Criteria:**

- The communicated aims of the project, event or process involved.
- How the Values were effectively role-modelled through their leadership style.
- The specific change in direction or process that was to be achieved, success in bringing all those involved along with the direction set, and the specific barriers or difficulties to be overcome by strong leadership.
- A chronological account of steps and planning leading success achieved. The long-term and immediate outcomes achieved.
- Success in developing teams and success in leading those teams to achieve the result required.
- Testimonials from inside and/or outside James Cook University, which can verify the applicant's role as the leader of the sustained project or process change.

### **Award for Excellence in Research**

Research comprises creative work undertaken on a systematic basis in order to increase knowledge, including knowledge of man, culture and society, and the use of this of knowledge to devise new applications.

It is used to:

- Establish or confirm facts
- Reaffirm the results of previous work
- Solve new or existing problems
- Support theorems
- Develop new theories.

A research project may also be an expansion on past work in the field.

#### **Criteria:**

- Evidence that the outcomes of the research have made an important contribution to the University's strategic objectives.
- How the research outcomes were achieved through exemplifying the Values with particular consideration to acting with authenticity and integrity.
- The enduring impacts or changes achieved as a result of the research.
- The external recognition achieved by research, including awards or similar achieved.
- The number and excellence of relevant HDR completions.

The application should be supported by:

- Quantitative measures of research impact e.g. citations
- Testimonials from relevant senior researchers and research users.

### **Award for Excellence in Innovation & Change**

Innovation is the application of solutions that better meet new requirements, unarticulated needs, or existing market needs. This is accomplished through more effective products, processes, services, technologies, or ideas.



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**Criteria:**

- What were the major outcomes, gains and quantifiable benefits?
- How were the Values effectively demonstrated to drive this innovation or change?
- What enduring impacts or changes were achieved?
- Can this innovation be applied elsewhere?
- Do you have specific examples of how stakeholders (management, staff, students, end-users, externals) have benefited from or responded to this innovation?
- Has this innovation received other awards or similar recognition?

**Award for Excellence in Community Engagement**

Community Engagement is defined as any project which sets out to:

- Engage with a community of interests outside the Tertiary Institution (examples include any of the three levels of Government, Commerce and Industry, Community Groups, Alumni, Prospective Students).
- Engagement with a community of interests within the Tertiary Institution (examples include students, parents of students, staff, learned societies, Australian Aboriginal and Torres Strait Islander community).
- Engage in a two-way interaction which brings benefits to the community as well as the University.

**Criteria:**

- Outline of the aims of the project
- The methodology of the project
- A historical account of the development of the project
- How the project was assessed
- How the Values guided the standards of behaviour when working within and alongside the community.
- Testimonials from people outside the Tertiary Institution, or inside if the project was inwardly focused.
- What were the major project outcomes, gains and quantifiable benefits?
- What enduring impacts or changes were achieved?
- Has this project received other awards or similar recognition?

**Award for Excellence in Client Service**

A submission should set out the grounds proposed for considering it within the overall purpose and scope of the Award. For example, grounds proposed might include:

- Context of the work, and the set of clients that benefits
- Solution to a widely recognised problem in the field
- Improved client service.

**Criteria:**

- What were the major outcomes, gains and quantifiable benefits of the project initiative? What enduring impacts or changes were achieved?



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- How the Values were effectively demonstrated when achieving a customer-first approach and striving for continuous improvement.
- What recognition was achieved by the project/initiative? Refer to any awards or similar recognition which was achieved.

## Award for Excellence in Reconciliation

Reconciliation is:

- An honest and critical understanding of Australia's shared history and how it has informed the lives of Australian Aboriginal and Torres Strait Islander peoples and other Australians today.
- Other Australians and Aboriginal and Torres Strait Islander peoples building and preserving mutual, positive, and respectful relationships, so to share a sense of fairness and justice as a foundation for success and to enhance our national wellbeing.

### Criteria:

Consistent with JCU's Reconciliation Statement, a nomination for this award should demonstrate a close alignment to the standards the four Values represent and a major contribution to the achievement of Reconciliation demonstrating benefits to JCU through one or more of:

- *Building stronger relationships*

Creating a university environment where Australian Aboriginal and Torres Strait Islander peoples and members of the wider campus community, work, study and live together with mutual respect and understanding. Central to this is fostering an environment where all students and staff feel safe and valued, regardless of their background.

- *Respect*

Incorporating Australian Aboriginal and Torres Strait Islander art and cultures into our physical structures and spaces at JCU. Integrating Australian Aboriginal and Torres Strait Islander cultural knowledge, relationship to land and sea, histories, perspectives and experiences.

- *Opportunity*

Contributing to the efforts to strengthen study, employment and economic opportunities for Australian Aboriginal and Torres Strait Islander peoples.

## Award for Excellence in Cross-Unit Collaboration

Cross-unit collaboration is an approach to working which reflects and leverages, the diverse capabilities and talents of different work groups within JCU. Cross-unit collaboration is important in ensuring knowledge and information is effectively shared and communicated, within relevant contexts for all participants.

### Criteria:

- What were the aims of the project or initiative and how did cross-unit collaboration benefit the process, participants and the outcomes?
- How the Values were role-modelled to achieve effective cross-unit collaboration.
- How did the project team manage the cross-unit collaboration aspects of this project, including stakeholder engagement and needs identification?



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- How have the learning experiences of the participants, about cross-unit collaboration techniques, been shared, reviewed or evaluated for use in future projects?



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## Nomination Procedures

- The HR Directorate will announce the opening and closing date for nominations in the current year.
- Deans and Directors are to determine and communicate the date by nominations from within their college/directorate must be supplied to their office for adequate consideration prior to the awards closing date.
- Managers are to promote the awards and call for nominations from within their work groups when nominations are opened.
- All nominations must be documented using the JCU Awards for Excellence Nomination Form.
- Nominator/s or nominee/s to complete nomination form and submit the nomination to their manager (Academic Head, Team Leader, College Manager, etc).
- The Manager/Team Leader signing Part B of the nomination form should be the nominee's Manager/Team Leader.
- Managers are to submit supported nominations to their Dean/Director for endorsement/rejection, and explain to unsuccessful nominees the reason the nomination is not being put forward for Dean/Director's consideration. This discussion should occur in person or by phone, not through email.
- If the Dean/Director approves the nomination, it must be submitted using the Awards for Excellence category in HR Service Now, attaching the form and any supporting documentation if relevant.
- If the Dean/Director rejects the nomination, the reason the nomination is not being put forward to the assessment panel is to be provided. This discussion should occur in person or by phone, not through email.
- The Awards for Excellence category in HR Service Now will be available when nominations open and will be removed on the closing date.
- One nomination is to be submitted per HR Service Now job - multiple nominations in one job must not be submitted.
- Following submission as above, all nominations received via HR Service Now will be submitted to the Assessment Panel.

### Nomination deadline:

- The nomination deadline is determined by the HR Directorate.
- Late nominations will not be accepted.
- Nominations which miss the closing date will be automatically included with nominations in the following year.
- Nominations should be submitted through HR Service Now as they are processed by College/Directorate, and not left until the closing date.
- Directorates/Colleges with nominations that miss the closing deadline are responsible for communicating this status to the nominee and their manager.



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## Assessment Panel

One assessment panel will be formed to assess nominations across all seven categories. The assessment panel will comprise up of five members, including a combination of:

- At least one member of the Vice-Chancellor's Academic Group (Assessment Panel Chair)
- At least one Deputy Vice Chancellor
- At least one Academic Head and
- At least one Head of a Services Unit.

The Assessment Panel is responsible to assess nominations and to make recommendations on the successful award recipients to the Vice Chancellor. The assessment panel should recommend up to three recipients (individuals or teams) per award category.

Members of the Assessment Panel may not directly nominate staff for an award. Members must declare any potential conflicts of interest to the chair of the panel at the earliest possible time.

## Recognition

Recipients will be recognised by:

- A certificate detailing the specific reasons for the award
- Public recognition at the Vice Chancellor's end of year staff forum and in a dedicated VC Byte.

Certificates will be issued to successful recipients digitally following the Vice Chancellor's end of year staff forum. Recipients may request a framed hard copy of their certificate via Service Now following the staff forum.

Award recipients whom are no longer employed by the University at the time of the announcement of Awards will be issued an Award Certificate by request via Service Now, or by emailing [professionaldevelopment@jcu.edu.au](mailto:professionaldevelopment@jcu.edu.au).

Both successful and unsuccessful nominations will be recognised on the relevant staff webpage.

## Timeframes

Awards for Excellence nominations will be offered annually.

## Supporting Documentation

Please refer to the [Awards for Excellence web page](#) for further information and supporting documents.



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### Approval Details

Policy Domain	Human Resources
Policy Custodian	Deputy Vice Chancellor, Services and Resources
Approval Authority	Human Resources Committee
Date for next Major review	01/07/2024

### Revision History

Version	Approval date	Implementation date	Details	Author
23-1	25/09/2023	26/09/2023	Guidelines reviewed to incorporate the Values.	Manager, Culture and Capability
22-1	21/09/2022	23/09/2022	Guidelines reviewed to update nomination and recognition processes; eligibility updated to remove reference to probation period; minor grammatical updates for clarity throughout.	Manager, Organisational Development and Equity
21-1	09/08/2021	11/09/2021	Corrected the assessment panel section to correctly reflect the amendments from version 20-1 (Increased number of reward recipients to 3)	Manager, Organisational Development and Equity - Human Resources
20-1	16/10/2020	16/10/2020	Increased number of reward recipients to 3 and removed remuneration reward components	Manager, Organisational Development and Equity - Human Resources
19-1	23/08/2019	23/08/2019	Amendments to improve functionality and clarify eligibility.	Consultant, Organisational Development and Equity - Human Resources
18-1	01/08/2018	01/08/2018	Minor amendments to update position title and clarify process for recommendation of awards.	Head, Organisational Development and Learning- Human Resources
17-2	20/07/2017	31/07/2017	Minor amendments to provide more information about nomination process	Head, Organisational Development and Learning- Human Resources
17-1	07/07/2017	19/07/2017	Amendments to reflect new nomination and assessment processes as approved by VCAC and VC	Head, Organisational Development and Learning- Human Resources
16-1 (3.0)				Head, Organisational Development and Learning - Human



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Version	Approval date	Implementation date	Details	Author
				Resources
2.0	25/08/2015	26/08/2015	Minor amendments: addition of Reconciliation Category; 'Awards Committee' amended to: 'Assessment Panels' and additional information to explain there will be different panels for each award; 'Faculty funds' changed to : 'college funds' .	Head, Organisational Development and Learning - Human Resources
1.0		20/08/2015	ATSI Cultural Competency Amendments. Approved by Senior Deputy Vice Chancellor	



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