

Awards for Excellence Guidelines

Recognising excellence across the University



JAMES COOK
UNIVERSITY
AUSTRALIA



Contents

Purpose	3
Eligibility.....	3
Categories	4
Award for Excellence in Leadership.....	4
Award for Excellence in Research	4
Award for Excellence in Innovation & Change	5
Award for Excellence in Community Engagement.....	5
Award for Excellence in Client Service.....	6
Award for Excellence in Reconciliation.....	6
Award for Excellence in Cross-Unit Collaboration	6
Nomination Procedures	7
Assessment Panels.....	8
Recognition	8
Timeframes	8
Supporting Documentation	8
Administration	9



Authenticity



Excellence



Integrity



Respect

Purpose

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

Through the Awards, the University acknowledges the importance of recognising contributions where Staff Members have shown an exceptional level of performance as well as a consistent and tangible contribution to role modelling the [JCU Values](#). Nominees will demonstrate a commitment to authenticity, excellence, integrity, and respect in their daily work and collaborations.

Eligibility

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

Staff Members may nominate Colleagues, or self-nominate, for an award in one or more of the categories below.

Nominations may be made for an individual or a team. Teams may be of any size.



Authenticity



Excellence



Integrity



Respect

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 and resources
- Sustainable leadership - long-term achievement and succession management.

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

- Local communities
- National collaborations
- International collaborations and partnerships with relevant government, industry, professional and other relevant bodies.

Nomination requirements:

- The communicated aims of the project, event or process involved.
- How the Values were effectively role-modelled through their leadership style.
- How leadership skills were used to bring together and develop teams and to overcome any specific barriers or difficulties.
- A chronological account of steps and planning in addition to the intermediate and long-term impact/outcomes.
- Testimonials attesting to the nominee's leadership and the success of the initiative.

Award for Excellence in Research

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



Authenticity



Excellence



Integrity



Respect

Nomination requirements:

- 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 impact of relevant HDR completions.
- 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.

Nomination requirements:

- 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 Members, Students, end-users, external stakeholders) 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 interest outside the University or higher education sector (examples include any of the three levels of Government, Commerce and Industry, Community Groups, Alumni, Prospective Students).
- Engagement with a community of interest within the University or higher education sector (examples include Students, parents of Students, Staff Members, learned societies, Australian Aboriginal and Torres Strait Islander communities).
- Engage in a two-way interaction which brings benefits to the community as well as the University.

Nomination requirements:

- Outline of the aims and methodology of the project.
- Provide 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 University, or inside if the project was inwardly focused.
- What were the major project impacts, outcomes, gains and quantifiable benefits?
- What enduring impacts or changes were achieved?
- Has this project received other awards or similar recognition?



Authenticity



Excellence



Integrity



Respect

Award for Excellence in Client Service

Excellence in client service is critical for continuous improvement in Student Experience and Employee Experience, encompassing:

- Solution to a widely recognised problem.
- Streamlined processes and service delivery.
- Improved client service.

Nomination requirements:

- What were the major impacts, outcomes, gains and quantifiable benefits of the project or initiative? What enduring impacts or changes were achieved?
- 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 Members 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 the University. Integrating Australian Aboriginal and Torres Strait Islander cultural knowledge, relationships 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 the University. Cross-unit collaboration is important in ensuring knowledge and information is effectively shared within relevant contexts for all



Authenticity



Excellence



Integrity



Respect

participants.

Nomination requirements:

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

Nomination Procedures

- The Human Resources Directorate will announce the opening and closing date for nominations.
- Deans and Directors are to determine and communicate the date by which nominations from within their College/Directorate must be supplied to their office for 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 are required to complete a 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 consideration. If the Manager does not support the nomination, the reason the nomination is not being progressed is to be provided. 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 does not approve the nomination, the reason the nomination is not being progressed 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 once nominations open and will be removed on the closing date.
- One nomination is to be submitted per HR Service Now job.
- 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 should be submitted through HR Service Now as they are processed by College/Directorate, and not left until the closing date.
- Colleges/Directorates with nominations that miss the closing deadline are responsible for communicating this status to the nominee and their manager.



Authenticity



Excellence



Integrity



Respect

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 Committee (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 for assessing nominations and making recommendations on the successful award recipients to the Vice Chancellor. The assessment panel may choose up to three finalists per award category and recommend one winning finalist for the Vice Chancellor's consideration.

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

Recognition

Award finalists and category winners will be recognised by:

- A certificate
- Public recognition at the Vice Chancellor's end of year staff forum and in a dedicated VC Byte.
- From time to time, Award winners may receive additional recognition in the form of prizes sponsored by external organisations

Certificates will be issued 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 Awards announcement.

Award recipients whom are no longer employed by the University at the time of the announcement of Awards will be issued an Award Certificate upon request by emailing professionaldevelopment@jcu.edu.au.

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.



Authenticity



Excellence



Integrity



Respect

Administration

NOTE: Printed copies of this policy are uncontrolled, and currency can only be assured at the time of printing.

Approval Details

Policy Domain	University Management
Policy Sub-domain	Human Resources
Policy Custodian	Deputy Vice Chancellor, Services and Resources
Approval Authority	Vice Chancellor
Date for next Major Review	01/07/2024

Revision History

Version	Approval date	Implementation date	Details	Author
24-1	06/08/2024	06/08/2024	Minor grammatical updates for clarity throughout. 3-year ineligibility period removed and reference to the winner prize which has been broadened to include additional recognition. Addition of reference to sponsored prizes available from time to time.	Manager, Culture and Capability
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



JAMES COOK
UNIVERSITY
AUSTRALIA