

College of Professional and Continuing Education

College Learning and Teaching Committee

CPCE Outstanding Service Performance/ Achievement Awards

1. CPCE Outstanding Service Performance/Achievement Awards

1.1 Award Title

The award title is “Outstanding Service Performance/Achievement Award”.

1.2 Eligibility

All full-time academic and non-academic staff in CPCE.

Recipients of the CPCE Outstanding Service Performance/Achievement Awards will not be eligible for nomination for the same award in the next Awards exercise.

1.3 Categories and Number of Awards

The awards will be made biennially, with a maximum of three awards every two years for “Outstanding Service Performance/Achievement”. Each awardee will also be considered for the “Dean’s Award for Outstanding Service Performance/ Achievement”, with only one award made every two years.

No award will be made in the event that no candidate is considered to be qualified for the Dean’s Award.

1.4 Nomination

Staff will be invited to make nominations, including self-nominations, for the “Outstanding Service Performance/Achievement Awards”. All nominations, with a written rationale, should be seconded by another CPCE staff member and endorsed by the Unit Head.

The Secretary of this Committee will issue a notice to invite nominations from staff members once every two years.

1.5 Selection Panel

The Selection Panel comprises the following members:

- Associate Dean (QA) as the Chair
- Directors of SPEED and HKCC
- Head of Administration of CPCE
- A member from the CPCE Advisory Committee
- Additional members may be co-opted if desirable.

The recommendations of the Selection Panel will be presented to Dean(PCE) for decision.

1.6 Indicative Selection Criteria and Submission Materials

In the case of academic staff, reference will be made to the PolyU paper on “Indicative Assessment Criteria for Awards in Services” presented at Appendix A.

For non-academic staff, reference will be made to the PolyU paper “Indicative Assessment Criteria for Awards of Non-academic Staff” presented at Appendix B. Attention will also be given to service on committees and other relevant service related activities.

Regarding submission materials, nominees are free to provide any relevant evidence in support of the quality of their service activities in the past three years. Normally the portfolio submitted should include reference to:

- Feedback on the quality of their administrative and other service support activities;
- Membership of relevant committees, professional bodies, etc.;
- Professional development contributing to service effectiveness; and
- Evidence of innovation leading to more effective administration and service support.

1.7 Awards

Each awardee will receive a plaque or a certificate. The recipient of the Dean’s Award will also receive a cash award of HK\$10,000. All awardees will be given suitable public recognition within CPCE.

2. Timeline for the CPCE Service Award Process

The CPCE Service Award process will take place once every two years. Below is the tentative timeline for 2016/17:

Activity	Tentative Timeline
Announcement of the CPCE Awards and the nomination procedures to staff	April 2017
Deadline for nominations	May 2017
Submission of evidence of service performance by nominees	June 2017
Selection by Panel	July 2017
Announcement of awardees	August 2017

Indicative Assessment Criteria for Awards in Services

Service to the University, professional bodies and the community includes contributions to the effective functioning of the University, effectiveness of his/her cooperation with colleagues, links with the community or government, and contributions to professional communities.

“Services” can be broadly defined as activities that are related to the proper and effective functioning of the Department, Faculty or the University and enhancing the status and marketability of the Department both inside and outside the University. These cover an extensive range of activities and it is impossible to list every type of activity that may relate to staff activity in the Departments across the University. As a general guide, criteria for assessment of *internal* activities that Departments may wish to select for performance include those within the areas of leadership and coordination, committee work, functional positions and counseling & pastoral care.

Criteria for the assessment of *external* activities from which Departments may wish to select include those within the areas of: active membership and service to professional bodies, government departments, statutory bodies and research institutes; specialist/expert input to the media; work as the external examiner and/or validation/accreditation panel members for academic programmes of other academic institutions or professional institutes; and Journal editorships and reviews (in particular SCI journals), board memberships and ad hoc reviewing.

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Indicative Assessment Criteria for Awards of Non-academic Staff in:

(1) Overall Contribution

Criteria for performance typically include: Quality of Work, Competence, Working Attitude and Teamwork. Each of these criteria can be further divided into more specific attributes, such as those set out below.

Criteria	Aspects of Assessment
Quality of Work – whether the work assigned is completed to a high standard	Accuracy, efficiency, effectiveness, achievement of planned objectives and targets, reliability, consistency, etc.
Competence – whether the staff concerned possesses the necessary skills, knowledge and capabilities	Leadership, creativity, planning and organizational skills, innovation and foresight, problem solving and crisis management techniques, analytical ability, etc.
Working Attitude – whether the staff concerned possesses a positive mindset that facilitates his/her effective discharge and accomplishment of assigned duties	Commitment, initiative, dedication to work and to the institution at large, willingness to accept responsibilities, diligence, self discipline, enthusiasm, honesty, etc.
Teamwork – whether the staff concerned can establish good working relationships with his/her team members	Ability to gain trust, support and regards from team members and to contribute to the harmony, cohesiveness and work effectiveness of the team, etc.

In assessing performance, consideration should be given to the rank, experience and stage of career development of the staff member, as well as the percentage of time spent by the staff member in each area of activity. In general, more senior and well experienced staff members may be expected to achieve a higher performance standard in each category of work.

(2) Operational Excellence

- a. Simplification of policies, procedures or work processes through a holistic review of current issues, identifying areas of improvements and implementing the changes through various means such as consolidation, streamlining, re-engineering, and/or automation.
- b. Measurable impact on operational efficiency and effectiveness (e.g. by man-days, cost implications).
- c. Leading to positive changes to University's operating rhythm and achievement of goals set out by the said policy/procedure/process.
- d. Positive feedback from stakeholders.

(3) Innovation

- a. New concept/idea originated from the staff or the team concerned.
- b. Leading to fundamental changes to departmental strategic agenda.
- c. Positive and significant impact on University's staff/business/stakeholders in support of the University's Vision, Mission and Key Goals under the prevailing Strategic Plan.
- d. Practical and sustainable in implementation.
- e. Positive feedback from stakeholders.

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