

SERVICE COUNCIL TERMS OF REFERENCE



PURPOSE:

Service Council provides a broad based, comprehensive approach to planning, coordination, policy formulation, communication and service provision decisions within the framework of the College values of exploration, inclusiveness, excellence, integrity, community and accountability. It is responsible for developing organizational principles and policy that govern service and service delivery standards across the College. Service Council demonstrates a commitment to learner-centred culture through engagement, innovation, flexibility and sustainability. By virtue of its membership, the Service Council provides leadership to the College for the provision of services to a diverse community of learners and stakeholders. Service Council takes a collaborative view of leadership, building our capacity to work together, to deal with underlying issues, to generate innovation and to change our culture.

MANDATE:

Service Council receives its mandate from and is accountable to the Vice President, College Services. The Vice President, College Services reports directly to the President.

The following functions, related responsibilities, and levels of authority are delegated to Service Council by the President:

1. Planning

Principal authority for planning related to service delivery standards, the operational and financial elements of the Comprehensive Institutional Plan, the Service Plan, and the annual Operational/Financial Plan.

Recommending authority in the formulation of other College-wide plans.

2. Coordination

Principal authority in assuring alignment of activities of service providers with the College Strategic Plan and the Service Plan.

Principal authority in assuring coordinated and equitable application of College policy within the areas of management responsibility of the members of the Council.

Recommending authority in the formulation and application of policies and regulations in other divisions that impact service provision to College stakeholders.

3. Policy Formation

Recommending authority to the President on non-academic policy as outlined in the Policy at Red Deer College Policy.

4. Communication

Principal authority in establishing communication plans within the Service Divisions. Advising authority in the establishment of College-wide and community communication plans.

5. Service Decisions

Advising authority to service departments and relevant committees and task groups regarding new services, major changes in existing services, and termination of services.

Recommending authority to the Vice President, College Services, and the President regarding financial resource allocations to service areas.

6. Forum for Input and Response

Advising authority to all areas in all matters related to services provided to learners, employees of the College, or other stakeholders.

Advising authority on any matter as requested by the President, Deans' Council or the Vice President, College Services.

RELATIONSHIP TO OTHER COMMITTEES:

- Quality Improvement of Services Committee (QISC): Two members of Service Council (one being the Executive Director of Strategic Planning and Analysis) sit on QISC to provide the communication link between Service Council and the Committee. QISC will provide an annual report on service review to Service Council.
- Quality Improvement of Programs Committee (QIPC): The Executive Director of Strategic Planning and Analysis sits on QIPC to provide the communication link between Service Council and the Committee. QIPC will provide an annual report on program review to Service Council.
- Deans' Council: Communication and collaboration will be facilitated between Service Council and Deans' Council through the joint membership of specific members.
- Overview of all Committees that report annually to Service Council include:
 - AUPE Professional Development Committee
 - Benefits Advisory
 - BioSafety Advisory
 - Campus Store Advisory Committee
 - CUPE Professional Development
 - Diversity Steering and Inclusion
 - Educational & Information Technology
 - Emergency Response & Business Resumption
 - Facilities Planning Advisory
 - Health & Safety
 - Mandatory Instructional and Non-Instructional Fees
 - Quality Improvement of Services (QISC)
 - Quality Improvement of Programs Committee (QIPC)

COMPOSITION:

Service Council members include:

- Vice President, College Services (Chair)
- Vice President, Academic
- Director, Human Resources
- Executive Director, Strategic Planning and Analysis
- Executive Director, Board and Corporate Relations
- Director, Marketing and Communications

- Director, Ancillary Services
- Director, Financial Services
- Director, Campus Management
- Director, Community Relations
- Chief Information Officer
- Director, Teaching and Learning
- Director, Library and Information Common
- Registrar

ACCOUNTABILITY:

Service Council is accountable to the Vice President, College Services.

RESPONSIBILITY:

The office of the Vice President, College Services is administratively responsible for the operation of Service Council including issuing agendas, record keeping, and communication.

ADMINISTRATIVE SUPPORT:

The Executive Assistant to the Vice President, College Services provides administrative support to Service Council.

OPERATING PROCEDURES:

Service Council:

- Meets at least once per month.
- Can request information from any group or individual in the College.
- Has the ability to request other individuals to attend meetings that provide additional information to the Council.
- May strike sub-committees and may appoint members outside of Service Council to sit on these sub-committees.
- Can invite guests to attend regular meetings on an as-needed basis.
- Is chaired by the Vice President, College Services or a delegate appointed by the Vice President.

Agendas are set by the Vice President, College Services in consultation with Service Council.

Levels of Authority for Decision Making:

Decision authority: The right to make a decision or create a policy without consultation with other individuals or groups.

Principal authority: The right to make a decision or create a policy with input and recommendations from other groups or individuals; such input may be accepted or rejected. Principal authority allows for the right to make decisions and create policy which is forwarded to another body for action. Decisions or policies may be forwarded to another group or individual for approval where such approval would not be unreasonably denied. Principal authority also permits policy creation within the guidelines established by another group or individual. Finally, principal authority accommodates decision-making or policy creation within the parameters set by another body.

Shared authority: Authority to make decisions or create policy that is delegated equally to two or more groups or individuals where all parties are required to approve the decision or policy.

Recommending authority: The right to make recommendations for approval by another group or individual, where the final decision may approve, reject, or amend the recommendations. Recommending authority specifies the requirement that the recommendations be received by the decision making group or individual before a final decision is made.

Advising authority: The right to provide advice on a decision or policy created by another group or individual. The final decision may include or reject the advice provided. The group or individual making the decision in this case would be considered the principal authority.