



Client Service Charter

Student & Academic Support Group

The main purpose of the Student and Academic Support Group is to provide client focused support for the teaching, research, training and administration needs of the UNSW@ADFA.

We focus on continual improvement to meet the needs of our clients.

Our aim is to provide a diverse range of professional services that are high quality and cost effective.

PURPOSE

The main purpose of the Student and Academic Support Group (SASG) is to provide client focused support for the teaching, research, training and administration needs of the UNSW@ADFA, via four units:

- the Academy Library
- Educational Technology Services (ETS)
- Information, Communication and Technology Services (ICTS)
- Student Administrative Services (SAS)

YOUR FEEDBACK

Our aim is to continuously improve the quality of our services to you, so we want to hear what you think about the services we provide. Compliments, suggestions, complaints or indeed any feedback about what we are doing well or what we can do better can be directed to the UNSW@ADFA website:

www.unsw.adfa.edu.au/comments

You can also help us by discussing any issues with a member of SASG staff and participating in client surveys.

A number of guides to SASG and its services are available online and from the Academy Library, ETS, ICTS and SAS.

Our Service Commitment

We are committed to continuous improvement in our pursuit of customer service excellence and aim to provide a supportive environment for both staff and students. You can expect to be given prompt, courteous, professional and respectful service. In your dealings with SASG staff you can also expect:

- fairness;
- decisions to be clearly explained; and
- privacy and confidentiality.

Whether providing assistance to clients or working with colleagues, we strive to provide accurate and timely information/services, in a manner that is:

- Honest
- Supportive
- Transparent
- Accountable
- Flexible
- Responsive
- Respectful
- Positive
- Friendly
- Realistic
- Trusting
- Equitable

For All Clients

We Will	We Ask You To
Provide services and resources to support the objectives of UNSW@ADFA.	Request and use services in a collegial manner, respecting the conditions of use. Respect the resources, help us conserve them, and tell us about damaged resources. Observe legal and contractual restrictions.
Make available services and resources to meet your teaching, learning and research needs.	Plan your service needs, make your requests as early as possible, and present all the required information clearly within agreed timelines.
Respect your right to privacy and confidentiality.	Respect the privacy of others.
Maintain a collegial and courteous relationship with you and meet your needs in a timely and professional way.	Treat staff with the same level of courtesy you expect.
Respond to your enquiries promptly, or refer you to someone else who can provide an alternative approach to meeting your needs.	Present your requests through the nominated methods, provide accurate and complete information and meet agreed timelines.
Be accountable for our decisions and actions.	Observe university rules and regulations.
Respond promptly to suggestions and complaints.	Provide constructive feedback on our services.