

Client Service Charter

The role of Student Administrative Services is to provide quality administration to support and promote the academic programs of students and to enhance their educational experience at UNSW@ADFA.

Our aim is to provide a diverse range of professional services to our students, staff and other internal and external clients.

Student Administrative Services aims to provide a diverse range of professional services to our students, staff and other internal and external clients and stakeholders.

To address our overall purpose, we seek to:

- provide professional, accurate and timely advice, assistance and services
- work collaboratively with students, university and military staff at ADFA and the wider Australian Defence Organisation (ADO) staff to improve our services and processes
- encourage our clients to provide feedback on us and our services and to respond to such feedback in a timely and appropriate manner
- conduct an annual survey of students and bi-annual surveys of our other client groups to enable us to improve our services and processes

We work closely with our colleagues and clients to continually improve:

- student experiences
- staff experiences
- policies, procedures and practices
- quality assurance processes
- staff development
- alliances with our UNSW and ADO colleagues

University staff and military staff at ADFA and the Australia Defence College are our clients, but are also our colleagues. We support the work they do to ensure high quality experiences and outcomes for UNSW@ADFA students and other key stakeholders.

OUR VALUES

Whether providing assistance to clients or working with colleagues, we always strive to work in a manner that is:

Honest	Respectful
Supportive	Positive
Transparent	Friendly
Accountable	Realistic
Flexible	Trusting
Responsive	Effective

We seek the views of our clients and other appropriate key stakeholders to help us continually enhance our services.

At least 10% of our total staff resources in each year are dedicated to improving our processes and services.

We communicate openly about our activities, goals and achievements to continually improve our operations.

YOUR RIGHTS

You can expect to be given prompt, courteous and respectful service. You should also receive accurate and timely information on which to base your decisions. You can expect to receive written confirmation from us when we process or consider a request that you have submitted.

You also have the right to seek a review of any administrative or academic decision, or to request written clarification of any such decision.

YOUR RESPONSIBILITIES

We ask that you treat staff with the same level of courtesy you expect.

We ask that you if you are a student, that you take responsibility for your own academic program and the associated administrative processes.

We ask that you present your requests promptly to our office through the nominated methods and that you provide accurate and complete information by making yourself aware of the relevant legislation, policies, rules and procedures.

WHAT YOU CAN DO TO HELP US

As part of our aim to provide professional services to our clients, we seek your feedback. Please advise us of what we are doing well, or what we could be doing better either by email (sas.feedback@adfa.edu.au) or in writing to the Manager, Student Administrative Services

KEY STUDENT ADMINISTRATIVE SERVICES AND DELIVERY STANDARDS

Enquiries

Student Administrative Services is the central point of contact for UNSW@ADFA and is identified as such in all of the major publications produced by and for UNSW@ADFA.

Enquiries	Service Delivery Standard
Office hours	The SAS office will be open for 97.5 percent of published opening times.
In person enquiries	90 percent of in-person enquirers will be served within three minutes of arriving at the SAS foyer and simple enquiries responded to at that time. 90 percent of responses to complex enquiries will be provided within seven working days.
Telephone enquiries	95 percent of telephone enquiries will be answered within seven rings and simple enquiries responded to at that time. 95 percent of messages will be responded to within two working days. 90 percent of responses to complex enquiries will be provided within seven working days.
Email, facsimile and postal enquiries	95 percent of simple email, facsimile and postal enquiries will be responded to within two working days. 95 percent of complex email, facsimile and postal enquiries will be acknowledged within two working days and answered within seven working days.

Services for prospective students

Student Administrative Services is the central point of contact for prospective students and provides guidance and assistance on the admissions process for undergraduate, postgraduate coursework and research and non-award students. Further, we process and make offers for all student cohorts.

ADMISSIONS	Service Delivery Standard
Guidance and assistance	95 percent of simple guidance and assistance matters will be responded to within two working days. 95 percent of complex guidance and assistance matters will be responded to within seven working days.
Currently serving members entering as undergraduate students	90 percent of enquiries from currently serving ADO members wishing to enter ADFA as undergraduate students will be actioned within two working days and responded to within fifteen working days.
Processing of applications submitted to UNSW@ADFA	95 percent of applications for admission submitted directly to SAS will be acknowledged through an application receipt letter or on-hold letter within five working days. 90 percent of complete applications will be assessed and an offer letter or denial provided to the applicant within the following timeframe: <ul style="list-style-type: none"> • Undergraduate Honours applicants – ten working days • Postgraduate Coursework applicants – ten working days • Postgraduate Research applicants – thirty working days • Non-award, practicum, exchange and cross-institutional applicants – ten working days
Acceptance/ deferral of offer	95 percent of acceptance or deferrals of offers will be processed within three working days.

Services for current students and alumni

Student Administrative Services is the central provider of administrative services for students and the data in the student information system (NewSouth Student) facilitates many of the processes provided by the Academic Support Group.

ENROLMENT	Service Delivery Standard
Enrolment variations	95 percent of correctly authorised enrolment variation forms will be processed within two working days. 95 percent of enrolment variation forms without the necessary approvals granted when the form is submitted will be processed within five working days.
Withdraw without fail requests	90 percent of applications to withdraw from courses without academic penalty will be processed within ten working days.
Cross-institutional	90 percent of applications to undertake cross-institutional studies at another university will be processed within fifteen working days. 95 percent of results obtained through authorised cross-institutional study will be processed within two working days.
STUDENT PROGRESS	
Academic Advising	95 percent of simple academic advising and decisions will be made within two working days. 90 percent of complex academic advising and decisions will be made within ten working days.
Credit (Advanced Standing)	90 percent of applications for credit (advanced standing) will be processed within fifteen working days.
Discontinuation	95 percent of requests to discontinue academic programs will be processed within two working days.
Examinations	100 percent of notification of examination clashes arising from the final examination timetable will be resolved within five working days. 95 percent of end of session examinations will commence within five minutes of their allotted commencement time.
Program Leave	90 percent of requests to undertake program leave will be processed within two working days.
Program Transfers	90 percent of requests to transfer academic programs will be processed within five working days.
Result Amendments	90 percent of requests from schools to amend results for prior sessions will be processed within five working days.
Special Consideration	95 percent of requests for special consideration will be dispatched to the relevant school(s) within two working days.
Specialisation Changes	90 percent of requests to change specialisations/majors/minors will be processed within five working days.
Timetable clashes (courses)	90 percent of notification of timetable clashes between two academic courses will be actioned within two working days.

GRADUATION	Service Delivery Standard
Confirmation of graduand status	90 percent of potential graduands can expect their potential graduand status to be confirmed by SAS at least two months prior to the graduation ceremony. 95 percent of potential graduands can expect their final graduand status to be confirmed by SAS on the day of the official release of results for Session 2.
Dispatch of guest tickets	95 percent of guest tickets for graduation ceremonies will be dispatched twenty-five days prior to the graduation ceremony.
Dispatch of testamurs	95 percent of testamurs for those graduates who did not attend the graduation ceremonies will be mailed to the last known mailing address within eight working days of the graduation ceremony.
STUDENT RECORDS	
Name Changes	95 percent of requests to change name or rank will be processed within two working days when accompanied by the relevant documentation.
Transcripts	90 percent of requests for academic transcripts will be processed and dispatched within three working days.

Services for staff

Student Administrative Services provides a wide range of services to staff, and only the most common services are outlined below. Clarification on services and service delivery standards for services not outlined below is available from the Manager or Deputy Manager, Student Administrative Services.

ACADEMIC STRUCTURE	Service Delivery Standard
Course Catalogue	95 percent of urgent course catalogue changes (such as pre-requisites and scheduling of courses) within two working days. 95 percent of non-urgent course catalogue within seven working days or longer if not required earlier.
STUDENT PROGRESS	
Assessment Review Group Schedules	100 percent of Assessment Review Group Schedules will be delivered to recipients within two and a half working days from the published deadline for submission of results.
Examinations	100 percent of notification of examination clashes arising from the final examination timetable will be resolved within five working days. 95 percent of end of session examinations will commence within five minutes of their allotted commencement time. 95 percent of completed examination scripts will be available to markers within forty-five minutes of the scheduled conclusion of the examination.
Result amendments	90 percent of requests from schools to amend results for prior sessions will be processed within five working days.
Special Consideration	95 percent of requests for special consideration will be dispatched to the relevant school(s) within two working days.
TIMETABLING	
Timetable clashes (courses)	90 percent of notification of timetable clashes between two academic courses will be actioned within two working days.
Timetable Amendments	90 percent of requests for venue changes, timing changes and so forth will be actioned within two working days.
Ad-hoc room bookings	95 percent of requests for ad-hoc room bookings will be processed within two working days.
SECRETARIAT	
Agenda papers	90 percent of agenda papers for academic committees will be circulated four days prior to the scheduled meeting.
Minutes	90 percent of draft minutes of meetings will be sent to the relevant Presiding Member within five working days from the meeting. 90 percent of unconfirmed minutes of meeting will be electronically circulated to the members of the relevant committee within eight working days of the meeting.
Governance website	95 percent of agenda papers and draft minutes of committees shall be published on the relevant committee website (which may have restricted access) within one working day of circulation of such papers to members.
Academic Proposals	95 percent of fully completed academic proposals (ie new/revised courses, plans and programs) will be processed for listing on the agenda of the next relevant meeting within five working days.

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