

UNSW@ADFA
CANBERRA • AUSTRALIA

Academic Support Group

Client Service Charter

*The Academic Support Group is a service group
of The University of New South Wales
at the Australian Defence Force Academy.*

***We focus on meeting the
needs of our clients.***

*Our broad aim is to provide a wide range
of services that are high quality,
cost-effective and continually improve.*

We welcome your comments.

The main purpose of ASG is to provide quality client-focused support for the teaching, research, training and administrative needs of UNSW@ADFA, via three work groups: The Academy Library, Educational Technology Services (ETS) and Information Communication and Technology Services (ICTS).

YOUR FEEDBACK

We want to hear what you think about services provided by ASG. We welcome your feedback which will be used to improve the quality of our services.

Compliments, suggestions, complaints or indeed any feedback on this Client Service Charter can be directed to our Feedback page on the ASG website at: www.unsw.adfa.edu.au/asg

or by contacting:

Library ph: 02 6268 8116
library@adfa.edu.au

ETS ph: 02 6268 8503
ets@adfa.edu.au

ICTS ph: 02 6268 8140
helpdesk@adfa.edu.au

ASG Business Manager
Academic Support Group
UNSW@ADFA
Northcott Drive
Canberra ACT 2600

ph: 02 6268 8146
s.hudson@adfa.edu.au

SERVICE COMMITMENTS

To provide excellent services to all our clients we need your help. In your dealings with ASG staff you can expect:

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

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.
Meet your needs in a timely and professional way.	Treat staff in a courteous way 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.

THE KEY TO SERVICE – ASG STAFF

ASG staff will:

- maintain a collegial and courteous relationship with you;
- respond to your enquiries promptly or refer you to someone else who can provide an alternative approach to meeting your needs;
- reflect UNSW@ADFA's commitment to equity; and
- report annually on performance in implementing this service charter.

IMPROVEMENTS IN SERVICE

Our aim is to continuously improve the quality of our services to you. You can help us by:

- advising us if you have ideas which can help us improve the service by going to our feedback page on the ASG website;
- discussing any problems with a member of ASG staff; and
- participating in client surveys.

GUIDES AND ASSISTANCE

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

KEY ASG SERVICES AND SERVICE STANDARDS

Client Services

Category	Service Name	Service Delivery Standards
Design and development	Educational development /Instructional design	Development will be completed within the agreed timeframe established between the ASG service provider and client.
	Graphic design and development	
	Media design and development	
Production	Print and copy	Ninety percent of print, copy and binding requests will be completed within five working days, or within the agreed timeframe established between the ASG service provider and client.
	Digital, video and photographic support	Production of digital media will be completed within the agreed timeframe established between the ASG service provider and client.
Lending	Borrowing Library materials	At least seventy percent of library materials will be available at the time they are sought. At least ninety percent of the items sought by undergraduates will be in the collection (in print and available for loan or available electronically). Library material will be reshelved within two working days of return from loan or from use in the Library.
Information and reference	Assistance in finding information and resources	Eighty percent of subject information requests will be answered within five working days.
Interlibrary loan/document delivery	Access to material not held by the Library	Requests will be actioned within two working days. Seventy five percent of items supplied within two weeks; ninety percent supplied within four weeks.
Digitisation	Digitising of course materials and theses	For material submitted by suggested/approved timeframes, ninety percent will be completed within five working days.
Information literacy	Skills for life long learning	You will have the opportunity to attend scheduled Library skills sessions and to make appointments with subject specialist librarians when appropriate. Guides to information resources will be available in print and on the Library website. Librarians will work with academic staff to ensure that information literacy is integrated into student learning.
Off campus	Access to Library resources for off campus students	Requests for the loan of Library material will be processed within two working days.
ICTS Systems access and enabling services	Academy ID card	Ninety percent of student ID cards will be dispatched to the client by mail to the mailing address listed in myUNSW within five working days of enrolment and the receipt of a photo of the client.
	User account and password provisioning	Ninety five percent of user accounts will be created and passwords dispatched by mail within three working days of enrolment on myUNSW.
	Authentication and directory systems	Ninety five percent availability of the authentication and directory systems between the hours of 8am and 10pm, seven days a week.
	ICT infrastructure	Ninety five percent availability of the core ICT infrastructure between the hours of 8am and 10pm, seven days a week.

Client Support

Category	Service Name	Service Delivery Standards
ETS client support	Equipment loan	ETS will ensure that all appropriately booked loan equipment is serviced and available for loan ninety five percent of the time. Student loans must be authorised by a member of staff.
	Equipment maintenance	Ninety percent of the time all equipment maintenance will be within two working days.
	Centrally scheduled venue support	ETS will respond immediately to venue support technical queries ninety percent of the time within normal business hours.
Acquiring new Library material	Purchasing; processing	Receive ninety five percent of new materials within sixty days of placing the order. Ninety five percent of new resources will be available for loan within three days of receipt by the Library's Technical Services. Ninety five percent of new print periodicals will be displayed within three days of receipt. Electronic titles will be available via the Library's website or the catalogue.
Digital resources	Access to Library information and resources	Electronic resources will be available ninety percent of the time for use by Academy staff and students, both on and off the campus.
ICTS client support	Help and advice	Ninety five percent of requests will be responded to within one working day of receipt, with resolution within a timeframe agreed to between the ASG service provider and client.
	High availability critical infrastructure support	Ninety five percent of failures will be actioned within four hours and if required, calls to vendors will be lodged within four hours.
	Standard infrastructure support	For equipment under warranty, ninety five percent of requests for servicing and repair will be lodged with the vendor or maintenance provider within one working day of the fault being reported. For equipment out of warranty, ninety five percent of requests will be responded to within one working day, with a resolution within a timeframe agreed to between the ASG service provider and client.

Professional Consultancy Services

Category	Service Name	Service Delivery Standards
ASG consultancy services	Individual	Initial response within two working days ninety percent of the time. Extended consultation completed within the agreed timeframe established between the ASG service provider and client.
	Group	Training will be conducted within the agreed timeframe established between the ASG service provider and client.
	Workshops/seminars	
	IT security	Ninety percent of IT Security breaches will be responded to immediately after being reported, with an emergency stop gap measure in place within four hours, ninety percent of the time. A final resolution to be achieved within an agreed timeframe established between the ASG service provider and client.
	IT vendor and contract liaison	Initial response within two working days, ninety percent of the time, with a final resolution to be achieved within an agreed timeframe established between the ASG service provider and client.
	IT policy advice	