



POSTAL

Student Administrative Services
UNSW@ADFA
Australian Defence Force Academy
Canberra ACT 2600
Australia

CONTACT DETAILS

Student Administrative Services UNSW@ADFA

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CRICOS ProviderCode: 00100G
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Student Administrative Services

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 professional services to our students and other internal and external clients.



UNSW@ADFA
CANBERRA • AUSTRALIA

OUR AIM

Student Administrative Services aims to provide professional services to our students, staff and other key stakeholders.

To address our overall purpose, we seek to:

- work collaboratively with students, university and military staff at ADFA and wider Australian Defence Organisation (ADO) staff to improve key processes
- provide professional, accurate and timely advice and assistance
- seek regular feedback from clients

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

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

OUR VALUES

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

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

CLIENT AND COLLEAGUES

Our primary clients are undergraduate and postgraduate students at UNSW@ADFA.

University staff and ADO members are our internal clients, but they 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 SERVICES

Our key responsibilities include:

Academic Progression	Prizes and awards
Admissions	Program advice
Assessment processing	Program development
Class & exam timetabling	Prospective student enquiries
Contract program administration	Research student administration
Enrolment	Secretariat services
Examination	Student publications
Graduation	Student recruitment
International Student Administration and Support	Student records and transcripts
Legislative Compliance	Student systems training
Orientation	Student Welfare
Policy and procedure	Tertiary Open Day

QUALITY

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

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

YOUR RIGHTS

You should expect to be given prompt and courteous service. You should also receive accurate and timely information on which to base your decisions.

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

YOUR RESPONSIBILITIES

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

We ask, that if you are a student, that you take responsibility for your own academic program.

We also ask that you present your requests promptly and that you provide accurate and complete information by making yourself aware of the relevant rules and procedures.

WHAT YOU CAN DO TO HELP US

As part of our aim to provide professional services to our clients we encourage your feedback as we continue to streamline processes and enhance services.

Your comments can be directed to:

Manager
Student Administrative Services
Email – sas@adfa.edu.au