

UCSC Team Service Charter

This service charter outlines the UCSC Team's commitment to service delivery.

About us

The Student Centre is the 'one-stop-shop' for all students' current, past and prospective general administrative and information needs, including domestic and international students, from admission to graduation.

Our Mission: To provide a student experience that is second to none from initial enquiry and admission through to graduation.

Our Services

Student Centre Team members are trained on a wide range of issues. We can help you with:

- Admissions enquiries
- HECS-HELP, FEE-HELP & fee administration
- Enrolment assistance
- General student administrative information and advice
- Domestic and International student administration
- Identification cards and city rail concessions
- Examination timetable information
- Scholarship advice and assistance
- Appointments with International Student Advisers
- Academic transcript requests
- Graduation information


- Flexible delivery and online student support
- General information on University services
- Service One Member Banking (eg. Student loan repayments, short course fees)

How to contact us:

Contact Centre: 1300 301 727

Email: student.centre@canberra.edu.au

Online Support Centre AskUC:

"Need to email us? Want to ask a question?" Use **AskUC** 

The Contact Centre and Student Centre are open:

MONDAY TO THURSDAY: 9:00AM TO 5:00PM

FRIDAY: 9:00AM TO 4:30PM

Service Commitments

The Student Centre Team will strive to:

- Be courteous, honest, ethical and professional at all times
- Provide accurate and timely information
- Remove unnecessary barriers to students
- Create a culture that values service and fosters mutual respect between staff and students
- Adhere to privacy principles
- Acknowledge email correspondence within two working days
- Send an interim acknowledgement when complete response requires more than two days allowing extra time for research or if there is a heavy workload
- Answer telephone queries within three minutes
- Keep students informed about new services or changes to existing services

- Take into consideration any special needs students identify
- Respect the diverse social, cultural and religious backgrounds of all students
- Provide consistent standards, processes and quality service delivery

How we monitor our service commitments

We monitor our service commitments by:

- Listening
- Talking
- Reading and responding to feedback
- Analysing internal and external surveys of our functions
- Benchmarking with other organisations

Help us help you

We can provide you with better service if you:

- Ask us for help and give us feedback on our services
- Treat our staff with courtesy and respect
- Respect deadlines to avoid difficulties and late charges
- Contact us early to avoid matters getting out of hand
- Provide us with accurate and complete information about your circumstances
- Read information sent to you via your student email and OSIS and on our notice boards
- Be patient with us during times of peak demand (such as enrolments)
- Understand that the Law and University policy does not always allow us all of the flexibility you may want from us

How to provide feedback

The UCSC Team welcomes your feedback. If we have done something that was particularly helpful or useful to you, let us know. If you are dissatisfied with a decision or action, please talk with us first to explore other options for meeting your needs. If you are still not satisfied or have a suggestion to change our service, please contact:

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Student Centre

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