
ARG Service Standards

Information for our
clients and colleagues
October 2017

ACADEMIC
REGISTRAR'S
GROUP





Introduction

The Academic Registrar's Group is in the business of providing service and advice and ensuring RMIT University's student administration systems and processes run smoothly.

Establishing and maintaining effective working relationships with a wide range of groups is essential to our work. Our stakeholders include local and international students, academic and professional staff in the Education portfolio, schools and colleges and service groups across RMIT.

The successful provision of service and advice requires good teamwork, cooperation and open and constructive communication. ARG staff are committed to providing the best client service possible in their contact with clients.

The following Service Standards describe how we demonstrate this commitment in our day-to-day roles. They also outline the expectations we may reasonably have of our clients, both internal and external to the ARG and RMIT.

We look forward to working with you.

Academic Registrar's Group

Service Standards

ARG staff will:

- identify themselves in communications with students and staff, in writing or verbally
- be polite and professional in all dealings with clients
- acknowledge all enquiries, whether by telephone, email, online or face-to-face
- provide timely and accurate information
- respect clients' diverse backgrounds and experiences
- follow relevant statutes, rules and policies, including privacy guidelines
- provide a clear rationale for decisions, in writing if required
- identify improvements to processes and client service
- take action on suggestions and feedback.

ARG staff expect clients will:

- treat ARG staff with respect and courtesy
- provide timely and accurate information relevant to a client issue or enquiry
- provide correct information e.g. contact details
- indicate if special assistance is required, e.g. an interpreter
- follow relevant statutes, rules and policies
- provide ARG staff with helpful and relevant feedback.

Customer Service

Much of ARG's work is client focused. The ARG Service Standards describe our commitment to providing excellent customer service, based on the principle that effective communication leads to customer satisfaction.

Communication with clients may occur over the telephone, via email, online or face-to-face. The following standards have been designed to promote customer satisfaction and to ensure consistent service provision across the ARG.

Information and learning

ARG staff will:

- keep up-to-date with policies and procedures
- read staff updates e.g. Frontline Bulletin
- confirm information with schools/colleges
- attend relevant training
- participate in staff rotations to learn about other roles.

Telephone standards

ARG staff will:

- acknowledge and respond to all calls from clients in a timely manner
- respond to all messages within 24 hours—earlier if the matter is urgent
- have personal voicemail accounts so clients can leave messages
- retrieve voicemail messages daily.

Email standards

ARG staff will:

- read and assess all emails for urgency within one working day
- acknowledge all client emails within two working days—one day if the matter is urgent
- set up an automated Out of Office response if they are away from the office for more than one day
- maintain an email signature including contact details, in line with RMIT standards
- add an up-to-date photo to their Google (Gmail) profile, if they wish.

Face-to-face standards

ARG staff will:

- wear a name badge when providing frontline service to students
- be courteous and welcoming to clients
- take care to look neat and well presented
- aim to resolve conflict amicably.

— RMIT Policies

The following University-wide policies, guidelines and codes directly inform the work of the ARG and our Service Standards. All ARG staff are required to familiarise themselves with these policies.

rmit.edu.au/policies

Fairness and values

- The RMIT Code of Conduct for staff
- Anti-racism and religious tolerance
- Equal employment opportunity
- Confidentiality and privacy of staff information
- Privacy and data protection.

IT services

- Electronic communications policy
- Rules of use of RMIT information technology systems.

Telephony

- Voicemail guidelines.

Document and records management

- Creation and maintenance of academic student files.

Human Resources

- Employment conditions.

rmit.edu.au/staff

The Workplace Essentials section of the staff website contains useful resources and information for staff at RMIT, including:

- IT services for staff
- RMIT writing style guide
- Student Administration Management System (SAMS) information
- Course and program administration information.