

Faculty of Education and Arts - School Of Education

Hunter Academic Support Unit

Team Service Charter

This service charter outlines the Hunter Academic Support Unit (HASU) Team's commitment to service delivery. This document is intended for reference by:

- HASU Team members
- Academic staff
- Students
- Other partner areas within the Faculty of Education and Arts (FEDUA) and the University of Newcastle

About Us

The HASU Team incorporates the Hunter Academic Support Unit (HASU) and the Professional Experience Unit (PEU). Together they provide professional service and support to meet the administrative, information, and resource based needs for the teaching, research and community activities of the School of Education and related Faculty, University and Community partner areas.

Our Services

The HASU provides:

- administrative support for Callaghan, Ourimbah, and Port Macquarie campuses, Keira Technology High School, Fairfield High School, the Renwick Centre, and Faculty Research Centres. The School also delivers a number of its programs online with access to students in countries throughout the world.
- management of the Online Registration System, and Course Tracking System for the School of Education
- preparation of contracts and payment processing for casual academic staff and casual general Staff
- examination results processing
- research publication collection and administration of the Publications Entry System
- purchasing support for the School of Education, including travel

- liaison for facilities management and infrastructure maintenance
- maintenance of student records (e.g. Child Protection Certificates, Prohibited Employment Declarations, Confidentiality Statements, Consent to Employment Screening, Computer Competencies) for FEDUA students
- servicing of School of Education Committees
- administrative support to the Head of School and Deputy Heads of School
- production of course outlines and other teaching resources for academic staff
- maintenance of student files and course files
- maintenance of the School of Education website
- organisation and support for School events and conferences

The PEU provides:

- administrative support and professional experience placements for students of the Faculty of Education and Arts
- management of the SONIA placement system
- preparation of contracts and payment processing for Professional Experience Supervisors, Colleague Teachers, and School Coordinators
- recruitment of Professional Experience service providers
- support for Professional Experience partner areas
- maintenance of compulsory student milestone records (e.g. Child Protection Certificates, Prohibited Employment Declarations, Confidentiality Statements, Consent to Employment Screening) for FEDUA students
- servicing of PEU Committees
- maintenance of the PEU website
- administration of the Regional Homestay Project

Our Service Commitments

The HASU Team will strive to:

- create a culture that values service and fosters mutual respect, honesty, trust, fairness, and accountability between us and our clients

be friendly, courteous, ethical and professional at all times

- work as a team and promote a team spirit whenever possible
- provide accurate and timely information

- provide quality service underpinned by consistent standards and processes
- remove unnecessary barriers to our clients
- respect the diverse social, cultural, ethnic and religious backgrounds of all
- acknowledge all correspondence and answer telephone queries promptly
- keep clients informed about new services or changes to existing services
- adhere to University policies and procedures
- promote the University of Newcastle as a positive work environment
- be environmentally conscious in our work practices

How we monitor our service commitments

We monitor our service commitments by:

- listening to and talking with our clients and partner areas
- seeking, analysing and responding to feedback, in order to improve our key functions
- benchmarking through shadowing other Schools' processes
- individual self reflection and review through the Managing for Performance process

Help us to assist 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
- contact us early and respect deadlines to avoid difficulties
- provide us with accurate and complete information about your circumstances
- respond promptly to requests for information from you
- be patient during times of peak demand
- understand that the University policies and external legislation do not always allow us to be as flexible as you may want us to be

Contacting us and providing feedback

HASU Team members are available in office HA 80 of the Hunter Building, between the hours of 8:00am and 5:30pm.

Our telephone number for general enquiries is 4921 6428, and fax number is 4921 7887.

We welcome and value your feedback. If we have done something that was particularly helpful or useful to you, let us know. If you are still not satisfied or have a suggestion to improve our service, please contact either:

Students education-feedback@newcastle.edu.au

Staff and general enquiries education@newcastle.edu.au

Professional Experience Unit peu@newcastle.edu.au