

Service Charter

The Australian Film Television and Radio School (AFTRS) is a federal statutory authority established by the Australian Film, Television and Radio School Act 1973.

AFTRS exists to enrich the screen arts and broadcast culture through education and training, research and the dissemination of ideas.

AFTRS encourages:

- **Creativity:** By providing opportunities for the exploration of artistic expression, ideas, innovation and risk-taking.
- **Enterprise:** By fostering career sustainability, collaboration and resourcefulness.

AFTRS activities are conducted in the spirit of:

- **Excellence:** Aspiring to the highest standards of creative excellence.
- **Diversity:** Nurturing and valuing difference and originality.
- **Respect:** Encouraging mutual respect in all collaborations.

The School's purpose

The School provides higher education and training in the screen arts and broadcast industries. AFTRS conducts research relevant to industry and disseminates ideas to stimulate conversation about the screen arts, creative practice and broadcast activity.

It reaches out to regional and Indigenous Australia, and to new markets to deliver short courses, tailored training, workshops and other screen arts and broadcast activities.

It partners with cultural institutions and makes a unique contribution to joint activities with them through its creative expertise and educational reputation.

It collaborates with industry to deliver relevant education and experience and it shares its facilities, services and resources with industry organisations, associations, and individuals for their activities and events.

The Service Charter



The Service Charter explains the standards of service that clients of AFTRS can expect. It also sets out the steps that may be taken if these standards are not met.

Clients

- Students
- Screen arts and broadcasting professionals
- Members of the public

Who can study at AFTRS

Award courses

AFTRS offers the following award courses: Master of Screen Business, Graduate Diploma of Screen Business, Bachelor of Arts (Screen), and Advanced Diplomas and Diplomas in a number of different disciplines.

AFTRS award courses are open to Australian and New Zealand citizens and Australian permanent residents. However, New Zealand citizens are not eligible for FEE-HELP.

AFTRS does not offer award courses to people with student (or other) visas. The School is not registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Also on offer are introductory courses in Core Radio Skills and Introduction to Film to enable students to prepare to undertake an award course.

Short courses

AFTRS Open delivers short courses to Australian and New Zealand citizens and Australian permanent residents.

People with visas, such as visitor visas or working holiday visas, may be eligible to apply for entry into AFTRS Open Short Courses depending on the conditions attached to their visas.

More information on visas refer to the Department of Immigration & Border Protection <http://www.immi.gov.au/> website or a migration agent.

Support services include:



- Library
- Sales and distribution assistance and advice.

Service standards

AFTRS is committed to:

- Addressing clients' needs promptly and comprehensively
- Fostering a professional and courteous approach by staff when dealing with clients.
- Investigating problems brought to our attention and implementing new policies and procedures to ensure the same problem does not occur again
- Complying with our Equal Opportunity and Disability Access Plans
- Reflecting current client and industry values and expectations in the design and delivery of our programs and services

Accessibility

- Staff will be contactable by telephone, email, in person or by fax, during normal business hours
- Staff will identify themselves to you over the telephone and in person
- Staff will provide a contact name and telephone number in correspondence
- Calls to the switchboard at the Sydney headquarters will be answered between 9.00am and 5.30pm each business day
- Staff/Students with an identified disability who are selected for a position/course will be provided with appropriate facilities and support as required within AFTRS economic means.

Responsiveness

- Responding to telephone and email messages, usually within one working day subject to availability of staff
- Providing an acknowledgment to inquiries received by letter, e-Mail or fax within 7 days
- Providing, wherever possible, a substantive response within 28 days. If this is not possible, we will keep the client informed
- Acknowledging all applications for courses and notifying all applicants of the outcome of their application prior to the course commencing.
- The quality of AFTRS service provision is enhanced when clients:
 - Clearly identify themselves and the nature of their query
 - Make clear and reasonable requests
 - Provide timely and accurate information
 - Treat AFTRS staff with courtesy



AFTRS

Australian Film Television
and Radio School

The Entertainment Quarter
Moore Park NSW 2021
PO Box 2286
Strawberry Hills NSW 2012
CRICOS Provider Code: 03662D

T (02) 9805 6444
E info@aftrs.edu.au
W aftrs.edu.au

- Do not make complaints which are frivolous, vexatious or not in good faith.

Feedback and complaints

If an occasion arises where service does not meet expectations we want you to tell us by:

contacting the Student Centre Manager: 02 9805 6400; studentcentre@aftrs.edu.au; or The Director,
Corporate Services: 02 9805 6555,

or send letters to

Australian Film Television and Radio School

PO Box 2286

Strawberry Hills NSW 2012

Monitoring and review

AFTRS will review the Service Charter on an annual basis.

Any questions concerning the content of this Charter, please contact:

The Student Centre Manager: 02 9805 6400.

