



Records & Archives

Service Charter

About

Records & Archives are part of the Governance area of the University, within the Legal and Compliance section, in the Division of Enterprise.

What we do

Records & Archives provide the framework, expertise, support and tools to enable UNSW staff to manage University records and information assets.

This document

This Charter sets out the services we provide and the standards we aim to maintain in delivering them.

Our responsibilities

- Developing and delivering the Recordkeeping Framework
- Educating staff in how to meet their recordkeeping responsibilities and use available business systems to meet them
- Identifying and managing high and long-term value records and information
- Supporting staff to manage their records and information
- Monitoring our progress to deliver continuous process improvements
- Maintaining and making accessible our archival collections

Our service

- We manage and support all University records, in any format, including access to and use of, the enterprise recordkeeping system RAMS.
- We provide consultancy services on recordkeeping including analysis, redesign and implementation of digital recordkeeping solutions.
- We review and maintain the University's recordkeeping program, policy and procedures
- We manage, maintain and provide access to the University's archival collections
- We provide advice and support in the development and implementation of all business systems with recordkeeping components

- We provide a point of contact with the regulator, State Records NSW, external record service providers and maintain the University's onsite records storage areas
- We provide education, guidance, tools and frameworks to improve governance, enhance adherence to policies and procedures, and ensure that consistent recordkeeping practices are adopted across the University.
- We provide advice on and authorisation for the disposal of records

Our principles

- We aim to ensure that UNSW information in the form of records is:
 - ready for re-use, and accessible for as long as needed.
 - discoverable by those with legitimate need.
 - accurate, up-to-date and complete.
- Our governance mechanisms ensure that information management practices support good decision making and promote accountability and transparency to deliver good business outcomes.
- Our systems protect information from unauthorised access, alteration, deletion or misuse.
- Our people understand and appreciate the value of information as an asset for the organisation and the State of NSW, and as the intellectual property of the State and cultural heritage of our people.

Service standards

We will respond to your query within 1 working day and to your urgent query within 4 business hours.

We will provide access to the RAMS system for all University staff within 1 working day.

How you can help us

Tell us how we're doing

Your feedback, both positive and negative, helps us to improve.

You can contact us at records@unsw.edu.au, archives@unsw.edu.au , by phone at 52876, or speak to the staff member you've been dealing with.