

Access Officer Statement of Service

Vision

The Access Officer provides information, advice and guidance to potential and enrolled Care Leavers and estranged students at Swansea University. The Access Officer will be the first point of contact for students wishing to attend Swansea University and access the relevant support packages, will raise the profile of Care Leavers and estranged students at the University and will take lead in the development and delivering of numerous events and support initiatives.

As part of CampusLife, the Access Officer supports University aims in respect of recruitment, widening participation, retention and progression, and is **committed to students achieving their full potential and enhancing their student experience.**

Mission

Our mission is for every Care Leaver and estranged student at Swansea University to receive an expert level of advice and guidance and access to the relevant support packages, ensuring they are equipt with a tailored support network and information needed for a successful and fulfilling time at Swansea University. We will do this by:

1. Contributing to Swansea University's mission to provide an outstanding student experience by working in partnership with academic departments, other central services and the Students' Union to offer a professional, quality and accessible service.
2. Striving to become a leading model of innovative approaches for student-centered initiatives as we grow to meet the expanding needs of our Care Leavers and estranged students.
3. Regularly evaluating the views of students who have used the service to increase our awareness of students' needs and to monitor the overall effectiveness of the service provided.
4. Enhancing staff knowledge, skills and abilities through a dedicated commitment to CPD.

Our Values

CampusLife operate to a defined set of Core Values and it is an expectation that our staff are able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles.

Our Values are:

We are Professional: We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality

We Work Together: We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.

We Care: We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.

The Team



What we offer

- Information, advice and guidance regarding the support packages available to Care Leavers and estranged students at Swansea University Open Days.
- Support throughout the application and transition process into Higher Education by:
 - Answering questions about applying to University or studying at Swansea University
 - Arranging pre-entry visits to the University
 - Referring students for funding advice and guidance, academic support and study skills
 - Supporting applications for University accommodation
 - Liaising with Local Authorities and Personal Advisors where necessary
- A tailored support package for Care Leavers and estranged students who meet the eligibility criteria for our support packages and assistance in applying for relevant University bursaries e.g. Care Leaver Bursary and estranged Student Bursary.
- Ongoing support via email, telephone and appointments to discuss any issues that may have arisen and signpost to relevant support services within the University.
- Regular newsletters, engagement activities and specific information events for Care Leavers and estranged students addressing relevant topics such as; the Swansea University support packages, careers advice, life skills and additional support available within and outside of the University.
- Effective links and referral processes with support services, Go Wales, College Student Information Teams and external agencies to aid the support of students and to enhance provision across the University.
- Awareness raising events for staff and students across the University, improving the understanding of relevant issues Care Leavers and estranged students face.
- Appropriate programmes alongside South West Wales Reaching Wider Partnership to engage young Care Leavers and estranged students in aspiration and attainment raising activities, in line with the University's Student Recruitment and Outreach Strategy.

What you can expect

- Informed, impartial, non-judgemental and confidential advice.
- A CampusLife Reception open Mondays – Fridays between 9.00 - 5.00pm during student term time and vacation periods.
- Helpful and welcoming staff who update their knowledge and skills through professional development and attendance at relevant training events.
- Information, advice and guidance provided through:
 1. Confidential appointments available at our Singleton Campus and Bay Campus or virtually via video calling.
 2. A dedicated Access Officer email address: accessofficer.campuslife@swansea.ac.uk. We endeavour to respond to all email enquiries within three working days.
 3. An immediate, polite and professional response when you phone us. If we are not available by telephone during our advertised hours we endeavour to return your call within three working days if you leave a message.
 4. A response to postal enquiries within three working days.
 5. Social media accounts on Facebook, Twitter and Instagram to interact with our service and engage with the latest news, event information, and signposts to CampusLife and external resources (we do not provide specific advice and guidance through our social media channels):
 - Facebook: <https://www.facebook.com/CampusLifeSU/>
 - Twitter: <https://twitter.com/campuslifesu>
 - Instagram: <https://www.instagram.com/campuslifesu/>
- Access to information about the support packages, our services and opening times via our website, which is regularly checked and updated: <https://www.swansea.ac.uk/campuslife>
- A regular newsletter that keeps you informed of the latest news, relevant and up to date information and resources. Students can opt out of the newsletter and this will not affect access to information and support.
- Bilingual supplementary information leaflets which cover various topics including our support packages, careers advice and additional support available within the University.
- Presentations/workshops on the support packages available and how staff and students can support Care Leavers and estranged students throughout their time at Swansea University.
- Referral to other sources of information and advice, both internally and externally, as appropriate.
- The opportunity to give feedback and comments on the service and make suggestions or recommendations for improvements.
- Where the staff member may be absent, an out of office message (bilingual wherever possible) will detail when they will return to the office and who to contact in their absence.
- Advise you during extremely busy times when we may not be able to meet all service standards.

What we expect from you

- That you let us know in advance if you are going to be unavoidably late or if you cannot make an appointment or event that you have booked in advance.
- That you make available any relevant documents to assist us in providing you with the appropriate advice and information to meet your needs.
- That you take into consideration all advice and guidance given and that you act upon any next steps we advise you to take.
- That you treat service staff with respect in line with University regulations and codes of conduct.
- That you make us aware in advance of any additional considerations/specific requirements you may have.
- That you respond to any written, telephone or email request for information in a timely fashion/by the deadline specified.
- That you take ownership for academic related tasks such as the submission of assignments, exam attendance and completion of relevant academic paperwork e.g. extenuating circumstances forms.
- That you inform us of a change in your circumstances as soon as possible in order for the Access Officer to ensure you are receiving all relevant and eligible support.
- That you make us aware of any changes to your contact details, including changes to your address and email contact details.

We cannot assist you with

- Legal advice or legal representation.
- Advocacy at University Boards or Appeal Hearings.
- Assistance in the completion of benefit applications (e.g. Housing Benefit, DLA, JSA etc.).
- Confirming your Care Leaver or estranged student status outside of a general letter / email citing your eligibility to access the support available at the University.
- On-going advice/assistance to graduates who are not actively engaging in careers opportunities through GO Wales or the Swansea Employability Academic
- On-going advice/ assistance to students who graduated more than six months ago.
- The immediate management of serious incidents and emergencies. This is a responsibility of statutory services such as the Police and the NHS. CampusLife does not provide an immediate emergency response function, although staff are normally involved in responding to the aftermath of welfare or discipline related incidents involving students, providing advice and assistance to those affected.

Feedback

We value feedback from students, colleagues and other stakeholders. Good, bad or simply questioning, we value your opinions. Please help us to continuously improve our service by offering your comments and suggestions via email and responding to our requests for feedback via regular surveys and focus groups sessions.

We do not share the information you provide with any third parties and we protect it in accordance with the Data Protection Act.

If you would like to provide feedback on our service, please contact:

Alison Maguire
Manager – Money @CampusLife
Email: A.D.Maguire@Swansea.ac.uk

Contact us

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