**Statement of Service**

**Equalities @CampusLife**

**Vision**

Equalities@ CampusLife listens to, educates, and problem solves with students and staff on current EDI issues to cultivate an inclusive university environment.

**Mission**

Equalities@ CampusLife is an open and inclusive service to students, staff and support networks. Our mission is to advocate, educate and equip students and their support network in dealing with EDI issues safely and respectfully.

**Our Values**

CampusLife operates to a defined set of Core Values, and it is an expectation that our staff can 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**

The Equalities Service serves students and their support networks (staff, family & friends)

* A warm and friendly welcome to all who access our equalities services.
* Advice and guidance on matters of EDI via our Student Support Officer and website.
* An opportunity to participate in regular social and educational events.
* A calendar of talks and discussion groups to explore the EDI issues we are facing as a university and society.
* Up to date contact information about local resources and support services.
* Active involvement in issues of equality and social justice whilst challenging intolerance, prejudice and exclusivity.
* Starting September 2024 we will manage the Sanctuary Scholarship for Postgraduate Taught Masters.

**What you can expect**

* Informed, impartial, non-judgemental, and confidential support and guidance.
* CampusLife Reception and phone enquiries on 01792 602000 are available Monday - Thursday: 10:00am – 4:00pm and Friday: 10:00am – 12:00pm.
* Helpful and welcoming staff who update their knowledge and skills through professional development, attendance at relevant training events and by membership/accreditation of relevant professional bodies.
* Information, advice and guidance provided through:
  + - 1. A dedicated Equalities@ CampusLife email address: [**Equalities.CampusLife@Swansea.ac.uk**](mailto:Equalities.CampusLife@Swansea.ac.uk)**.** We endeavour to respond to all email enquiries within three working days.
      2. 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/>
* Where the staff member may be absent, an out of office message 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**

* It is our aim to foster independence, self-awareness and personal responsibility. In this context we expect students and staff to take active responsibility and appropriate actions to manage the issues and concerns on which they seek our assistance.
* That you treat our staff with respect in line with university regulations and codes of conduct.
* That you explain what your query is about and provide us with as much information as possible.
* That you are responsible in providing all necessary documentation in a timely fashion to enable us to respond to your enquiry.
* That you respond to any written, telephone or email request for information in a timely fashion.
* That you make us aware of any changes to your circumstances, including changes to your address and email contact details.
* That you attend appointments on time or inform us if you are going to be unavoidably late.
* That you engage with and act upon advice received.

**We do NOT**

* Impose views and beliefs on anyone.
* Favour one group over another.
* Take on individual cases.

**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.

The service is completely anonymous. We do not share the information you provide with any third parties without your consent, and we protect it in accordance with the Data Protection Act. The only exception to this would be if we considered you to be in danger of harming yourself or another person.

Amanda Williams

Manager – Faith, Community & Equalities @CampusLife

Email: [Amanda.C.Williams@Swansea.ac.uk](mailto:Amanda.C.Williams@Swansea.ac.uk)

**Contact Us**

Equalities @CampusLife / Cydraddoldebau @BywydCampws

CampusLife / BywydCampws

Student Services / Gwasanaethau Myfyrwyr

Swansea University / Prifysgol Abertawe

The Haven / Yr Hafan

Bay Campus / Campws Bae

Swansea / Abertawe

SA1 8EN

Email / E-bost: [Equalities.CampusLife@Swansea.ac.uk](mailto:Equalities.CampusLife@Swansea.ac.uk)

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