

Services, Information, Advice and Guidance to Students

Overview of Operational Model

January 2013

SIAGS

SIAGS covers Services, Information, Advice and Guidance to Students. The SIAGS project aims to standardise and improve access to these services provided.

Operational model

- The model is based on a 'One-Stop Shop' approach. It is intended that all student queries are directed to a first point of access which will be an '*Information Point*' (working title). The underpinning principle supporting this model is 'Single question, same answer' at all points.
- Information Points will deliver a range of services around providing information, administrative transactions, advice and referrals to specialist services for students.
- This first point of access can be compared to merging the functions of the Student Services Centre and the school office enquiry function. If a student query cannot be resolved at the first point of enquiry, it will be referred to a specialist service to progress.
 - There will be an Information Point positioned on the ground floor of University Place and at a series of other venues around the institution. The location and number of these is yet to be decided. It's possible they could be at every school office or at a fewer number of selected venues around the institution.
 - Specialist services fall into three categories:
 - Those currently provided by central units eg Counselling, DSO, Study Abroad etc . To support this model, many of the central specialist services will be delivered to students in University Place.
 - PSS staff in schools who provide students with more detailed information and advice connected to their particular course of study or school.
 - Independent or external providers including the Student Union.