

Services Provided		Info/Proc	attending	Grouping
Accommodation	Provide information on accommodation, type, costs, location Arrange adhoc visits to Halls of Residence Take payments for accommodation Dealing with accommodation problems Referral / booking with specialist advisor if necessary	I & P	Accom Off Sch SSC	1
Library queries	Pay library fines General information about using library services Report lost or damaged books	I & P	Library SSC Sch	1
Blackboard	Reporting BB problems Deal with general BB queries	I & P	IT SSC / Sch	1
English Language Support	Provide information on sources of support Provide information on links to other issues (mit circs etc) Book on courses	I & P	ELU SSC Sch	1
Student's Union Advice Service	Provide information on the services available Referral / booking with specialist advisor if necessary	I & P	SU SSC / Sch	1
IT Support	Report IT problems Dealing with queries about printing credits Top up print credits (if possible?)	I & P	SSC Sch	2
Disability Support	Provide information about Disability Support available Provide information about links to other issues Referral to specialist guidance if necessary	I & P	DSO Sch SSC	2
Mental Health	Provide information on sources of support Provide information on links to other issues (mit circs etc) Book appointment with counsellor Access quick referral system for urgent queries to counsellors	I & P	DSO Counselling Occ Health? SSC / Sch	2
Harrassment and Bullying	Provide information on sources of support Book appointment			
Student Id cards *	Provide information about ID cards Issuing/replacing ID Cards Deal with requests for access to buildings	P & I	SSC Sch	3
Study Abroad	Provide general study abroad information Provide information / book onto study abroad workshops / events Referral to study abroad unit if necessary	I & P	SA SSC Sch	3
Study Abroad inbound	General information on extra support for inbound placements Referral to study abroad unit if necessary	I & P	SA SSC / Sch	3
Tier 4 UKBA and International Advice	Provide general information on UKBA requirements / process Referral to PBS / IAT Team if necessary	I & P	PBS / IAT SSC/Sch	3
Careers	Provide information on what services are available including events Make an appointment with Careers advisor	I & P	Careers Sch / SSC	3
Registration *	Provide information on how to register Provide information on how to set up IT account Making payments for fees/accommodation Report problems with registration	I & P	SSC Sch	4
Student Funding *	Dealing with general finance queries Provide information about bursaries and eligibility Deal with enquiries about bursary, bridging fund etc Deal with stipend payment queries Set up payment schedules for fees/accommodation Referral / booking with specialist advisor if necessary	I & P	SSC Sch	4
Student Finance *	Provide information about student loans Deal with enquiries about status of student loan	I & P	SSC Sch	4
Programme Information	Provide general information on programmes available including structure Referral to programme specialist if necessary	I & P	SSC Sch	4
Student Letters and Correspondences *	Production of standard letters via CRM System Production of bespoke letters	P & I	SSC Sch	4
Course Unit Information	Provide information on course unit options Enrol / drop course units Referral to programme specialist if necessary Report issues with teaching / peer behaviour	P & I	SSC Sch TLO	5
Programme Changes (incl interruptions, repeat years)	Deal with requests for change in programme Information of changes on programme when returning Information on access to facilities while interrupting Advice on fees on interruption/repeat Provide information on accommodation costs Make payments or arrange refunds if necessary Referral to programme specialist if necessary	P & I	SSC Sch TLO	5
Coursework Submissions and Feedback	Provide information on the process for submissions and feedback Receive submissions of coursework Deal with feedback enquiries	P & I	SSC Sch	5
Seminars and Workshops	Provide general information on non-credited seminars/workshops Book on workshops	I & P	Sch SSC	5
Mitigating Circumstances (Review)	Provide information on process Provide advice on completing mitigating circumstances form Referral to specialist guidance if necessary (school, central or UMSU)	P & I	Sch SSC	5
Examinations	Provide information on how to access dates, times and locations of exams Report problems with exams (links to mit circs, counselling etc) Report incorrect data on exam timetable (update CU info etc) Provide information and take payment for resits	I & P	SSC Sch	6
Graduation	Provide general information on graduation	I & P	SSC	

	Provide information on dates etc Provide information on how to apply for gowns/photos etc Provide information on how to register for graduation Provide information on how to get graduation tickets for guests		Sch	6
Transcripts	Provide information on the process Deal with applications for transcripts Take payment for transcripts Provide unofficial transcripts	p	SSC Sch	6
Academic Malpractices	Provide information on process Provide information on sources of independent advice Referral / booking with specialist advisor if necessary	I & P	Sch Fac SSC	6
Appeals and Complaints	Provide information on process Provide information on sources of independent advice Provide information on Impact on visa/housing/sponsor Referral / booking with specialist advisor if necessary	I & P	Sch Fac SSC Union TLO	6
Open Days	Provide information on School/University Open Day Online booking system for Open Day (School) Arrange adhoc visits to the School/University	I		
Admissions	Handing out prospectuses Answering general enquiries on entry criteria	I		
Useful Information (leaflets, maps, buses etc.)	Providing information on University and Local services	I		
Staff Locations	Provide information on staff availability (schools) Provide information and direction on staff location and contact details	I		
Finding your way around	Provide information and directions for buildings / venues around campus	I		
Open Clusters	Provide information on open clusters including location, opening hours and availability	I		
Induction, and Welcome Events including orientation	Provide information on Welcome and orientation activities	I		
School and central website addresses	Provide website information	I		
Student Timetables	Information on how to access timetables	I		
Course Work and Assessment Schedules	Provide information on coursework and assessment schedules	I		
Thesis and Dissertation Submissions	Provide Information on thesis and dissertation submissions	I		
PASS / Peer Mentoring	Provide general information on PASS / Peer Mentoring Provide information on how to access service in schools Provide information on how to become a PASS leader / peer mentor	I		
Fieldwork	Provide general information on process Deal with enquiries on visa issues / risk assessments etc	I		
Lab work	Provide information on process / risk / equipment / health	I		
Ethics	Provide information on processes	I		
Sport	Provide information on processes	I		
Health and Safety (Occupational Health)	Provide General information on Health & Safety (Handbook) Provide information on Occ Health including facilities, opening times etc Provide information on links to other issues (mit circs etc) Referral to Occ Health if necessary Book appointment with nurse	I		
Emergencies	Provide information about 1st aiders Report incidents Request security support	I		

Industrial Placements

Course Unit Information - Unit Survey

Separate Programme change, interruptions, repeat year

Student representatives

Separate academic malpractice - plagiarism, collusion, misconduct