

The University of Sheffield
Student Services Department

Service Level Agreements for Student Services

Student Recruitment, Admissions and International Relations

Service Contact Point

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GUIDANCE ON STUDY OPPORTUNITIES

Location of Service: SSiD, Student Recruitment Service – Arts Tower

Description of Service

To provide advice, guidance and on-going assistance to prospective students and their advisers, from initial enquiry through to registration (at foundation, undergraduate and postgraduate levels).

Client Groups/Eligibility for Services

Prospective students and their advisers:-

- Parents/guardians.
- School and university staff.
- Sponsors.
- Careers offices.
- Agents.
- Education agencies.
- Government bodies.
- Visitors to the University.

Provider Responsibility

1. To produce quality university-wide promotional materials (printed and on-line).
2. To provide swift, accurate, comprehensive and courteous responses to all communications from client groups.
3. To pro-actively contact client groups.
4. To manage Ask Sheffield (web based FAQ System).
5. To liaise with academic departments and Central Services on behalf of client groups.
6. To provide opportunities for visits to the University.
7. To comply with the Disability Discrimination Act.
8. To comply with Diversity legislation.
9. To provide advice, guidance and information in accordance with the Students' Charter (post registration).
10. To attend recruitment fairs, university open days, schools to visits etc.

User Responsibility

1. To optimise the outcomes of any input from the provider.
2. Take advice from Student Services.
3. Keep contact details up-to-date.
4. Provide accurate information in a timely manner.

Availability of Service

On-line:

Ask Sheffield and prospectus requests- 24 Hours, 365 days of the year.

Office based:

9.00 am to 5.00 pm Monday to Friday throughout the year in the UK and Malaysia.

External representation:

- At various times and venues by attendance at UCAS, British Council and other external events, nationally and internationally.
- At agreed times with clients, including evenings and weekends, within the constraints of allocated resources.

Service Statistics/Outputs

Service Statistics

- Number of enquiries received including Ask Sheffield and prospectus requests.
- Number of applications received.
- Registration numbers at 1 December.
- Open day and campus tour attendance and customer satisfaction.
- Number of external recruitment events attended.
- Number of school visits undertaken.
- Number of enquiries received as a result of specific marketing campaigns.
- Proportion of applicants answered.
- Proportion of responses taking longer than 2 days.

Outputs:

- Undergraduate Prospectus.
- Postgraduate Prospectus.
- A range of marketing and promotional materials.
- Open Days.
- Campus Tours and group visits.
- Cycle of Student Communication.
- Ask Sheffield (web based FAQ system).
- Management Information.
- Annual Reports.

Service Measures

- Normally a maximum response time of two working days. At peak times this may increase, for example numbers of calls from applicants rise significantly before the start of term. The overall time taken to provide a complete response may be extended by the time taken to obtain information from internal sources.
- Percentage of enquirers using Ask Sheffield who continue contact.
- The number and nature of feedback received about the Service.
- Customer satisfaction surveys.

Dependencies

Academic departments and Central Services where information must be sought to provide a complete response.

Feedback and Monitoring

Prospective and current student satisfaction surveys.
Feedback received.

Benchmarking

Meeting the set service measures year round

WIDENING PARTICIPATION PROJECTS

Location of Service: Outreach and UK/EU Recruitment, The Arts Tower, Level 3

Description of Service

The University delivers a broad programme of outreach activities that aim to raise aspirations and attainment of young people, to encourage potential students from currently under-represented groups in higher education to consider progressing to degree level study.

The activities are developed and managed by the Outreach and Access Section of the Student Services Department. Some of the activities are delivered as collaborative projects with academic departments, or with external partners. The Admissions Section also endeavours to identify applications from currently under-represented groups, through, for example, the University Compact Scheme and other outreach programmes.

Client Groups/Eligibility for Services

Internal: Senior Managers, Academic Departments and other Professional Services.

External: Potential applicants, applicants, advisers, DCSF, BIS, HEFCE, Schools, Colleges, Careers Companies, Local Education Authorities, Aimhigher (national and regional), Learning and Skills Council, other HEIs.

Provider Responsibility

1. To develop and sustain a range of projects aimed at raising awareness of and aspirations to HE.
2. To deliver activities committed to in the University's Widening Participation Strategic Assessment.
3. To maximise external funding opportunities to further develop services offered and to ensure sustainability of activities.
4. To participate in regional and sub-regional steering and management groups, e.g. Aimhigher South Yorkshire.
5. To ensure Equal Opportunities in recruitment and provision of service
6. To ensure Child Protection/Safeguarding compliance and good practice in working with children and young people with respect to other health and safety issues for outreach activities managed by the Outreach and Access Section.

User Responsibility

Internal users: Contribute, as appropriate, to activities.

External users: E.g. teachers, should ensure that groups arrive on time and are prepared for the sessions they undertake. They are also expected to maintain discipline of participants and take overall responsibility for their welfare.

Availability of Service

Activities are delivered as flexibly as possible to accommodate the needs of the different stakeholders. They are delivered at various times of day including evenings, overnight and weekends as required at various times throughout the year.

Availability: Monday to Saturday, 9am to 5pm. (Please note that the majority of activities take place between 9am to 5pm Monday to Friday).

Service Statistics/Outputs

1. Participation statistics (activities delivered and number of participants involved).
2. Application and enrolment data from cohorts worked with.
3. Monitoring and evaluation reports for Aimhigher, HEFCE and other reports to external agencies (e.g. Yorkshire Universities, Office for Fair Access, Training and Development Agency).

Service Measures

1. Customer satisfaction surveys / feedback questionnaires.
2. Progression rates to the University of Sheffield and to other HEIs. (These can be used as an indicator but information is not always available due to the nature of some of the programmes we run).
3. Financial robustness of operations.
4. HEFCE Performance Indicators.

Dependencies

1. Support from academic departments and other Professional Services.
2. Continued external funding.
3. Continued support by government for policies.

Feedback and Monitoring

1. Monitoring forms are used with activities as appropriate. As much as possible, feedback is used to further develop / improve the activities we deliver.
2. Reports to Admissions & Outreach Sub Committee.
3. Many of the projects we deliver are externally funded either by HEFCE, Aimhigher or the Training and Development Agency. In such cases external monitoring reports are required on a quarterly/annual basis.

Benchmarking

The University is a member of the Russell Group Association for Widening Participation, which provides an informal mechanism for benchmarking activities / sharing information about what other universities are doing. There is no formal benchmarking involved.

Charges

Small charges may apply to schools or departments who wish to carry out projects in conjunction with the Student Services Department. However, in many cases activities are funded through core University funding or through externally generated funding.

STUDENT RECRUITMENT SUPPORT

Location of Service: The Arts Tower, Level 1

Description of Service

The Recruitment Support team in Student Services supports the University's student recruitment process through providing advice and guidance and coordinate projects relating to student recruitment matters to academic and central service departments.

The services include:

1. Customer relationship management during the student recruitment cycle.
2. Pro-active support to convert enquiries and applications into registrations.
3. Prospective student communications across the recruitment cycle.
4. Student recruitment projects and campaigns.
5. Management information to support student recruitment activity and monitoring.
6. Market insight/intelligence to support portfolio development and student recruitment.
7. Networking and support/development for staff involved in student recruitment and admissions across the University.

The services are designed to help improve quality of departmental marketing and recruitment performance and hence achieve the right mix and quantity of applicants, and to maximise the conversion rate from applicant to enrolment.

Client Groups/Eligibility for Services

Internal: Relevant staff in Professional Services, Academic Departments, Faculty contacts and UEB.

External: Prospective students (Enquirers, Applicants, Offer Holders, Imminent Arrivals) and their advisers (parents/guardians, schools, colleges and university staff, sponsors, career offices, placement agencies/agents, government bodies).

Provider Responsibility

1. Administer the CRM system and provide advice on its use.
2. Coordinate and support the new "Recruitment Matters" programme.
3. Provide a key point of contact for student recruitment matters for each Faculty.
4. Maintain student recruitment marketing guidance web pages to facilitate self help in Faculty/Department.
5. Provide market insight in specified areas.

User Responsibility

1. Refer to relevant guidance material and participate in the support programme activities.
2. Provide identified faculty staff to meet with relevant staff from Student Services to discuss the information provided, and the planning approach.
3. Offer additional intelligence based on insights from the relevant academic discipline/s.

Availability of Service

9:00 am to 5:00 pm Monday to Friday throughout the year

24/7 via the website and online services.

Training available as outlined in the online programme.

Service Statistics/Outputs

- Regularly reporting back to the Faculty on projects pending, underway and completed for their departments.
- Maintaining stakeholder lists Number of training sessions delivered and staff trained.
- Monthly website usage statistics using Google Analytics.
- Management information to UEB, Faculty and academic departments throughout the admissions cycle.
- Market analysis summaries.

- Multi-modal evaluation (e.g. by collection and provision of statistical data, market research, questionnaires, focus groups, website monitoring) of effectiveness and impact of student recruitment projects.

Service Measures

- Provide initial response to queries within 2 working days.
- 90% of outputs from projects achieve 'satisfactory' or above.
- Meeting timelines and within budget in 95% of projects.
- 90% of users agree that service has been of high standard and met objectives.
- Monitor application rates to departments which have used the service.
- Investigate and respond appropriately to issues relating to the CRM system.
- Respond to feedback and comments via the web site within 24 hours wherever possible.

Dependencies

- Buy in and input from Academic staff and other Professional Services.
- Identified core team from each faculty to work with each faculty-facing Recruitment Support Manager.
- Availability of data from external sources such as UCAS, HESA, ONS, JCQ.
- Cognos and the Corporate Data Model being fully operational.
- Market research agencies.
- Availability of resource for new training and support within the programme.
- Availability of resource for administration of the service.
- Staff in departments will engage with, and make use of, the services available.
- Feedback from target market.

Feedback and Monitoring

- Customer satisfaction on individual projects.
- Ad hoc feedback from customers.
- Feedback from departments/faculties as part of ongoing project and closure.
- Project log as tracker.
- Online feedback form.
- Feedback on individual support sessions.
- Regular focus groups with faculty representatives.
- Annual survey of service users (Survey Monkey).
- Ensure that all project managers report back to relevant project groups.
- Evaluation of effectiveness and impact of student recruitment marketing campaigns in support of student recruitment targets.

Benchmarking

Externally: collection and analysis of competitor university material and methods, syndicate research, analysis of competitor application/registration statistics.

Internally: year on year analysis of key performance indicators for relevant areas i.e. enquiry, application and registration numbers.

Contact Details

Each faculty will be provided with an identified, named contact with whom to liaise for student recruitment and related matters.

Charges

Budget allocation for campaigns will be agreed at faculty level. Budgets may be drawn from multiple departments in addition to Recruitment Support in order to deliver the planned strategy.

ADMISSIONS SERVICE

Location of Service: The Arts Tower, Level 2

Description of Service

Management of admissions procedures for full-time undergraduate applications, postgraduate applications and applications for non-standard programmes (e.g. Visiting, ERASMUS, Sheffield International College, CPD).

Client Groups/Key Stakeholders

1. Academic and Administrative Departments.
2. Faculties.
3. Admissions and Outreach Sub-Committee.
4. Prospective applicants and applicants.
5. Applicant advisers including schools, colleges and careers companies.

Provider Responsibility

1. Developing and refining the University's Admissions policies in relation to new student admissions.
2. Operating efficient and effective central admissions procedures in accordance with legislative requirements and nationally agreed good practice.
3. Providing effective online and paper-based application systems.
4. Monitoring adherence to University and UCAS regulations, rules and procedures.
5. Processing enquiries and applications from prospective students in line with the relevant rules and regulations.
6. Monitoring the processing and turn-round of applications by Academic Departments and supporting Departments with meeting annual admissions targets.
7. Provision and analysis of admissions management information to assist Academic Departments in meeting admissions targets.
8. Training and supporting staff in Academic Departments with admissions policies, procedures and good practice.
9. Developing and maintaining procedures for verifying the qualifications and fee status of applicants.
10. Managing Confirmation, Adjustment and Clearing activity for undergraduate admissions.
11. Responding to external and internal changes impacting on admissions, implementing new and effective systems and procedures as required.
12. Developing and maintaining policy and procedures for processing CRB Disclosures.

User Responsibility

1. Applicants and their advisers must provide true and accurate information.
2. Admissions Tutors and Secretaries should operate efficiently, observing UCAS rules and regulations and adhering to University regulations, policy and good practice.
3. Academic Departments should follow agreed centrally managed procedures, including those relating to the verification of applicants' qualifications (PGT and PGR) and the processing of CRB Enhanced Disclosures.

Availability of Service

09:00 to 17:00 Monday to Friday.

Service Statistics/Outputs

- Provision of Departmental, Faculty and University admissions statistics.
- Provision of management information to Academic Departments throughout the admissions cycle.
- Provision of accurate and timely applicant data to form the basis of the student record.
- Confirmation, Adjustment and Clearing data.
- Annual Report to Admissions and Outreach Sub-Committee.

Service Measures

Office turn-round times

Undergraduate applications

- One to two working days from receipt of applications to delivery to academic departments.
- 24-hour processing of decisions on receipt from Admissions Tutors (subject to volume at peak processing times).

Postgraduate applications

- Acknowledgement of receipt of online applications within one working day; two working days in other cases (subject to the volume of applications received at peak processing times).
- Three working days from receipt of applications to delivery to Academic Departments.
- Two working days for processing of decisions on receipt from Academic Departments (subject to the volume of decisions received at peak processing times).

Dependencies

- University's Corporate Information System being fully operational.
- UCAS systems being fully operational.
- Receipt of applications from clearing houses (e.g. GTTR, Law Society).
- University Data Library and Corporate Data Model being fully operational.
- Good admissions practice by Academic Departments as specified on the Admissions Service webpages, and as disseminated at training events.

Feedback and Monitoring

- Feedback from applicants and their advisers (schools, colleges, parents).
- Feedback from Academic Departments.
- Minutes of University committees, in particular Admissions and Outreach Sub-Committee, and members of the Senior Management Group.
- Admissions Tutors & Secretaries Forum/Co-ordinators Forum/Annual Review meetings (SIC, TILL)
- Appeals and Complaints Procedure for Applicants.
- Survey of new registered students.
- Minutes of, and information gathered from, meetings of the Admissions Practitioners' Group (APG) of the Academic Registrars Council (ARC), the Russell Group Admissions Officers Group and other national, regional and UCAS meetings.

Benchmarking

- Meeting the set service measures.
- Compliance with relevant legislation and good practice.

INTERNATIONAL RELATIONS OFFICE

Location of Service: The Arts Tower, Level 3

Description of Service

The International Relations Office (IRO) provides support for the development and maintenance of international partnerships and relationships in order to advance the University's international ambitions. Our key responsibilities are: supporting the development of the University's Internationalisation Strategy and its roll-out to Faculties and departments; the development of international collaborative provision and partnerships; management and support for international exchanges/mobility and; international business development.

Client Groups/Eligibility for Services

Internal: Relevant staff in Professional Services, Academic Departments, Faculty contacts, UEB and current students.

External: Prospective students and those from our partner institutions interested in Erasmus and Study Abroad Programme opportunities, partner institutions, prospective partners, UK, EU and international government bodies/agencies, corporate bodies.

Provider Responsibility

1. Support for business development/liaison visits
2. Provision of market insight/intelligence to support international engagement in teaching, research and service activities.
3. Maintenance of records of international relationships
4. Provision of international briefings
5. Support for outward and inward visits
6. Management of the Erasmus scheme (student and staff mobility) and Study Abroad Programme
7. Support for the development of collaborative teaching proposals through to approval
8. Management of International Faculty liaison
9. Providing support for departments with and/or directly negotiating and securing international contracts for supply of educational services
10. Co-ordination of University participation in the Worldwide Universities Network (subject to agreement)

User Responsibility

1. To refer to and follow relevant guidance material and engage with support activities
2. To seek advice and inputs from the IRO in good time
3. To respond to requests for information

Availability of Service

09.00 to 17.00, Monday to Friday.

Service Statistics/Outputs (dependent on Strategy)

- Regular reports to the International Affairs Steering Group on current and pipeline partnership and commercial / contractual activity
- Maintenance of data on active exchange agreements and students and staff participating in the schemes
- Maintenance of data on collaborative partnerships and international contracts
- International briefing reports
- Arranging inward/outward visits

Service Measures

- Number and value of international collaborative partnerships ('primary' and 'secondary')
- Numbers of students registered on collaborative programmes

- Number of students and staff participating in events and applications to the exchanges schemes received
- Number of exchange agreements where exchange quotas are met
- Numbers of inward/outward visits arranged
- Value of international business / contracts won
- Value of International Faculty to the University
- Others dependent on Strategy

Dependencies

- Approval of Internationalisation Strategy and clarity regarding objectives
- Buy in, support and input from academic and Professional Services staff
- Availability of budget and staff resource to support activities
- Effective communication with the International Faculty

Feedback and Monitoring

- Feedback from PVC International and International Advisory Steering Group
- Feedback from other client groups (may be obtained formally and informally)
- QAA Review (November 2012) to include collaborative provision
- Feedback from participating students and staff and from partner universities
- All contracts under the Erasmus scheme are subject to the approval from, and are monitored by, the British Council

Benchmarking

- Comparisons made with competitor universities (e.g. Exchange. TNE volume compared to other RG universities)
- QAA Code of Practice for Collaborative Provision

Academic and Learning Services

Service Contact Point

Ms Louise Woodcock, 5 Favell Road

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STUDENT REGISTRATION

Location of Service: Registry Services – Level 6 University House

Description of Service

- Registration of students at the University
- Collection of tuition fee payments
- Provision of advice and support to staff and students on issues related to registration and student tuition fees

Client Groups/Eligibility for Services

Students, academic departments, professional service departments

Provider Responsibility

1. To organise and manage the registration and collection of tuition fees for all students at the University
2. To liaise with appropriate services /departments in the University on subjects related to tuition fees and registration. For example:
 - With Planning and Governance Services in the annual revision of tuition fees
3. To provide a central point of contact/guidance for client groups on matters relating to student fees and registration
4. To provide appropriate information and copy for relevant publications and webpages
5. To liaise with and when necessary report to external organisations, including
 - The Student Loans Company
 - UK Borders Agency
6. To collect approve, record and store any necessary data and documents, including:
 - Financial documents for audit
 - Evidence of sponsorship
 - The University's data on the National HEI Course database
 - Immigration documentation

User Responsibility

1. To respond promptly to requests for comment or information
2. To follow published procedures
3. Staff : To use up-to-date information (e.g. when giving advice to students)
4. Students: To update their personal details and to check the record of their module choices

Availability of Service

0900-1700 Monday to Friday and at other times if published

Service Statistics/Outputs

- Production of relevant resources, publications and webpages
- Statistics on student registrations by key groups
- Statistics on student fee statuses
- Annual Schedule of University Fees
- Annual Registration Plan
- Contribution to the revision of General Regulations, when appropriate
- Contribution to Student Services Department Annual Report

Service Measures

- Routine enquiries from students and staff- a response is normally provided immediately or within 5 working days where investigation is required.
- Email enquiries from a University account will be dealt with within three working days, except leading up to and during the main registration event.
- Enquiries to the telephone helpline (including voicemails) will usually be answered within one working day, with the exception of the main registration event.

- Prepared records available for all eligible students who register at the scheduled time.
- Aim to register (within one hour) all students who complete the procedure and meet the requirements where a student attends in person at the scheduled time and within five working days when a form is submitted by post.

Dependencies

- Availability of relevant and up to date data and information
- Availability of university student systems

Feedback and Monitoring

- Annual consultative meeting with staff client groups
- Student Surveys

Benchmarking

Where appropriate comparison is made with other HEIs through professional networks such as AUA, ARC, AMOSSHE

Management of Examinations

Location of Service: Registry Services – Level 6 University House

Description of Service

To manage the conduct of all of the University's invigilated examinations under the Examination Regulations (except when an academic department chooses to conduct an examination on its own premises or for students of the Sheffield International College).

Client Groups/Eligibility for Services

Academic departments, students

Exclusions

Non-invigilated examinations or assessed coursework

Provider Responsibility

1. To arrange external accommodation, furniture and transport when examinations are conducted off-campus.
2. To manage securely the printing, storage and delivery of question papers to examination venues.
3. To manage the cost-effective purchase and secure storage of examination stationery and ancillary materials.
4. To produce examination timetables, using data from the student record, which incorporates the Add/Drop period in each semester.
5. To produce those documents required by the Chief Invigilators for the effective management of the examination halls.
6. To produce an Attendance List for each examination from the student record and to support anonymous marking.
7. To recruit, train and manage all invigilation staff.
8. To accept temporary custody of completed scripts pending their collection for marking by the teaching department.
9. To make appropriate alternative examination arrangements for students with additional support needs.
10. To make arrangements, where possible, for international students paying overseas fees to take re-sit examinations in their home country under appropriate supervision.
11. To process reassessment applications submitted online for undergraduate students who are not permitted to proceed after the first sitting.
12. To process reassessment applications submitted online for postgraduate students who require reassessment.
13. To collect, record and receipt re-assessment and late entry fees.
14. To manage the approval or prohibition of calculators and dictionaries or other ancillary materials for use in examinations.
15. To manage and provide reports on incidents taking place during examinations.
16. To provide reports to the Secretary of the Discipline Committee where breach of the Examination Regulations may result in a charge under the Discipline Regulations.

User Responsibility

To follow the Examination Regulations and published procedures.

Availability of Service

0900-1700 Monday-Friday

Extended service during examinations

Service Statistics/Outputs

- The proper conduct of the University's invigilated examinations as required by the Examinations Regulations in a supportive environment for candidates (Approximately 90,000 candidate events per year).
- Contribution to Student Services Department Annual Report.
- Survey of students (to be carried out periodically).

Service Measures

- Maximum occupancy of examination halls wherever possible.
- Draft examination timetables published in November/December for Autumn Semester and March/April for Spring Semester examinations and final versions at least three weeks before the main examination period commences.
- Re-sit examination timetables prepared within two weeks from the results for Spring Semester examinations being recorded in the CIS student record system.

Dependencies

- Accuracy and range of the student record of unit registrations when data is extracted for timetables and attendance lists.
- Response from academic departments (by a deadline normally set within two weeks) when asked to confirm the nature of the assessment process for each unit early in each session.
- Provision, by Portering Services, of University accommodation, furniture, transport and other support for the conduct of invigilated examinations at the required times.
- Provision of sufficient non-staffing budget to pay for Invigilators' fees, the hire of (some internal) and external examination accommodation and furniture when the internal provision is insufficient.
- CiCS – Facility CMIS Scheduling Software.

Feedback and Monitoring

- Two consultative meetings with the Chief Invigilators per year.
- Occasional consultative meetings with academic examinations officers.
- Liaison with Academic Support Team.
- Student Services Suggestion Scheme.
- SCA's recommendations.

Benchmarking

Comparisons of methods are made via networking involving AUA, ARC, AMoSSHE and mailbase lists such as admin-student and Facility CMS User Group.

STUDENT ADMINISTRATION

Location of Service: Taught Programmes Office
Student Conduct and Appeals Office (point 8 only under Provider Responsibility)

Description of Service

1. Implementation of University Regulations/Examination Conventions and associated student administration with regards to taught degree students, especially:
 - a. Award of qualifications and prizes
 - b. Student progress and progression monitoring
 - c. Complaints and appeals
2. Maintenance of accurate student records on the Corporate Information System (CIS).
3. Implementation of procedures and provision of relevant student information to the Student Loans Company (SLC), NHS Bursaries Unit (NHS), UK Border Agency (UKBA) and other sponsoring/similar agencies as required.
4. Verification of qualifications requested by University alumni and relevant external agencies.

Client Groups/Eligibility for Services

- Students registered for taught programmes of study.
- Students registered on research programmes of study (complaints and appeals only).
- Staff in academic departments.
- Staff in other professional service departments.
- Faculty officers/committees, senior University officers.
- The Senate and its committees.
- Staff in the Students' Union.
- External agencies, including SLC, NHS, UKBA.
- Former taught programme students (including in formerly affiliated colleges).

Provider Responsibility

1. Management of approval of changes to taught student status and maintenance of CIS to reflect all changes.
2. Notification to SLC, NHS, UKBA and other statutory/external agencies as required, of relevant changes to student status and progression/award recommendations.
3. Ensuring students have the correct ATAS clearance for specific programmes (in line with Foreign & Commonwealth Office requirements).
4. Administration of special Regulations and Faculty approval of non-standard applications for taught programmes.
5. Processing, management of approval and publication of examination results, including progression decisions.
6. Management of the award of University qualifications to all students registered for taught programmes, including administration related to University prizes/bursaries.
7. Verification of alumni qualifications and provision of transcripts (where assessments data has been archived), statements of award and replacement degree certificates.
8. Administration of University Regulations relating to Progress of Students, Fitness to Practise, Academic Appeals and (on behalf of the relevant Faculty) the Student Complaints Procedure (n.b. subsequent appeal stages are handled by the Student Conduct and Appeals Office). Includes complaints and academic appeals by research students.
9. Provision of individual student guidance (complementary to that provided by SSiD).
10. Provision of guidance to staff in academic departments and other professional service departments.
11. Provision of support to Faculty Officers, Pro-Vice-Chancellors (PVCs) and other senior University staff.

User Responsibility

Students should:

1. Follow Regulations and procedures as set out in the Academic Diary & Student Handbook and on the SSiD webpages.
2. Respond to requests from the Taught Programmes Office and Student Conduct and Appeals Office.
3. Ensure all University debts are settled by the relevant deadlines prior to completion of their award.

Staff in academic departments should:

1. Follow Regulations, Examination Conventions and procedures relating to student matters as set out in relevant sections of the Student Services website (see www.shef.ac.uk/ssd/atoz).
2. Ensure examination results, award and prize recommendations are submitted in the agreed format within relevant deadlines.
3. Respond to requests for information on students from the Taught Programmes Office and the Student Conduct and Appeals Office.

Availability of Service

0900-1700 Monday-Friday

Service Statistics/Outputs

- Daily audit report and monthly sample audit of maintenance activity on taught students' records on CIS.
- Annual statistical reports on student complaints, appeals, progress and fitness to practise, provided to Faculties and to the Senate and Council.
- Examination results reports; official University CIS record of award of qualifications.
- Student Administration Service annual review and planning exercise and periodic business process reviews.
- Contribution to Student Services Department Annual Report.

Service Measures

The following standards are audited periodically.

- Student change of status applications - normally one week (internal) and two week (SLC/NHS/UKBA notification) turn-round periods, except during peak periods of registration/examination results processing when normally two week (internal) and three week (for SLC/NHS/UKBA notification) turn-round periods.
- Processing and approval of results and awards - in accordance with agreed annual schedule of business for Faculties; by negotiated deadlines for Events Team (in line with timing of degree ceremonies).
- Publication of results and awards - in accordance with agreed annual schedule of business (normally once results have been approved by the relevant Faculty).
- Transcripts (from archived data) – normally up to six week turn-round period; replacement degree certificates – normally three week turn-round period; statements of award (School of Nursing & Midwifery only) – normally one week turn-round period.
- Complaints, appeals, progress, fitness to practise cases - normally acknowledged within one working day of receipt and progressed in accordance with relevant Regulations/ procedures.
- Other matters - the Taught Programmes Office will normally respond to a routine request for information/guidance within one working day and, where matters require further consideration/consultation, within five to ten working days.

Dependencies

- Provision of relevant and timely information from students, academic departments, other professional service departments, and other relevant enquirers/users.
- Timely response to requests made to Faculty Officers and PVCs.
- Decisions made by relevant Faculty and University committees (e.g. Learning and Teaching Committee).

- Availability of CIS and other relevant archived records.
- Provision of adequate and timely guidance from statutory/external agencies.

Feedback and Monitoring

- Surveys and focus groups of staff and students.
- Reports to relevant Faculty committees.
- Periodic meetings with Faculty Officers with responsibility for student matters.
- Data quality systems operated within the Taught Programmes Office.
- Evaluation weeks.
- Monitoring statistics based on sample audits relating to service measures.
- Informal feedback by correspondence.

Benchmarking

Service comparisons are made - and changes implemented where appropriate - via networking involving ARC, AUA, AMoSSHE, NUCCAT, SROC and mailbase lists such as admin-student.

STUDENT DISCIPLINE

Location of Service: Student Conduct and Appeals Office, 5 Favell Road

Description of Service

The administration and presentation of cases of misconduct by students as outlined in the University's Regulations as to the Discipline of Students.

Client Groups/Eligibility for Services

All members of the University

Exclusions

Does not include those elements of student discipline excluded in terms of the University's Discipline Regulations

Provider Responsibility

1. To provide advice and guidance on disciplinary matters to staff and students.
2. To assess and action reports of misconduct by any student, seeking advice for example from a Chairman of the Discipline Panel.
3. The administration of the Disciplinary Administrative Procedure, the Summary Procedure, the Discipline and Disciplinary Appeals Committees.
4. To inform colleagues with a legitimate interest in the case of its outcome.
5. To publish the decisions of any Committee, as the Committee determines
6. To maintain appropriate records.
7. To ensure that an appropriate number of staff from each Faculty offer to join the panel from which members of Committees are drawn.

User Responsibility

To follow the Discipline Regulations and published procedures

Availability of Service

0900-1700 Monday-Friday

Service Statistics/Outputs

- Records of caseload during the academic session and details recorded on CIS.
- Annual report to the Senate.
- Contribution to Student Services Department Annual Report.

Service Measures

Cases are completed within the timescales indicated by the University's Discipline Regulations.

Dependencies

- Prompt and complete reporting of misconduct.
- Availability of Committee Chairmen, members of Committee pool, including student members and witnesses to the misconduct.

Feedback and Monitoring

- Regular reports to senior University managers on current cases.
- Maintenance of cumulative statistics over 20 years.
- Annual Reports to the Senate.

Benchmarking

Comparisons of methods are made via networking involving AUA, ARC, AMoSSHE and OIA.

Student Support & Wellbeing

Service Contact Point

Ms Debora Green, Octagon Centre

Tel: 21266

Email: debora.green@sheffield.ac.uk

STUDENT SUPPORT

Location of Service: Student Support and Guidance, Level 6 University House

Description of Service

- Support, information and guidance, focussing particularly on under-represented student groups and the staff/people supporting them. These groups include, mature students, commuter students and student parents.
- Development and delivery of induction, transition and retention initiatives and support for students.
- Provision of critical support.

Client Groups/Eligibility for Services

- Current students, prospective students, graduands and recent graduates in need of information, advice or guidance
- Students from under-represented groups, including mature students, commuter students, student parents and looked after children
- Staff working with/for students
- Parents/ Carers
- Members of the Network (for Harassment and Bullying)

Provider Responsibility

1. Provide support to students, particularly those from under-represented groups (such as Mature Students, student parents, local students) and students in need of critical support.
Services include:
 - Mature and local student induction/orientation
 - The centrally managed peer mentoring scheme 'Sheffield Mentors'
 - The Critical Support service
 - Production and distribution of the Student Handbook
 - Harassment and Bullying Policy and Network
2. Promote the availability of relevant services, producing and updating publications and webpages where necessary.
3. Provide a central point of contact/guidance for parents/carers/staff in Academic and other Professional Service Departments on student support issues.
4. Provide training and support to colleagues in Academic and Professional Service Departments relating to student support. Includes supporting the supporters sessions.
5. Liaise with other services to promote co-ordinated provision for student support for example, the Students' Union Officers and staff.
6. Be aware of and respond to developments in national policy and legislation relating to service areas, for example, adult education policy, student maternity entitlements and harassment legislation. To advise the University (and relevant committees/groups, such as the Student Support Forum) accordingly.
7. Liaise and develop links with relevant external agencies as appropriate.

User Responsibility

- To read, retain and follow any information provided
- To seek advice on matters of concern in good time
- To respond to requests for comment or information
- To work within relevant University statements and policies

Availability of Service

0900 – 1700 Monday to Friday

Critical Support available at all times (through the control room)

Service Statistics/Outputs

- Production of relevant resources and webpages
- Statistics from section casework records/ databases
- Contribution to Student Services Department Annual Report
- Production of Student Handbook

Service Measures

- Review any publications annually and produce new ones if necessary.
- Update web pages, guidelines and other forms of information at least annually and more often if appropriate.
- Pass on relevant information to appropriate service/contact where necessary
- Answer telephone calls as soon as possible, using voicemail only when otherwise engaged or outside of officer hours. Respond to messages within one working day.
- Either respond to/deal with (e.g. forward) written correspondence (including e-mail) requiring response (e.g. requests or complaints) or send a holding letter within five working days.
- See students (or offer appointments) within 5 working days (appointments will not normally be made more than three working weeks in advance).
- Investigate and respond appropriately to complaints within University guidelines.

Dependencies

- Availability of relevant data and information.
- Volunteers /contributions from students and staff, where relevant.
- Users informing provider of issues.
- Information being passed on by other University staff and authorities, for example the University Control room.

Feedback and Monitoring

- Focus groups
- Student Satisfaction Survey (when conducted)
- Other relevant surveys, point of use feedback and questionnaires, e.g. Mature Students Survey, mentoring scheme questionnaire
- Evaluation of all events/ training sessions
- Regular contact with Students' Union Officers
- Feedback provided by volunteers

Benchmarking

- Where appropriate comparison is made with other HEIs, through professional networks such as AMOSSHE, AUA, events and individuals.
- Compliance with relevant legislation and good practice.
- External quality marks such as Mentoring and Befriending Foundation; Frank Buttle Trust.

FINANCIAL SUPPORT

Location of Service: Student Support and Guidance, Level 6 University House

Description of Service

Allocation, administration and policy of all financial support available from both Government and University provision (to encourage financial capability amongst our students)

Client Groups/Eligibility for Services

- All students and prospective students (according to eligibility criteria of funds).
- Staff working with/supporting students or applicants.
- Other stakeholders including parents/carers, donors, alumni.

Provider Responsibility

1. To ensure proper procedures are in place to facilitate fair and accurate allocation of funds in line with national and institutional guidelines.
2. To prioritise students who are disadvantaged and for whom Higher Education might otherwise be impossible or unsuccessful.
3. To provide and disseminate information, ensuring that guidelines are relevant, fair, comprehensive and transparent.
4. To offer guidance to individual applicants where the situation is either urgent or non-routine.
5. To be aware of relevant legislation and current developments in national policy relating to student funding and finance.
6. To liaise and work with internal staff to provide support and an efficient service.
7. To work within the regulations laid down by regulatory bodies and the Government, liaising with HEFCE and BIS where necessary.
8. To work within the regulations laid down by University Trusts and the Undergraduate Bursary Scheme.
9. To liaise with external agencies on relevant issues and represent the University at external events.
10. To facilitate and service the Financial Help Advisory Panel, reporting to University committees and management as appropriate.
11. To provide information and access to tools to enable students to assess their own needs.

User Responsibility

1. To read, retain and follow any communications provided (including e-mail), to deal with issues and provide information promptly and accurately.
2. To ensure that the CIS record is accurate.
3. To notify provider of any relevant issues relating to their situation.

Availability of Service

0900-1700 Monday-Friday

Service Statistics/Outputs

- Statistics from section casework records and from financial support web reports.
- Contribution to Student Services Department Annual Report.

Service Measures

- Process applications and make allocations within published deadlines.
- Update or produce new publications at least annually at the appropriate stage of the admissions process and for Intro Week at the latest.
- Update web pages, financial support guidelines and other forms of information at least annually and more often if appropriate when new information available.
- Deal with cases regarded as urgent (as defined by SSG) within 24 hours wherever possible.

- See students (or offer appointments) within five working days (appointments will not normally be made more than three working weeks in advance).
- Provide a response to written correspondence within five working days.
- Answer telephone calls as soon as possible, use voicemail only when otherwise engaged, responding to messages within one working day.
- Record, monitor, investigate and respond appropriately to complaints within University guidelines.
- Make returns to HEFCE as required.
- Make returns to OFFA as required.
- Satisfactory audits.

Dependencies

- Allocations of funding from external agencies and the Government.
- Sufficient funding from University-held Trust Funds and the Undergraduate Bursary Scheme.
- The availability of up-to-date and timely information from external agencies and the Government.
- The availability of accurate data.
- The availability of SSiD to distribute information, check returned applications promptly and efficiently.
- Finance Department issuing payment to students within five working days.
- Prospective home undergraduates consenting to share data via SLC.

Feedback and Monitoring

- Monitoring questions on Financial Support application forms.
- Student Satisfaction Survey.
- Reports to Financial Help Advisory Panel.
- Annual HEFCE Returns and Audits, internal audits, American loan audits.
- Evaluation Weeks.
- Student Services Suggestion Scheme.

Benchmarking

- Networking with other HEIs, through AMOSSHE mailbase etc.
- Audits.

Cost/Charges

Students to meet the cost of photocopying documentary evidence submitted as part of their financial support application.

INTERNATIONAL STUDENT SERVICES

Location of Service: Student Support and Guidance, Level 6 University House

Description of Service

Working towards making the University of Sheffield as attractive and effective a destination as possible for international students. Provision of information, advice and additional support for international students.

Client Groups/Eligibility for Services

- All students, prospective students, applicants and offer holders, graduands and recent graduates (within four months of course/programme completion) normally or previously resident outside the UK.
- Dependants of the above (non-immigration work).
- Staff working with/supporting students, applicants or offer holders.
- SIC students due to join the University of Sheffield within 4 months, plus other SIC students where the college pays an annual fee.

Exclusions

- Students on franchised and validated courses – should seek support from their own institution.
- Graduates now at other institutions – should seek support from current institution.
- Staff requiring support relating to their employment – should seek support from Human Resources.
- Some restricted services for students in breach of fee agreements.

Provider Responsibility

1. To enhance and support the academic and social experience of international students at the University of Sheffield.
2. To work within the laws and guidelines governing regulation of immigration advisers.
3. To represent additional support needs of international students to the University.
4. To act as a conduit from the University to International Students.
5. To work within the University's Code of Good Practice for International Students and the UKCISA Code of Ethics.
6. To work within a framework of cultural awareness, recognising the additional support needs of international students and their dependants.
7. To liaise with academic and other colleagues regarding implications of changes to FCO, Home Office and University Regulations.
8. To provide up-to-date, accurate pre- and post-arrival information regarding Home Office, FCO, University and other procedures and regulations through a range of publications.
9. To offer induction and other forms of orientation.
10. To liaise with Staff Development Unit regarding training for all categories of staff.
11. To offer individual advice to any clients whose case is not routine.
12. To facilitate closer contact with the local community and home students.
13. To work closely with the Students' Union Adviser and International Students' Officer, the University's International Office and other University departments as appropriate.
14. To facilitate and service the International Student Support Forum.
15. To liaise with Learning and Teaching Support on matters relating to the internationalisation of the University.

User Responsibility

1. To read, retain and follow information provided, including e-mail communications.
2. To deal with procedures in a timely manner.
3. To deal with documentation required in a timely manner.
4. To ensure that the CIS record is accurate.
5. To seek advice on matters of concern relating to procedural or cultural issues.

Availability of Service

0900-1700 Monday-Friday for routine services.

At all times for emergencies and critical support (through Control Room).

Service Statistics/Outputs

- Statistics from section casework records.
- Statistics of forms collected from SSiD.
- Contribution to Student Services Annual Report.

Service Measures

- Review or produce new publications at least annually.
- Review web pages and other forms of information as appropriate.
- Produce at least two international student newsletters annually.
- Update international student e-mail list at least three times a year and send out bulletins on a regular basis (weekly during semesters and fortnightly during vacation periods).
- Deal with cases regarded as urgent (as defined by SSG) within 24 hours wherever possible.
- See students (or offer appointments) within five working days (appointments will not normally be made more than three working weeks in advance).
- Provide initial response to written correspondence within five working days.
- Answer telephone calls as soon as possible, using voicemail only when otherwise engaged tone or outside office hours. Respond to messages within one working day.
- Investigate and respond appropriately to complaints within University guidelines.

Dependencies

- Availability of accurate data on international students and applicants.
- The availability of accurate information from CIS.
- The availability of up-to-date information from Home Office/FCO.
- Effective and timely communication from other departments re: new initiatives, changes to relevant procedures etc.

Feedback and Monitoring

- Evaluation sheets for orientation participants and new arrivals.
- Student Satisfaction Survey.
- Regular contact with Union of Students International Students Officer.
- Correspondence with students.
- Focus Groups.
- Evaluation weeks.
- Student Services Suggestion Scheme.
- Informal networking.

Benchmarking

Networking through UKCISA mailbase etc, including benchmarking against UKCISA Code of Ethics.

Cost/charges

Students to meet or contribute to costs of:-

- Applications for visas/Leave to Remain extensions
- Residential orientation programme
- Meet and Greet (Manchester Airport)
- "HOST" visits.

STUDENT SERVICES INFORMATION DESK (SSiD)

Location of Service: Student Support and Guidance, Students' Union Building

Description of Service

A "one-stop" information service, which aims to answer the majority of student enquiries from a single location across the student journey.

Client Groups/Eligibility for Services

Students at every stage of the student journey, all sections of Student Services, other staff working with/supporting students.

Provider Responsibility

1. To ensure that SSiD holds information required to answer a minimum of 85% of foreseeable enquiries from students.
2. To refer enquiries which it cannot satisfy to an alternative source of information in the University, the Union of Students or elsewhere.
3. To provide (directly or via web pages) all standard personal documents for students which can be produced from the student record e.g. Certificates of Student Status, Transcripts, Visa Renewal, Council Tax Certificate, collecting fees where appropriate.
4. To provide all standard forms and leaflets (directly or via web pages) relating to Student Services e.g. Change of Status, Add/Drop, Financial Help etc.
5. To issue and replace student U-Cards and collect the appropriate fee.
6. To receive and record students' self-certification of absence due to illness and advise academic departments accordingly.
7. To co-ordinate the maintenance of information available on the web pages for current students which appears under the SSiD banner.
8. To confirm student registration for the purpose of mortgage-style Student Loans and for other UK loan schemes.
9. To authorise short-term University loans when a student experiences delay in the arrival of funds or an unforeseen emergency.
10. To receive and log completed applications from students for Financial Support and forward to Financial Support Team on a daily basis.
11. To mark approved calculators and to confirm permission for international students to use dictionaries in examinations.
12. To respond to requests from external organisations (such as employment agencies and other HEIs) for confirmation of qualifications awarded and conferred.
13. To amend personal information on the student record.
14. To make bookings for visa extension appointments and provide appropriate guidance documents and forms.
15. To review, develop and update SSD web pages on a rolling basis.
16. To liaise with CiCS and other departments on appropriate links, ownership of information and co-ordination on web pages.

User Responsibility

To seek and provide information as required.

Availability of Service

0900-1700 Monday-Friday, except when the Union Building is closed.
(0830-1700 during examination periods).

Service Statistics / Outputs

- A daily log is maintained of the number and type of enquiry.
- Analysis of income for replacement U-cards and transcripts/certifying letters.
- Contribution to Student Services Department Annual Report.
- Log of individual requests for immigration certifying letters and transcripts.
- Log of faxes sent to external organisations.

Service Measures

- Review or produce new publications at least annually.
- Review web pages and other forms of information as appropriate.
- Deal with cases regarded as urgent (as defined by SSiD) within 24 hours wherever possible.
- Provide initial response to written correspondence within five working days.
- Answer telephone calls as soon as possible, using voicemail only when otherwise engaged tone or outside office hours. Respond to messages within one working day.
- Investigate and respond appropriately to complaints within University guidelines.
- 80% of documents produced by SSiD on same day request.
- 90% of documents produced by SSiD are available within a week of a request being made.
- 80% of Transcripts of Qualification produced in ten working days.
- 85% of Immigration Certifying Letters produced in five working days.
- 85% of email request responded to in two working days.
- 88% of Short Term Loans processed within two working days.

Dependencies

Co-operation of client groups in making information available and notifying SSiD of changes of practice.

Feedback and Monitoring

Student Satisfaction Survey

Occasional focus groups to clarify student need on selected topics.

Student Services Customer Suggestion Scheme online and at SSiD.

Benchmarking

Comparisons of methods are made via networking involving AUA, ARC, AMoSSHE and mailbase lists such as admin-student.

UNIVERSITY COUNSELLING SERVICE

Location of Service: University Counselling Service, 36 Wilkinson Street

Description of Service

The Service supports the University's overall mission by providing confidential counselling and related support programmes.

Client Groups/Eligibility for Services

- Registered student members of the University
- Students registered at Sheffield International College.
- Exceptionally, and if resources allow, the partner of an international student may be considered.
- Recent graduates of the University of Sheffield may also be considered, if resources allow.

Exclusions

- Students at other institutions on courses franchised or validated by the University of Sheffield.
- Distance Learning students.
- Students eligible to access counselling through their employment

Provider Responsibility

1. To support members of the University by:-
 - a. Providing a counselling response to those experiencing personal or academic difficulties;
 - b. Helping those individuals identify how they might further address their concerns;
 - c. Providing a range of services to assist individuals in this process:-
 - i. Counselling (generally of a short-term nature),
 - ii. Groups and workshops,
 - iii. Self-help resources,
 - iv. Referral to specialist services,
 - v. Information about other sources of help.
2. To contribute to the psychological/emotional well-being of the University by:-
 - a. Providing support, guidance and training to departments, staff and student groups (subject to resources);
 - b. Helping departments and student groups to identify other resources for training and development;
 - c. Participating in relevant committees and policy development groups.
3. To monitor and evaluate the work of the Service in order to:-
 - a. Inform the University about student mental health needs;
 - b. Contribute to enhancing the overall climate in which students function and learn;
 - c. Maintain high standards of service;
 - d. Ensure efficient use of resources;
 - e. Ensure that the service works within University strategy and policies.

User Responsibility

1. To note University policy on data protection and confidentiality.
2. To take responsibility for helping to facilitate the arrangement of appointments by:-
 - a. Offering flexibility with regard to appointment times;
 - b. Responding promptly to offers of appointments;
 - c. Keeping appointments and giving maximum notice if an appointment cannot be kept in compliance with the current Service policy on cancellation and non-attendance.

Availability of Service

During semesters:-

For pre-arranged appointments

09:00-17:00 Monday to Friday with evening opening on Thursdays until 20:00.

For enquiries and registrations

09:00-16:00 Monday to Friday and until 18:30 on Thursdays.

Vacation opening times will be posted on the Service website. Times will vary during vacations, when there may be short closures dependent upon staffing availability.

Service Statistics/Outputs

- Anonymised statistics of usage are published in the Service's Annual Report, which is widely distributed throughout the University.
- Contribution to the Student Services Department Annual Report.

Service Measures

- A first appointment will be offered as soon as possible after it is requested which at busy times is within 15 working days.
- During semesters there will be a drop-in service each day from Monday to Friday where students may have a brief meeting with a counsellor without prior booking.

Dependencies

- The resources and facilities necessary to maintain a service for students in line with the recommendations of the AUCC 'Guidelines for University and College Counselling Services' (2004) and the ethical requirements of counsellors' professional organisations.
- A coherent institutional approach to student mental health (as outlined in guidance from UUK and the Royal College of Psychiatrists and represented in the University's Student Mental Health Strategy).
- Support and co-operation from other University services, e.g. University Health Service, Student Advice Centre, Student Services, Disability and Dyslexia Support Service, Accommodation and Campus Services, Occupational Health, Human Resources etc.
- Appropriate referral in line with the guidelines, posted on the Service website at: www.shef.ac.uk/counselling/referral/.
- Support and co-operation from NHS psychological, psychotherapeutic and psychiatric services.

Feedback and Monitoring

- Clinical Outcome Routine Evaluation CORE PC.
- In-house evaluation surveys.
- Student Satisfaction Surveys.
- Student Services Department Suggestion Scheme.
- International Student Barometer

Benchmarking

- BACP Service Accreditation criteria.
- AUCC annual national survey.
- Ethical Framework for Good Practice in Counselling and Psychotherapy (BACP 2002; www.bacp.co.uk/printable/ethical_framework.html).
- AUCC / HUCS professional meetings, e-mail discussion lists and publication.
- AUCC 'Guidelines for University and College Counselling Services' (2004).
- CORE PC Benchmarking Appraisal facility.

UNIVERSITY HEALTH SERVICE

Location of Service: University Health Service

Description of Service

A general practice offering general medical services to the students of the University and, in some cases, their dependants. Liaison with the University where sickness affects academic work. Occupational Health Services to students, except where contracted out by the University.

Client Groups/Eligibility for Services

- Students.
- Students' dependants living within a specified practice boundary.
- Temporary residents.
- Overseas visitors.
- Staff requiring advice and vaccination for travel abroad on University business.
- Academic staff requiring advice and support in respect of student health issues.

Exclusions

- University staff are not eligible to register for NHS general medical services.
- Occupational health services are not available at the University Health Service for University staff. This service is provided by the University's Staff Occupational Health Service.
- Faculty of Medicine students, including Nursing and Midwifery students, are not eligible to consult the University Health Service for occupational health services (the University has a contract with the relevant hospital trusts to provide occupational health provision for these client groups).

Provider Responsibility

1. General medical services.
2. Nurse practitioner minor ailments clinics.
3. Travel health services.
4. Nursing care.
5. Eating disorders service.
6. Minor surgery.
7. Sexual health services, including contraceptive advice.
8. Occupational health services to students as appropriate, including travel abroad as part of their course of study.
9. Management of Notifiable Diseases outbreaks in conjunction with the Health Protection Agency.
10. Certification of student illness as appropriate.
11. Liaison with academic departments.
12. Liaison with the Counselling Service and the Disability and Dyslexia Support Service to support the health and wellbeing of students and provide a co-ordinated approach to mental health issues.
13. Attendance at Significant Case Review Meetings as requested by Student Support and Guidance or DDSS.
14. Utilise the UHS website to provide information and advice for students on a wide variety of health related issues and access to appointments etc.

Community Services:-

15. Physiotherapy
16. Health Visitor
17. Mental Health Worker
18. Midwifery services
19. Improve access to Psychological Therapies (IAPT)

Further details are set out within the University Health Service practice leaflet and within the University's Student Handbook.

User Responsibility

Users are expected to make appointments for all services unless there is urgent need.

Availability of Service

University Health Service

0845-1800	Monday-Thursday	(Semesters)
0845-1700	Fridays	(Semesters)
0845-1700	Monday-Friday	(Vacations)

Appointments

Appointments are available to registered patients 24 hours a day: on line, via the telephone or by speaking to a receptionist during opening hours.

An On-Call service is available for emergencies and urgent problems outside office hours. This is accessed directly by phoning the surgery number (0114 222 2100). At certain times (eg during night hours) your call will be answered by NHS Direct and passed to the General Practitioners' Out of Hours Collaborative if necessary.

Service Statistics/Outputs

- Annual Report to the Director of Student Services by the Medical Director (including statistics on student registrations).
- Annual Quality & Outcomes Framework (QOF) Report to Sheffield PCT.
- PMS contract review as requested by the PCT.
- Practice Development Plan.
- Business Continuity Plan.
- Departmental Plan for Student Services.
- Audit reports for chronic diseases as part of Clinical Governance.
- Quarterly NHS National GP Access Survey.
- Monthly Vaccine Report to the Prescription Pricing Authority.

Service Measures

Annual audits of:-

- New registrations.
- Appointments system, involving sampling/monitoring during a designated period.
- Non-attendance rates of appointments.
- Periodic audits of prevalence of certain diseases.
- Twice yearly audit of Significant Events (clinical and administrative).
- Periodic audits of prescribing. (Prescribing costs are audited by the Prescription Pricing Authority).
- Commitment to provide appointments for urgent cases on the same day.
- Commitment to honour requests for repeat prescriptions within 48 hours.
- Annual audit of complaints to Sheffield PCT.
- Annual administrative audits eg practice protocols, procedures.
- Staff monitoring for CPR, Hep B status, fire training, professional registration, visual display use, risk assessment.
- Annual Portable Appliance Testing.
- Annual building risk assessment.
- Annual calibration of equipment.

Feedback and Monitoring

- Student Satisfaction Survey.
- Student Services Suggestion Scheme.
- UHS Comments and Suggestions Scheme.
- NHS Complaints Procedure.

- Monthly 1:1 between the Assistant Director of Student Services and the Medical Director of the UHS.
- Quarterly review meetings with the Director of Student Services.
- Quarterly National GP Access Survey.
- Comments and Suggestions box in the waiting room.
- Patient View – UHS web page feedback for comments and suggestions about the Service.
- Patient Opinion – feedback from patients on experiences of secondary care – can be accessed via the University Health Service web pages.
- NHS Choices website.
- Email to health.service@sheffield.ac.uk – via UHS webpages.

Charges

- Prescription charges, payable at chemist/pharmacy.
- Charges are made for non-NHS services (eg medicals for Camp America, Sub Aqua, non-NHS vaccinations).
- Overseas visitors from countries without reciprocal health agreements with the UK may be charged.
- Occupational Health charges for vaccinations to staff.
- Insurance medicals and reports.
- Pre-employment medicals and reports.
- Yellow Fever Centre vaccine and administration charges.

DISABILITY AND DYSLEXIA SUPPORT SERVICE

Location of Service: The Hillsborough Centre, Alfred Denny Building

Description of Service

Provision of information, advice and additional support for disabled students, dyslexic students and students with additional support requirements with the aim of equalising access to education at the University of Sheffield (additional support requirements may relate to disability, such as a sensory or physical impairment, a medical or mental health condition, or a specific learning difficulty such as dyslexia. An additional support requirement may also relate to a temporary condition, such as a broken leg).

Client Groups/Eligibility for Services

- Students, including students on TILL programmes and prospective students of the University of Sheffield.
- Staff working with/supporting students.

Exclusions

- Dependants, parents/guardians, carers and support workers of the above.
- Graduates now at other institutions.
- Students on franchised and validated courses.
- Staff with disabilities seeking support relating to their work or incidental study.

Provider Responsibility

1. To work within the laws relating to disability.
2. To work towards HEFCE and QAA requirements and within HEFCE and QAA guidelines.
3. To work within the University's procedures and documentation in relation to disabled students, dyslexic students and students with additional support requirements (as set out in the University's Disability Statement) and to play a part in developing these procedures.
4. To enable and support disabled students, dyslexic students and students with additional support requirements at the University of Sheffield.
5. To work towards enabling the University of Sheffield to meet the requirements of its students in relation to disability, dyslexia and additional support.
6. To represent the requirements of students in relation to disability, dyslexia and additional support to the University.
7. To represent the University to disabled students, dyslexic students and students with additional support requirements.
8. To provide up-to-date, accurate information regarding additional support through a range of publications.
9. To ensure efficient operating systems are in place.
10. To liaise with and support all categories of staff on request, in relation to additional support of students, including keeping staff informed of recent developments.
11. To liaise with academic and other colleagues regarding the regulations and law in relation to disabled students, dyslexic students and students with additional support requirements.
12. To update and maintain the disability data on CIS.
13. To liaise with external agencies and funding bodies.
14. To offer advice to individuals within the client groups.
15. To work closely with the Union of Students Welfare Sabbatical Officer.
16. To attend, and provide information to University committees as required.
17. To ensure that the University is kept up-to-date on external developments which will affect the provision of the service

User Responsibility

1. To inform the University (through appropriate means) of additional support requirements in time for the provider to make preparations for academic and non-academic requirements.
2. To maintain contact with the provider until support is fully established.
3. To notify the provider of issues as appropriate.
4. To supply information required as soon as possible; to read, retain and follow information provided and to deal with documentation and other procedural matters in a timely manner.
5. To attend appointments promptly.
6. To ensure that CIS record is accurate.
7. To use additional finance (e.g. Disabled Students' Allowance or awards from University-administered funds) solely for the purpose for which it is intended.
8. To keep appropriate records of expenditure and produce these on request.

Availability of Service

0900-1700 Monday-Friday and at all times if related to incident support (through Control Room).

Cost/Charges

For students not eligible for Disabled Students' Allowance, or equivalent or for whom University administered funds are not available, reasonable costs may be met by a University fund managed by the Disability and Dyslexia Support Service. However, costs associated with some categories of support i.e. personal care support must be met by the Local Authority or by the student.

Service Statistics/Outputs

- University Disability Statement (which constitutes a comprehensive summary of current facilities and procedures).
- Statistics from section casework records.
- Statistics to HESA.

Service Measures

- Review or produce new documents at least annually.
- Update web pages and other forms of information at least annually and more often if appropriate.
- Update disabled student e-mail list at least three times a year and send out bulletins as appropriate.
- Deal with cases regarded as urgent within one working day wherever possible.
- See students (or offer appointments) within five working days (appointments will not normally be made more than three working weeks in advance).
- Respond to/deal with (e.g. forward) written correspondence (including e-mail) requiring response (e.g. requests or complaints) or send a holding letter within five working days.
- Answer telephone calls as soon as possible, use voicemail only when other systems would give a caller the engaged tone or outside office hours and respond to messages within one working day.
- Investigate and respond appropriately to complaints within University guidelines.

Dependencies

- Use of service by client groups.
- HEFCE disability mainstream funding.
- The continuing availability of Disabled Students' Allowances.
- Availability of accurate data on disabled students, dyslexic students and students with additional support requirements, the availability of accurate information on CIS and the maintenance and accuracy of the disability data returned to HESA.
- The availability of up-to-date and timely information from external agencies and the Government.
- Accessibility of the University's physical estate and of relevant services provided by other University departments (e.g. CiCs, Library).

Feedback and Monitoring

- Student Satisfaction Survey.
- Regular contact with Union of Students Welfare Sabbatical Officer.
- Feedback (Evaluation) sheet in the University's publication 'Information for Disabled Students, Dyslexic Students and Students with Additional Support Requirements'.
- Evaluation weeks.
- Correspondence and other communications.

Benchmarking

- Extent to which the University meets the HEFCE base-level provision requirements.
- Networking through National Association of Disability Practitioners (NADP), Action on Access, Aimhigher and mailbase dis-forum.

MULTIFAITH CHAPLAINCY SERVICE

Location of Service: Multifaith Chaplaincy Service

Description of Service

- Provision of pastoral, spiritual and religious care for students and staff
- Provision of specialist skills and knowledge relating to pastoral, spiritual and religious matters affecting students and staff at the University of Sheffield.

Client Groups/Eligibility for Services

- All students, prospective students and recent graduates, all staff.
- Relatives of the above as appropriate.

Exclusions

- Students on franchised and validated courses.
- Graduates now at other institutions.

Provider Responsibility

1. To work within the University's Statement on Religious Activities.
2. To provide pastoral support and spiritual counsel for students and staff.
3. To provide religious care, including opportunities for prayer and worship.
4. To work in collaboration with student and staff support networks.
5. To contribute to learning and teaching when requested.
6. To provide information and advice about faith communities and religious matters.
7. To monitor religious activity (including new religious movements) on campus.
8. To liaise with faith communities and local churches.

User Responsibility

1. To work within the University's Statement on Religious Activities.
2. To read and retain information provided (including e-mail communications).
3. To seek advice on matters of concern.

Availability of Service

0930-1700 Monday - Thursday

0930-1400 Friday, during the academic session for routine services

At all times if related to critical support / crisis intervention (through the Control Room)

Service Statistics/Outputs

- Contribution to Student Services Department Annual Report.
- Reports to relevant ecclesiastical authorities and external bodies.

Service Measures

- Update and produce new publications as appropriate.
- Update web pages and other forms of information at least annually.
- See students and staff (or offer appointments) within ten working days.
- Respond to/deal with (e.g. forward) written correspondence (including e-mail) requiring response (e.g. requests or complaints) or send a holding letter within five working days.
- Answer telephone calls as soon as possible, using voicemail only when other systems would give a caller an Engaged tone or outside office hours and respond to messages within one working day.

Dependencies

- Adequate staffing provision by relevant ecclesiastical authorities and external bodies.
- Availability of accurate information from faith communities and local churches.

Feedback and Monitoring

- Student Satisfaction Survey.
- Regular contact with Officers of the Union of Students.
- Regular contact with colleagues in Student Services.
- Regular contact with relevant ecclesiastical authorities.

Benchmarking

- Networking with other HE institutions.
- Networking with Churches' HE Liaison Group (CHELG) and denominational HE advisers.

English Language Teaching Service

Service Contact Point

Mr Richard Simpson, ELT Centre, 78 Hoyle Street

Tel: 21790

Email: r.a.simpson@shef.ac.uk

(PRE-SESSIONAL) ENGLISH LANGUAGE SUPPORT

Location of Service: English Language Teaching Centre

Description of Service

To develop the English language skills of pre-sessional international students in preparation for their proposed academic courses through programmes including:

1. Summer School
2. Academic English Preparation Courses

While also assessing students' levels of English, in terms of readiness to undertake an academic course through the University of Sheffield English Proficiency Test (USEPT).

Client Groups/Eligibility for Service

- International students holding conditional offers from this or in special circumstances another University.
- Students intending to make an application to this or another University.
- Students wishing to improve their proficiency in general or academic English and to study in a University environment.
- Sheffield International College (*Summer School only*)

Exclusions

- These courses are not designed for students whose first language is English.
- These courses are not suitable for students who have no prior knowledge of English. Entry requirements for the course are described in terms of students' current level of English (as measured by IELTS, TOEFL etc) and the target level set out in conditional offers for degree programmes.
- The USEPT is only available to students already at or intending to apply for a course at Sheffield University. (The test may be offered to non-University related candidates for a fee.)

Provider Responsibility

Pre-sessional Courses:

1. Provision of full-time tuition during specified periods, by qualified staff in academic and general English at varying and appropriate levels.
2. Provision of social programme to help students to integrate more fully.
3. Liaison with client departments and agencies on English language levels and needs of individual students.
4. Processing test results and communicating these, and estimated IELTS equivalent where required, to client departments and agencies.
5. Responding to enquiries from departments and agencies about English language entry levels, qualifications and study requirements.
6. Liaison with student accommodation providers.

USEPT:

1. Provision of assessment by qualified staff at regular, specified intervals.
2. Assessment of English language proficiency levels on entry and exit by means of comprehensive test battery.
3. Processing test results and communicating these, and estimated IELTS equivalent where required, to client departments and agencies.
4. Regular review and updating of the test battery.

User Responsibility

1. Students should attend classes and assessments punctually and regularly.
2. Students should submit all assigned work promptly or provide satisfactory explanations for non-submission.

3. Staff in academic departments should follow established guidelines in assessing students' readiness to enter their department. The guidelines are contained in Undergraduate and Graduate Prospectuses.

Availability of Service

Enquiries/Bookings: 0830–1700 Monday-Friday.

Summer School programme: 10 weeks from late June to mid-September*.

Academic English Preparation Course: Three terms of varying length, Autumn, Winter & Spring

USEPT assessments: at specified times throughout the year

Service Statistics/Output

- ELTC student records database maintained and updated routinely.
- Student progress monitored through observation, assignments and periodic assessments. Issues of note reported back routinely in staff meetings and, in urgent cases, immediately to relevant Director.
- Performance, including statistical reports, detailed in ELTC annual review and planning exercise and other periodic service reviews.
- Contribution to Student Services Department Annual Report

Service Measures

The following standards are audited twice a year:

- Responding to initial enquiries - within one working day.
- Processing student applications - within three working days.
- Marking of tests and reporting results to relevant stakeholders - within five working days.
- Initial response to request for information/guidance - within one working day.
 - Where matters require further consideration/consultation - within five working days.
- Initial response to suggestions and complaints - within one working day.
- Response to student and staff feedback – actioned and checked at regular academic management meetings.

Dependencies

- Provision of appropriate and timely information from students and departments.
- Timely payment of fees by sponsors.

Feedback and Monitoring

- Written course evaluations by students and staff.
- Staff meetings and written information updates for staff.
- Periodic observation of classes, assessments and assessment procedures
- Periodic scrutiny of assessment materials.

Benchmarking

- Service standards are maintained in line with English in Britain Accreditation Scheme criteria. The Scheme is administered by the British Council for BASELT.
- Service comparisons are made, and changes implemented where appropriate, through networking with ELT service providers in other institutions, and through information provided by BASELT and BALEAP.

Fees and Charges

Information on tuition fees and accommodation charges will be published in advance.

ENGLISH LANGUAGE SUPPORT SERVICES

Location of Service: English Language Teaching Centre

Description of Service

Part-time English Language Support Courses (ELS) and Departmental Language Support (DLS):

- To develop the English language skills of insessional students, primarily those whose first language is not English

Writing Advisory Service:

- To advise students on English language matters relating to the structure, style and linguistic accuracy of specific pieces of written work, i.e. short reports, assignments and sections of their dissertation or thesis.

Client Groups/Eligibility for Service

- Students already registered in an academic department of the University.
- Departmental tutors and advisors

Exclusions

- Sheffield International College students.
- AEPC students.
- The writing Advisory Service is not designed to provide basic study skills advice and guidance or proof-reading

Provider Responsibility

- Fair and even allocation of resources in response to demand
- Liaison with academic departments on English language levels, needs and requirements of individual students.
- Maintenance of student database

Writing Advisory Service:

- Provision of one-to-one writing advice and tuition, offered in one-hour “appointments”

Departmental Language Support:

- Effective organisation of the process of bidding for language support
- Provision of tailored language support by qualified and suitably experienced staff

English Language Support Courses:

- Provision of part time (1.5 hour classes in two 10 week blocks) English language tuition by qualified staff
- Additional online support (via WebCT) offered to enrolled students

User Responsibility

- Students should attend classes or appointments regularly and punctually.
- Students should inform ELTC promptly if they are unable to make an appointment or wish to discontinue their course.
- If a student does not attend an appointment and fails to notify the service, the student may be barred from the service for one month.

Departmental Language Support:

- Departments should nominate an academic or academic-related member of staff to act as Language Support Coordinator
- Language Support Coordinators should regularly communicate with their ELTC tutor(s), departmental colleagues and students.

Availability of Services

Enquiries: 08:30-17:00 Monday-Friday.

Writing Advisory Service:

Appointments held between 09:00 – 17:00 Monday- Friday

Only one appointment can be booked at a time

Departmental Language Support:

Bidding Process – April-May, for start of next academic year

Course Programmes: Autumn Semester and Spring Semester

English Language Support Courses:

Bookings: (on-line) from one month prior to Autumn and Spring Semesters

Course programme: Autumn Semester and Spring Semester (10 weeks per semester).

Service Statistics/Output

- ELTC student records database maintained and updated where necessary
- Issues of note reported back routinely in staff meetings and, in urgent cases, immediately to Director.
- Performance, including statistical reports, detailed in ELTC annual review and planning exercise and other periodic service reviews.
- Contribution to Student Services Department Annual Report.

Service Measures

The following standards are audited twice a year:

- Responding to initial enquiries - within one working day.
- Processing departmental bids – within the bid period April – May (DLS)
- Processing student applications – within the booking period
- Providing an appointment - within two weeks during the academic year, or three weeks during the summer period (WAS)
- Initial response to request for information/guidance - within one working day.
 - Where matters require further consideration/consultation - within five working days.
- Initial response to suggestions and complaints - within one working day.
- Response to student and staff feedback – actioned and checked at regular academic management meetings.

Dependencies

- Students' punctuality in attending classes / keeping appointments.
- Provision of appropriate and timely information from students and departments.
- Demand being kept within the limits of "reasonableness" for any student or department

Feedback and Monitoring

- Written course evaluations by students and staff.
- Staff meetings and written information updates for staff.
- Periodic observation of classes.
- Monitoring of tutors' appointment records

Benchmarking

- Service standards are maintained in line with English in Britain Accreditation Scheme criteria. The Scheme is administered by the British Council for BASELT.
- Service comparisons are made, and changes implemented where appropriate, through networking with ELT service providers in other institutions, and through information provided by BASELT and BALEAP.

MANAGEMENT ENGLISH: (INCLUDING PRE-MBA, PRE-MSC IN HRS, PRE-MASTERS IN LEISURE MANAGEMENT AND PRE-MSC IN MANAGEMENT)

Location of Service: English Language Teaching Centre

Description of Service

To develop the English language skills and background knowledge of pre-sessional international students in preparation for their proposed Masters courses. In doing so, to provide a service to the Management School, supporting them in attracting international students to the University. Additionally, to provide an English language course for students interested in studying in a University-located language centre. To give participants the language and cultural skills necessary to work in a global business environment and to extend their knowledge of general management.

Client Groups/Eligibility for Services

- Postgraduate and mature international students holding conditional offers from this or another university.
- Students intending to make an application to this or another university.
- Students wishing to improve their proficiency in Management English and to study in a university environment.
- Postgraduate delegates who have at least three years work experience, who have reached at least 600 in TOEIC or 4.5 in IELTS and who are sponsored by their company.

Exclusions

- This course is not designed for students whose first language is English. Normally students are required to possess a first degree. Work experience is an advantage.
- The course is not normally open to self-sponsoring students unless they are progressing onto a Masters programme.

Provider Responsibility

1. Provision of full-time (22 hours per week) tuition by qualified staff in Management English at varying and appropriate pre-sessional levels. For non pre- Masters students, additional tuition may be provided as agreed with sponsors/government organisations.
2. Assessment of English language proficiency levels on entry and exit by means of comprehensive test battery.
3. Access to the ELTC's social programme to help students to integrate more fully.
4. Liaison with client department on English language levels and needs of individual students.
5. Processing test results and communicating them to client department and agencies.
6. Provision of progress and final reports where agreed with sponsors/government organisations.
7. Liaison with student accommodation providers.

User Responsibility

1. Students should attend classes punctually and regularly. They should submit all assigned work promptly or provide satisfactory explanations for non-submission.
2. Staff in academic departments should follow established guidelines in assessing students' readiness to enter their department. The guidelines are contained in the Undergraduate and Graduate Prospectuses.

Availability of Service

Enquiries/bookings: 0830-1700 Monday-Friday.

Four academic terms of varying length: Autumn, Winter, Spring and Summer.

Service Statistics/Outputs

- Student records database maintained and updated routinely.
- Student progress monitored through observation, assignments and periodic assessments.
- Absenteeism to be noted by staff and reported to the Administrator.
- Performance, including statistical reports, detailed in the Student Services Department Annual Report.

Service Measures

- Responding to initial enquiries - within one working day.
- Processing student applications - within three working days.
- Marking of tests and reporting results to relevant stakeholders - within two working days.
- Other matters: initial response to request for information/guidance-within one working day.
- Where matters require further consideration/consultation - follow-up response within five working days.
- Initial response to suggestions and complaints - within 24 hours.
- Response to student and staff feedback - actioned and checked regularly.

Dependencies

- Provision of appropriate and timely information from students and departments.
- Timely payment of fees by sponsors.

Feedback and Monitoring

- Written course evaluations by students and staff.
- Staff meetings and written information updates for staff.
- Periodic observation of classes by the ELTC Director.
- Contribution to Student Services Annual Report.

Benchmarking

- Service standards are maintained in line with English in Britain Accreditation Scheme criteria. The scheme is administered by the British Council for English UK.
- Service comparisons are made, and changes implemented where appropriate, through networking with ELT service providers in other institutions, and through information provided by BASELT and BALEAP.

Fees and Charges

Information on tuition fees and accommodation charges will be published in advance. Where a tailored programme is agreed with a client company, a negotiated charge applies.

DYSLEXIA SUPPORT

Location of Service: English Language Teaching Centre

Description of Service

To provide advice and tuition for students with dyslexia. In doing so, to provide a service to academic departments, supporting their students in their studies. When requested, to provide training and advice to academic staff.

Client Groups/Eligibility for Services

- Registered students of the University who have been referred by a Disability Assessment Centre or the University Disability and Dyslexia Support Service and for whom funding has been agreed.
- Departmental tutors and advisors.

Exclusions

The service is not intended to provide basic study skills advice and guidance, which is more properly dealt with by academic departments.

Provider Responsibility

1. Provision of one-to-one or small group advice and tuition, offered in 50-minute "appointments".
2. Allocation of resources in line with allocated number of support hours per student and priority of student needs.
3. Maintenance of student records to maximise efficiency of service delivery.
4. Liaising with University departments and external agencies on needs and requirements of individual students.
5. First appointment offered within one month (during academic year) of needs assessment being received by ELTC.
6. Online screening for students who may then choose to seek formal assessment.
7. Online study skills resource for students with dyslexia.

User Responsibility

1. Students should attend appointments punctually. They should notify the service provider at least 48 hours in advance if unable to attend an appointment.
2. Students who do not attend an appointment and fail to notify the service provider should provide a satisfactory explanation for non-attendance before making a further appointment, or risk losing part of their allocation of hours.
3. Students who miss three consecutive sessions will be advised that their support has been discontinued, as it is unlikely the funding body will pay for missed sessions.

Availability of Service

Appointments held between 09.00- 17.00 Monday-Friday. Actual times offered within these hours depend on availability of students and tutors.

Service Statistics/Output

- Records relating to students receiving dyslexia support maintained and updated routinely.
- Issues of note reported back routinely in staff meetings and, in urgent cases, to ELTC Director.
- Performance, including statistical reports, detailed in ELTC annual review and planning exercise and other periodic service reviews.
- Contribution to Student Services Department Annual Report.

Service Measures

The following standards are audited three times a year:-

- Referral of student to support tutor on receipt of information from Student Support and Guidance – within 12 weeks (see Service 2.4.3).
- Initial response to suggestions and complaints – within one working day.
- Maintenance of tutor appointment records – within one working day after appointment.
- Response to student and staff feedback – actioned and checked at regular academic management meetings.

Dependencies

- Students' punctuality in keeping appointments, and their commitment to and active involvement in the support provided.
- Provision of accurate and timely information from students and Disability and Dyslexia Support Service.
- Provision of funding from external bodies (i.e. LEAs) or University.

Feedback and Monitoring

- Written evaluations by students and staff.
- Staff meetings and written information updates for staff.

Benchmarking

Service comparisons are made, and changes implemented where appropriate, through networking with dyslexia service providers in other institutions, and through information provided by other relevant agencies.

Careers Service

Service Contact Point

Mr Stephen Fish, 388 Glossop Road

Tel: 20907

Email: s.fish@shef.ac.uk

CAREERS AND EMPLOYABILITY SERVICES FOR STUDENTS

Location of Service: Careers Service, 388 Glossop Road

Description of Service

- Provision of information advice and guidance on careers via:
 - Individual careers sessions
 - Paper materials
 - The Careers Service webpages
- Delivery of a programme of talks, workshops and fairs – university wide and in individual academic departments
- Support in identifying and participating in a range of work experience opportunities, including part-time work in semesters, vacation work, internships and year out placements
- Provision of information about opportunities for graduate study, via briefing sheets, webpages and talks
- Provision for students to take part in practice psychometric tests
- Advice and support in how to participate in the Sheffield Graduate Award and Skills for Work Certificate and other related initiatives

Client Groups/Eligibility for Services

- Current students of the University of Sheffield.
- Those students who have gained a degree from the University or completed or followed a full-time or part-time degree course at the University within the last 3 years.
- Contract Research Staff employed by the University of Sheffield.
- Prospective students who have firmly accepted a place on a full-time University of Sheffield degree course.

Some materials, events and services will have a specific focus e.g. The Careers Service Guide is written primarily for penultimate year undergraduates.

Exclusions

- Students on courses offered by the University which are not part of a formal programme of study leading to a University of Sheffield degree or equivalent qualification.
- Students on courses franchised and validated by the University but delivered at another academic institution.
- Some sessions will only be of relevance to students in specific departments/faculties.
- When an event is over-subscribed, certain categories of prospective user (e.g. finalists) may have priority over others.

Provider Responsibility

1. Produce and maintain relevant and up-to-date resources and webpages
2. Provide a diverse programme of events which meets the identified needs of users
3. Produce appropriate publicity to ensure service users are aware of range of materials, services and events available to them.
4. Ensure every user is treated impartially and with confidentiality

User Responsibility

1. To recognise that signing up for a Careers Service arranged event represents a commitment to attend and, where appropriate, that refund of deposits will not be made except in reasonable circumstances (e.g. on proof of illness).
2. To notify the Careers Service if they are unable to attend an event/keep and appointment with appropriate notice wherever possible
3. When attending events, to conduct themselves in a manner which does not prevent other users from deriving benefit from the session.
4. To arrive punctually to events.

5. Academic staff should carry out any organisational tasks for departmental/faculty based events, as agreed with the Careers Service.

Availability of Service

Monday to Friday 9am – 5pm except Tuesday 11am -5pm

Some events are run after 5pm; a calendar of events is available on the Careers Service website.

Service Statistics/Outputs

- Production of relevant resources and webpages
- Regular review of materials
- Contribution to Student Services Department Annual Report

Service Measures

- Provision monitored at least annually by the Marketing and Publications Group of the Careers Service
- Numbers attending each session are recorded to provide a measure of each programme's attractiveness and effectiveness of publicity arrangements.
- Feedback collected on individual sessions to provide information on degree to which they meet users needs
- Computer advice is monitored at least annually by the Careers Service Information Team

Dependencies

- Availability of suitable rooms outside of the Careers Service building
- Availability of campus network for distribution of email messages to promote events
- Effective communication with Careers Liaison Officers in academic departments
- Programme provider organisations for updates, training and development of software used by the Careers Service
- Users providing feedback on services and events

Feedback and Monitoring

- Feedback questionnaires from events
- Focus Groups
- Student Barometer
- Periodic survey of individual careers guidance sessions
- Feedback from academic departments

Benchmarking

Where appropriate comparison is made with other HEIs through professional networks, such as AGCAS and the Russell Group universities

CAREERS SERVICE: SERVICES FOR STAFF

Location of Service: Careers Service, 388 Glossop Road

Description of Service

- To provide information and advice to University staff about supporting students with their career paths
- To facilitate liaison between University staff and employers, in order to develop new opportunities for students
- To gather, analyse and disseminate graduate employment destination statistics
- To provide graduate labour market information to students (including prospective students), staff and external organisations
- To provide support for academic staff on graduate recruitment matters, e.g. advice on writing references

Client Groups/Eligibility for Services

- Staff
- Employers and their representative organisations
- Current Students
- HESA (for Destination of Leavers from Higher Education (DLHE) survey)
- Prospective students
- External Organisation interested in destination data, including government agencies and other public bodies

Provider Responsibility

1. To provide information and advice to staff to help them support students in career planning
2. To provide advice to staff seeking to build relationships with employers and inform relevant staff of any employers interested in forging a link with the University
3. To provide accurate and comprehensive information about the graduate labour market to staff, students and external organisations (where appropriate)
4. To maintain up-to-date staff webpages with advice on topics such as the graduate labour market and to encourage staff to refer to them as necessary
5. To gather information in line with HESA recommendations and submit the completed survey within the timeframe specified by HESA.
6. Working within the terms of the Data Protection and Freedom of Information Act, to present and disseminate appropriate statistics and information generated from the DLHE survey.

User Responsibility

1. To refer to the section of the Careers Service webpages for staff for information, particularly in regards to destinations data and information on the graduate labour market
2. To maintain a high quality, professional relationship with employers with whom links are forged (staff)
3. To use information, such as destinations data, in a responsible manner; in particular, making sure that raw data is not transmitted to any third party without a detailed explanation of its context and significance

Availability of Service

- Monday to Friday, 9am-5pm - to speak with a member of staff or request specific information.
- Destinations data is available to password holders via the Careers Service webpages at all times.
- Careers Service webpages for staff are available at all times

Service Statistics/Outputs

Electronic data file with results of survey is sent to HESA annually in March/April. Careers Service generates reports and tables using the destination data. HESA has set dates when data is released.

- Destination data is presented by each academic department on Careers Service website. The site is updated annually in July.
- Official national data collated and published by HESA is provided in "Destinations of Leavers from Higher Education Institutions" (issued annually in September).
- Record of requests and written responses in regards to information on the graduate labour market.

Service Measures

- All information in relation to destinations data is gathered and processed according to HESA guidelines, deadlines and target response rates. Requests for destination information will normally be dealt with in 5 working days. If the request is complex, needing more time, then a date by which the information can be supplied will be agreed with the enquirer.
- Publication of destinations statistics adhere to a fixed annual timetable for publishing.
- Enquiries will receive an initial response within two working days. Completion of requests for information will depend on the quantity and complexity of the information required.

Dependencies

- Technical support for creation of student files, maintenance of data entry systems and the validation and submission of data files to HESA is supplied by CICS.
- In order to run the destinations survey, student contact data is supplied by CICS (from the student record) with additional information from the Development and Alumni Relations Office.
- Provision of information about the graduate labour market is reliant on information from external information providers.

Feedback and Monitoring

- Constant internal monitoring to track response rates and compliance with HESA guidelines and deadlines
- Informal feedback provided to Careers Service /Advisors from academic departments

Benchmarking

Benchmarking against data provided to HESA by other HEIs (published annually by HESA in "Destinations of Leavers from Higher Education Institutions").

Exclusions

- Information will be released only in accordance with the terms of the University's registration under the Data Protection Act.
- In certain cases, the Director of the Careers Service may exercise his/her discretion to decline to make information available to particular external enquirers.

CAREERS SERVICE: SERVICES FOR EMPLOYERS

Location of Service: Careers Service, 388 Glossop Road

Description of Service

Support for employers wishing to visit the University to recruit graduates; this includes vacancy handling, presentations, one-to-one sessions, interview facilities and recruitment fairs.

Client Groups/Eligibility for Services

- Facilities are available to all employers or agencies subject to stated exclusions.
- A charge is levied to all employers participating in these activities.
- Beneficiaries of presentations are student and graduate users of the Service.

Provider Responsibility

1. To ensure a high quality programme of employer led sessions
2. To provide appropriate advice to employers and to carry out all relevant administrative arrangements in connection with the presentation.
3. To ensure a member of Careers Service staff is in attendance at start of each event.

User Responsibility

1. To provide the Careers Service with all information requested to progress necessary administrative arrangements.
2. To ensure this information is supplied within a timeframe stated by the Careers Service.
3. To ensure employers supply appropriate representation on day of their visit.
4. To not ask the Careers Service to become involved in any actions that would discriminate against students on the basis of gender, age, sexual orientation, race or ethnic origin, disability, belief or religion.

Availability of Service

- Information and booking service available 9am-5pm, Monday to Friday.
- Arrangements for minor adjustments to these hours for interviewing purposes must be agreed in advance with the Careers Service.
- Information for employers available via the Careers Service website.

Service Statistics/Outputs

- Statistical information collated by Careers Service
- Recruitment fairs data collected for each fair and available on request.

Service Measures

- Staff respond to employer enquiries within five working days of initial contact.
- Employer attitudes to Careers Service monitored informally through routine contact and feedback questionnaires.
- Numbers of events, types of events and student numbers attending used in service programme planning.
- Numbers of employers targeting Sheffield for recruitment-based activities is monitored and used in annual planning and publicity reviews.

Dependencies

- Room and Parking Services for car-parking arrangements and hire of University accommodation outside of the Careers Service.
- AV Service for equipment required by employers using University accommodation.
- Students' Union for hire of Union accommodation, organising room layouts and provision of catering and equipment required by employers.
- ACS for provision of catering services.
- Octagon Centre Staff and facilities in connection with recruitment fairs

Feedback and Monitoring

- Employer feedback collected on one-to-one sessions and recruitment visits.
- Employers surveyed by Careers Service following an event.
- Student feedback collected via Annual Student Barometer.
- Recruitment fair feedback collected from employers and students.
- Feedback used to evaluate events and in Careers Service annual planning cycle.

Benchmarking

Attention is paid to programmes of presentations and related developments at comparable Careers Services.

Exclusions

We reserve the right to withhold this service from employers and agencies where we believe it would not be in the best interest of University of Sheffield students/graduates.