



Student Services

'Supporting Student Success'

iCentres

Statement of Service

Aim

To provide a first point of contact information service to all students, staff and visitors to our University;

To offer information relating to support services available to students, referring to specialist teams as appropriate;

To manage the submission of assignments in accordance with our Academic Regulations.

Objectives

- To provide a welcoming, helpful and prompt service in person or by telephone or by email;
- To deal with student queries as efficiently as possible, only referring to other specialist support services if necessary;
- To inform students of the range of services available to them and the ways in which they can access these;
- To provide relevant and up to date information, in a variety of formats, to students and staff;
- To provide high quality administrative support for specific activities such as the production of student and staff id cards;
- To work closely with other parts of our University to support student recruitment and retention.

We will:

- Provide a welcoming, prompt and non-judgemental frontline service during the hours of 8.30am to 5.00pm, Monday to Friday.
- Ensure that the service is delivered by staff who will help you in a courteous and professional manner;
- Provide information about our support services and how to access these;
- Only refer to other sources of information and advice if necessary;
- Provide new students will a Student ID card once they have registered for their course and replace within one working day any lost or damaged cards, taking payment where applicable;
- Provide confirmation letters such as Council Tax Exemptions, Confirmation of Student Status, Bank Account Letters, within two working days of the request;
- Ensure submitted assignments are available to academic staff within one working day of the submission date (within two working days at recognised peak periods);
- Provide an opportunity to give feedback and comments on our Service and make suggestions or recommendations for improvements.

We expect you to:

- Contact us if you have any difficulties registering for your course;
- Provide us with the relevant documentation or information to deal with your query;
- Submit your assignments in accordance with the Assessment regulations – this requires you to have the appropriate coversheet attached to your work and completed receipt at the point of submission;
- Make us aware in advance of any special needs you may have relating to the provision of alternative formats of information and other materials.

Contact details

icentre@anglia.ac.uk

www.anglia.ac.uk/icentres

Anglia Ruskin University - Policies and Procedures

We have a number of policies and procedures relating to data protection, confidentiality, dignity and respect at work and study. These policies can be accessed via My.Anglia www.anglia.ac.uk/myanglia.

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