



# iCentre Statement of Service

## Introduction

The iCentre provides a welcoming first point of contact to all students, staff and visitors to our University. We aim to answer the majority of enquiries direct from the iCentre, but if we are unable to help we will find someone who can. We offer outstanding support and high quality advice to students in order to empower them to make informed decisions, fulfil their potential and to be as successful as possible at our University. We offer a service that is provided in a fair and equitable way whilst respecting individuals' circumstances, personal requirements and decisions.

## Our staff

Our service is delivered by knowledgeable and helpful staff who will treat you with dignity, courtesy and respect. Our staff update their skills and knowledge through a continuous programme of staff development in order to provide an informed information service whether in person, by telephone, email or on social media. We have close links with all areas of our University so we are able to resolve most study related problems as quickly as possible.

## What you can expect from us?

- A welcoming and prompt and non-judgemental frontline service during the hours of 8.30am to 5.00pm, Monday to Friday. During teaching weeks we have extended opening hours of 8.30am to 6.30pm on Tuesdays and Thursdays.
- Our staff will always treat you in a helpful, courteous and professional manner.
- We will provide you with accurate information about our support services and how to access these, and only refer you to other sources of information and advice if necessary.
- Issue you with a Student ID card once you have registered for your course and replace any lost or damaged cards within one working day.
- Offer administrative support by producing confirmation letters such as council tax exemptions, confirmation of student status, bank account letters, within a maximum of three working days from your request.
- Ensure submitted assignments are available to our academic staff within two working days of the submission date.
- When requested, issue all our staff with a valid ID card.
- Provide you with an opportunity to give feedback and comment on our service or make suggestions or recommendations for improvements.
- Offer a front-line service for other University departments such as: Student Advice Service, Student Money Advice Service, UKVI Tier-4 Visa compliance, Right to Study and more.

## What we ask of you:

- 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 paper-based assignments in accordance with the assessment regulations - ensuring you have the appropriate coversheet and receipt attached to your work.
- Please let us know in advance of any special requirements you may have.
- Treat everyone politely and with respect.

## **How you will benefit from using our services:**

- You will be aware of the iCentres and how they can always act as a first point of contact for any queries you may have, ensuring your time with us is as stress-free as possible.
- You will be satisfied with the service you receive from the iCentres regardless of your reason for visiting.
- You will see the iCentre as an approachable, knowledgeable and friendly place where you can access up-to-date information or be referred to other services when necessary.
- You will always receive expert administrative support from us, including receiving your ID card, requested letters or general information and advice relating to your University life such as assignment submission, timetabling, finance and your personal University records.
- All staff will be confident that they will be able to collect their staff ID card from us and academic staff can expect assignments for marking within the agreed time frames.

## **Feedback and comments**

We greatly value your feedback as it helps us plan services and ensure that we continuously improve and meet your needs. When asked, please provide us with honest and constructive feedback on your experience of the service you have received.

## **Anglia Ruskin University's policies and procedures**

We have a number of policies and procedures relating to Data Protection, Confidentiality, and Dignity and Respect at Work and Study. These policies are available on request from [icentre@anglia.ac.uk](mailto:icentre@anglia.ac.uk)

Please contact us if you require these policies in an alternative format.

## **Our contact details**

Email: [icentre@anglia.ac.uk](mailto:icentre@anglia.ac.uk)

Visit: [anglia.ac.uk/icentre](http://anglia.ac.uk/icentre)

Telephone: **01245 68 6700**

Find us on [Facebook](#) and [Twitter](#)