

Aston Webb Student Hub: Service Charter

The Student Hub is committed to providing excellent service to students, staff, visitors and external partners. Our dedicated and professional teams work collaboratively to meet the needs of our diverse student community through training, continuous personal development and service development. Our aim is to put students at the heart of what we do and proactively review our integrated services based on feedback to enhance the student experience.

This charter outlines what you can expect when you access services in the Student Hub, how you can help us provide the best possible service and provide feedback to shape the services available.

Our Services

Careers Network provides students with tailored advice on how to begin making the most of opportunities on offer whilst studying at University including: how to start with career planning, finding relevant work experience, meeting with our extensive network of employers, as well as support for the application and interview process ready to secure your chosen career.

Registry acts as the definitive record keeper of students and of programmes and modules on behalf of the University. Its work underpins a student's academic career from post-registration through to graduation and supports academic and administrative staff in a number of areas including academic and student related Regulations and Codes of Practice and institutional and national quality matters.

Student Services consists of a range of teams that support our students to settle and stay at the University, and deal with problems that may affect their learning through professional advice and help.

Our Commitment to you

We aim to:

- Provide services that meet your needs
 - Keep you informed of our opening hours and any changes
 - Provide key information online so you can get help or understand how to access support from anywhere in the world
 - Offer a range of appointment times
 - Provide premises which respect your confidentiality and dignity
- Deliver a high quality service
 - Offer appropriate, reliable and timely information, advice and services

- Resolve the majority of enquiries at first point of contact
 - Refer specialist enquiries to the best-placed person to answer them
 - See you on time when you have an appointment
 - Be honest, clear and accurate
 - Act professionally and with integrity
 - Communicate clearly and courteously
 - Provide a consistent, transparent and equitable service
 - Provide you with information about waiting times (e.g. appointments/services)
 - Make improvements
 - Welcome any suggestions that will enhance the service we provide
 - Actively seek opportunities to improve service delivery
 - Listen to you, value your input and act on your feedback where appropriate
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How you can help us

To assist us in providing the best possible service, please ensure that you:

- View our Frequently Asked Questions (FAQs) at www.studenthelp.bham.ac.uk
 - Carry your student or staff identification card
 - Refrain from using abusive language and behaviour
 - Respect the safety and privacy of all other service users and our staff
 - Arrive for your appointment in good time and let us know at the earliest opportunity if you can no longer attend
 - Turn your mobile phone off before any appointment
 - Ensure that you leave the Student Hub shortly after being seen to ensure that others are able to make full use of the service
 - Keep the premises litter free
 - Feedback your views, so that we can keep improving our services
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Online Services

You can search our FAQs, access a range of services and contact us at

www.studenthelp.bham.ac.uk

The studenthelp website provides FAQs that may answer your query in part or in full. Each FAQ contains a contact form which will enable you to ask specific questions of a specialist service. When

you submit a contact form you will receive an onscreen and email notification, this will provide you with a service level notification identifying how long it will take to respond to your query or request.

We will keep you informed about how long it will take to provide you with a resolution to your query or request. You will be able to reply to these notifications with further information and comments.

We may not always be able to provide you with your desired outcome to a query or request but we will help identify the best course of action and signpost you to alternative sources of assistance whenever possible.

Visiting in person

The Student Information Team is the first point of contact for all services located in the Student Hub. Advisors are clearly identified by their name badges and will always respond as promptly as possible and in a professional manner.

Self-service kiosks will allow you to check-in for a pre-booked appointment or join a queue for a specific service. Queues will be monitored within the Student Hub and appropriate actions taken to minimise the time you need to wait to be seen.

If we are unable to resolve your query or fulfil your request at the first point of contact we will record this on your behalf and refer this to the best placed person and advise you of how and when you will next be contacted. You will be able to track the progress of your query or request in your contact history online at www.studenthelp.bham.ac.uk. Where possible we will provide you with online resources or further information to enable you to take further action.

The Student Hub adheres to the data protection principles outlined in the Data Protection Act 1998, and as such, certain decisions cannot be communicated to you in person or by phone, but only in writing.

Feedback

We value feedback about your experience of our service and the ways in which you believe we can improve the Student Hub. You can always provide feedback in person but we understand that you may want to do this anonymously. Our [Tell us what you think feedback survey](#) provides the opportunity for you to give us your honest thoughts at your convenience.

You are also encouraged to provide feedback about the FAQs online which will be reviewed by the relevant team and will inform continuous improvement of our FAQs.

All comments and suggestions will be reviewed upon receipt and will be considered by the Student Hub Continuous Improvement Group.

What to do if you are not satisfied with the service you have received

We understand that sometimes things do go wrong and we recognise the need for you to express your dissatisfaction when this happens as quickly and as satisfactorily as possible.

You are encouraged to speak to one of the members of the Student Information Team or Student Hub Manager in the first instance. If this is not appropriate or convenient, please complete our [online feedback survey](#) outlining any issues you wish to raise, providing your name and email address and specifying that you require a response. Alternatively, you can raise any issues in writing to the Student Hub Manager (details are provided on the last page of the [feedback survey](#)).

You will receive an initial response within 10 working days. You will then be notified of the outcome of the Student Hub Manager's investigation and actions taken or you will be invited to discuss this in person.

If you are unhappy with the outcome of the Student Hub Manager's investigation you are encouraged to follow the [University's Student Concerns and Complaints Procedure](#).
