

## Support Centres: Service delivery

Support Centre teams include staff on the front desk (Student Support Coordinators) and in the back office (Programme Administration) as well as their management teams. In addition to these teams, Placement and Timetabling staff will work in the Support Centres, as part of the Careers and Timetabling teams which are located in the Carrington building (as a hub and spoke structure). The services listed below will be delivered by these Support Centre teams, working collaboratively across front and back offices as well as with the Carrington teams, other specialist services and School academics and SDTLs.

### Activities we deliver

The following activities are delivered by support centre staff, either on their own or in conjunction with other services

#### Accreditation related activities

Providing data to CQSD (for NCTL, NHS, IAPT and other partners and accrediting institutions).

#### Admissions/ recruitment related activities

Support for non-standard Open day events, such as information evenings or events run outside the normal University Open day events, e.g. Charlie Waller Institute, IoE information evenings, etc.

#### Advice through the Student Support Coordinators on the following matters

The Student Support Coordinators are students' first port of call for any enquiries related to their University experience.

This advice will be delivered face-to-face, through the Helpdesk ESD system and telephone calls. Teams will advise on matters and re-route enquiries to specialist services for more complex enquiries, or to the programme administration team, if necessary. They will work closely with the Senior Tutor/ Personal Tutors/ other academic staff on individual student cases:

#### Services delivered by the Support Centres:

- Processing Extenuating Circumstances Forms (end to end service, including advice, submission and communicating outcomes);
- Support for module choice: management of this process and support for local taster events and information sessions;
- Delivering replacement student campus cards;
- Delivering school and departmental news/ events/ calls to action communications to students via the student portal and other channels;
- Processing suspensions and withdrawals;
- Programme transfers;
- Mode of study changes;

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- Support for SDTL/Senior Tutor with Student academic engagement and fitness to study & Fitness to practise cases;
- Non-standard Council tax, attendance letters and bank letters.

### Assessments

- Academic skills testing (pre-enrolment): arrange, distribute results and organise follow up actions;
- Attaching students to modules, ensuring that all students have correct credit value and appropriate modules;
- Managing coursework submission and hand back (hard copy and electronic), maintaining coursework calendars and Blackboard, liaising with module convenors. Recording 15-day turnaround time for marking;
- Support for in-class tests;
- Support for special arrangements for students with special needs for in-class tests and other assessments, including green stickers;
- Processing ethical clearance for projects;
- Exam / Resit organisation:  
for arrangements made by the Exams Office, checking these and providing administrative support as required;  
for non-standard and PGT exams (not organised by Exams Office), end to end service, including organising rooms, timetabling, etc.
- Organisation of invigilators for in-class tests;
- Support for External Examiners process, including appointing or renewing arrangements, connecting to Blackboard, ensuring scripts are sent to examiners;
- Preparing exam question papers (including re-formatting and submitting to Exam Office);
- Preparing exam contact information lists for module convenors;
- Processing exam scripts, from return, marking, moderation and providing to Exam Boards.; storing and archiving these scripts as required;
- Record absences for exams and return to Exams Office;
- Marks input and administration; maintaining accuracy and completeness of assessment records for UG and PGT;
- Input and administration of award / classification (working with Exams office);
- Support for graduation prizes working with Executive Support teams;
- Input and verification of information for Diploma supplements.

### Careers and Placements:

Placement officers will provide support for employability activities and placements working with the Carrington Careers teams:

- Organisation and management of the placement process including student support and communication on location;
- Arrange DBS checks for students on placements;
- Arrange H&S risk assessments for the placement activity.

### Committee support:

This includes setting dates, logistical arrangements, sending papers and taking minutes for:

- Programme Examiners' meetings (includes preparing exam scripts and marks information, etc);
- Boards of Study ;

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- School Boards for Teaching and Learning (including support for peer review);
- SSLCs;
- Provide action only minutes for non-standard committees related to T&L activities.

Working with CQSD to provide information on T&L committees which relate to programme management (programme changes, timetabling deadlines, special cases and other), to ensure that changes or deadlines are known and actioned where necessary.

### **Disability:**

Appointing Disability Reps within each Centre, to work with the DAS and Schools to manage reasonable adjustments.

### **Enrolment:**

- Approval and processing of credit exemption for currently registered students including exchange credit and RPL modules, updating records as required, working with the Student Records team;
- Enrolment activities for new and continuing students (including suspended students);
- Managing optional module changes (including requirement checks, timetabling);
- Updating expected end dates and other data checks for part-time modular programmes;
- Ensure module credit value and appropriate modules are recorded;
- Ensuring student files and personal records are accurate, working with Student Records;
- Processing suspensions, withdrawals, course or programme transfers, and modes of study.

### **Fees:**

- Process modular fees for individual students via RISIS;
- Non-standard tuition fee billing (IoE, CWI, etc).

### **Immigration**

Support for Immigration compliance for Tier 4 students (monitoring points of contact and reporting).

### **Management information**

Responding to Student Records, SIS, PSO and CQSD requests for data entry, quality checks and data cleansing in preparation for HESA, HESES and Unistats.

### **Teaching Support:**

- Support for Year 1 and PGT inductions and Welcome week;
- Attendance sheets from RISIS: print, distribute, collate, monitor attendance and engage with absentees or students with poor attendance;
- Blackboard-related activities: setting up assessment submission points and standard structures in Blackboard and sync with Turnitin;
- Ensuring compliance in partnership with CQSD and keeping up-to-date with information and changes from CQSD, providing feedback as required;
- Managing the course administration cycle: dates for publication of module results, awards, module registration, etc;
- Managing email groups for generic programme emails;
- Support for week 6 activities;

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- Support for Field Trip organisers e.g. collating documentation submitted by students;
- Module diets: work with Programme Directors to update diets and input into RISIS;
- Personal Tutor - updating records on RISIS, including staff leaving the University and changes to Tutor;
- Personal Tutors: make them aware of tutees;
- Producing Programme Handbooks (electronic on BB) and other learning materials for students;
- Receive information from CQSD about new courses, modules and changes;
- Maintaining tracking spreadsheets as required (if not on RISIS) to monitor attendance, standards, placements, etc;
- Non award programme administration (e.g. SKE).

#### **Timetabling (Hub Timetablers):**

- Sending out and processing of the data returns, which contain information on the specific modules and requirements for the next academic year;
- Managing the Tutorial group stragglers for all parts after the initial allocation by the Senior Timetabling officers;
- Actioning requests from academics to change slots and providing advice on timetable and clashes;
- Engaging with module convenors on timetabling requirements for their modules;
- Resolving clashes and individual problems - this involves sending out clash lists to the Senior Programme Administrator;
- Checking the timetable to ensure events have the correct sized rooms and resolving room clashes.

#### **Activities not included in our remit:**

- Lecture notes will not be printed out, but will be available on Blackboard (normally uploaded by Module Convenors);
- Noticeboards: Notices should be posted either on Blackboard or on Me@Reading (depending on content), rather than on physical noticeboards;
- 15 day turnaround: We will monitor return times for the 15 day turnaround time and provide feedback to school management. However we do not send email reminders to academic staff to remind them of their coursework deadlines as they should be aware of existing agreements within their own schools, and this may depend on the type of submission;
- Financial transactions and purchases (typically this would be arranged by Executive Support for School funds);
- Administrative support for Academics: previous PA type support for SDTLs and other academic officers should be arranged through Executive Support teams. We may be able to provide ad-hoc support to specific projects if this is possible in terms of resourcing. New projects and requirement for specialist support by the programme admin team would have to be discussed and negotiated, in terms of the T&L benefits of these projects, and the support available for these projects.