

PARTNERSHIP AGREEMENT

Graduate School

1. Objective

This document outlines the terms under which services are delivered by the Graduate School. **It should be read in conjunction with our service statement**, which outlines the services we provide, as approved by the University Executive Board.

2. Period of the agreement

This document covers the period 1 August 2017 to 31 July 2018. Towards the end of this period we will review and revise it as necessary.

3. Who we are and what we do

The Graduate School is the hub for postgraduate research activity, providing support for doctoral students and staff across the University.

We provide services to the following groups:

Doctoral students, Doctoral studentship applicants, School-based staff involved in PGR student supervision and support, Function-based staff involved in PGR student admission and support, UEB and its individual members.

For further detail on the services we provide to various user groups across the University, **please see our service statement**, which sets out our services.

4. How to access our service

Our services can generally be accessed as follows. **Please see our service statement** for any variations for specific services or user groups.

a. When we're available

The Graduate School Office is normally open between 9am and 5pm Mondays to Thursdays and between 9am and 4pm on Fridays.

The Doctoral Research Office is normally open between 9 am and 5pm Mondays to Fridays.

The PGR School Support Team reception desk is normally open between 9am and 5pm Mondays to Fridays.

Individual staff based within the above offices may be available by telephone outside of these hours.

The Doctoral Examinations Officer is normally available between 9am and 5pm Mondays to Fridays.

Other members of the Graduate School staff are available during their normal working hours.

b. How to contact us

Staff can be contacted by email, telephone or in person as appropriate.

c. Who to contact

The Graduate School Office primarily deals with queries about the RRDP training programme, queries about networking and social events and other initiatives run by the Graduate School, and queries about the building, use of rooms, and facilities.

The PGR School Support team staff are normally the first point of contact for PGR students who have queries relating to their studies. In some instances, depending on the nature of the query, students may be directed to the Doctoral Research Office (DRO). The DRO Office should be the first point of contact, however, for queries relating to Immigration and Tier 4 regulations.

The Heads of the DRO (Katie Saxelby-Smith and Cat Hale) can be contacted directly in relation to major concerns about student progress and / or well-being (including potential cases of Academic Engagement and Fitness to Study), and J-es.

Joanna John is normally the first point of contact for matters relating to studentships, including University International studentships, Studentship adverts and Offer letters. She should also be contacted for information about the SPRINT women's development programme.

The Doctoral Examinations Officer (Sean Semple) is the first point of contact for queries relating to Doctoral and MPhil examinations.

The Associate Directors of PGR Studies (Emma Minns and Pam Stuart) can be contacted for queries relating to PGR Student Representation, RRDP, Preparing to Teach, PGR Leadership Programme, PhD Plus, English Language Support, the Annual Doctoral Conference, Fairbrother lecture and other networking events.

The PGR Recruitment and Marketing Officer (Jon Lloyd) can be contacted for matters relating to marketing and promotion of PGR provision.

The Director of Graduate School Services (Elena Bedisti) is normally the first point of contact for matters relating to AHRC / ESRC studentships, University strategic Home/EU studentship funding, governance, policy & procedures, and the Forum for PGRS Directors.

The Dean of PGR Studies (Dianne Berry) can be contacted directly in relation to Recruitment and target setting, Doctoral Training Partnerships (particularly new bids, and financial support from the University), GTAs, Examination arrangements approvals, Partnerships / Joint programmes, and Special cases for admissions.

d. Who can request our services

PGR Students and School staff can request our services directly. We are happy to work with, and provide information and advice to, relevant service functions where appropriate.

5. Our commitment to service users

In delivering our services, we commit to the following principles and practices:

We will:

- Be welcoming, approachable, attentive and helpful
- Demonstrate empathy, courtesy and respect
- Use our knowledge, experience and expertise to provide a high quality service
- Provide timely responses to requests, providing clear and accurate information

- Provide our services in an equitable and inclusive manner, and treat users fairly and in compliance with policies and procedures
- Work collaboratively with our colleagues across campus to enhance the service experience
- Deliver our services in an accessible, safe and well-maintained environment
- Review our services regularly and respond positively to constructive feedback from our users.

6. What we need from our service users

In order to deliver an effective service, we require our service users to do the following:

- Treat our staff with courtesy and respect
- Where possible, give us sufficient notice so that we can take sufficient time to provide accurate, informative and helpful responses to requests
- Respond to requests for information in line with provided deadlines
- Provide constructive feedback on our services, as outlined below.

7. Service limitations and dependencies

The following factors may affect the service we can provide to users:

Timely provision of our services may be affected at times by staff absences and / or by IT and systems issues, such as loss of access to email or RISIS.

8. Managing our service

The Dean of Postgraduate Research Studies (Professor Dianne Berry) is responsible for managing the overall service.

9. Reporting and resolving problems with our service

Users experiencing problems with services provided by the PGR School Support Team or the Doctoral Research Office should contact the Heads of the Doctoral Research Office (Katie Saxelby-Smith and Cat Hale). Users experiencing problems with any other services provided by the Graduate School should contact the Dean of Postgraduate Research Studies (Professor Dianne Berry).

10. Providing feedback on our service

We welcome constructive feedback on our services. Compliments and complaints, and suggestions for additions and improvements to the services provided by the PGR School Support Team or the Doctoral Research Office should be sent to the Heads of the Doctoral Research Office (Katie Saxelby-Smith and Cat Hale). Any comments on our other services should be sent to the Dean of Postgraduate Research Studies (Professor Dianne Berry).

Periodically, we may request this information as part of the on-going review of our services and their provision.

Revised: August 2017.