

Statement of Service

Mission

The Money@CampusLife office provides information, advice and guidance to potential and enrolled students on all financial queries. As part of CampusLife (previously Student Support Services), Money@CampusLife supports University aims in respect of recruitment, widening participation, retention and progression, and is **committed to students achieving their full potential and enhancing their student experience.**

Our Vision

Our vision is for every student in Higher Education to have access to the support offered by Money@CampusLife so that fewer students have their education compromised by financial difficulties. We will do this by:

1. Contributing to Swansea University's mission to provide *an outstanding student experience* by working in partnership with academic departments, other central services and the Students' Union *to offer a professional, quality and accessible service.*
2. Striving to become a leading model of innovative approaches for student-centered initiatives as we grow to meet the expanding needs of our richly diverse student body.
3. Regularly evaluating the views of students who have used the service to increase our awareness of students' needs and to monitor the overall effectiveness of the service provided.
4. Enhancing staff knowledge, skills and abilities through a dedicated commitment to CPD.

Our Values

Our vision is for every student in Higher Education to have access to the support offered by Money@CampusLife so that fewer students have their education compromised by financial difficulties. Guiding this vision is a set of departmental values, which complement the values of the institution:

Excellence & Innovation: We are a professionally skilled team who develop and deliver innovative, high quality, student focused services to support individual students' learning, aspirations and potential. To promote this, we support the development and wellbeing of our staff and encourage creativity and innovation in the workplace.

Diversity, Inclusivity and Respect: We are a diverse group of individuals who work to support all students, to break down perceived barriers and to promote a strong community ethos based on dignity, respect and fairness. We actively support widening access and community cohesion.

Honesty & Integrity: Our primary concern is the best interests of students. We provide information on available options and offer confidential advice and guidance within appropriate professional boundaries to support autonomous decision making. Our decision making processes are open and transparent.

Partnership & Teamwork: We work as one team, within appropriate boundaries of confidentiality, with students, other University Professional Services, Colleges, the Students' Union, partner institutions and external agencies to ensure a holistic approach to the delivery of an excellent experience for every student.

Sustainability: We stand alongside students, providing the individual support that is needed to encourage and enable them to support themselves as global citizens and contribute to a sustainable future. Our operations aim for sustainable use of resources.

What we offer

- Information on entitlements to statutory loans, grants and bursaries, and assistance with appeals against incorrect or unfair decisions made by funding bodies.
- Information on statutory welfare benefit entitlements and assistance with active referrals to external agencies for further advice where required.
- Administration of the University's hardship funds (Swansea University Opportunity Award Fund/International Student Crisis Fund). Please see Swansea University guidance for further information relating to each Fund.
- Financial literacy education projects, including advice and guidance on budgeting and debt management. In the latter instance we will assist by means of a 'support/self-help' model to ensure that the student retains control of and responsibility for their circumstances.
- Administration and co-ordination of the University's Care Leavers Scheme.

What you can expect

- Informed, impartial, non-judgemental and confidential advice.
- Helpful and welcoming staff who update their knowledge and skills through professional development, attendance at relevant training events and by membership/accreditation of relevant professional bodies.
- Information, advice and guidance provided through:
 1. Drop in sessions available at our Singleton Campus and Bay Campus (time limited to 10 mins. and operated on a 'triage' system) with the option of individually arranged appointments where necessary.
 2. A dedicated Money@CampusLife email address: money.campuslife@swansea.ac.uk. We endeavour to respond to all email enquiries within three working days.
 3. An immediate, polite and professional response when you phone us: **01792 606 699**. If we are not available by telephone during our advertised hours we endeavour to return your call within three working days if you leave a message.
 4. A response to postal/fax enquiries within three working days.
 5. The availability of a Skype Service (Video and Instant Messaging) at different points throughout the year. The availability of this service will be advertised at Student Services Reception (Singleton Campus) / Tower Information Centre Reception (Bay Campus).
- Access to information about student finance, our services and opening times via our website, which is regularly checked and updated: <http://www.swansea.ac.uk/money-campuslife>.
- Bilingual supplementary information leaflets which cover various funding topics including statutory student funding, benefits and University Bursaries/Hardship Funds. All leaflets are available on MyUni () and by request from CampusLife Reception (Singleton Campus) / Tower Information Centre Reception (Bay Campus).
- Presentations/Workshops on statutory funding, money management and budgeting by arrangement internally with academic and administrative departments, and externally with local schools and colleges.
- Referral to other sources of information and advice, both internally and externally, as appropriate.
- The opportunity to give feedback and comments on the service and make suggestions or recommendations for improvements.

What we expect from you

- That before contacting us you try our online information, advice and guidance resources where you may find the information you need.
- That you keep appointments and attend any events that you have booked in advance.
- That you let us know in advance if you cannot make an appointment.
- That you bring any relevant documents to assist us in providing you with the appropriate advice and information to meet your needs.
- That you take all advice given.
- That you treat service staff with respect in line with University regulations and codes of conduct.
- That you make us aware in advance of any special needs you may have.

We cannot assist you with

- Legal advice or legal representation.
- Advocacy at University Boards or Appeal Hearings.
- Assistance in the completion of benefit applications (e.g. Housing Benefit, DLA, JSA etc.).
- Pros and cons of financial products provided by individual lenders.
- On-going financial advice/assistance to graduates and those who are no longer registered on a degree programme.
- Mortgage advice.
- Advice on business related tax and self-assessments.
- Emergency loans to help cover rent, bills, tuition fees and general cash flow problems.

Feedback

Money@CampusLife aim to provide the best service possible. Good, bad or simply questioning, we value your opinions. Please help us to continuously improve our service by texting 'Feedback' a space and then your message to:

07860 055 101

The above service is completely anonymous. We do not share the information you provide with any third parties and we protect it in accordance with the Data Protection Act.

Contact us

Money@CampusLife/ Swyddfa Cyngor a Chymorth Ariannol
Swansea University / Prifysgol Abertawe
CampusLife / BywydCampws
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