

STUDENT JOURNEY – SERVICE OWNERS AREAS OF RESPONSIBILITY

The Service Owners Consultation in May/June 2013 confirmed the Service Owners who have accountability and responsibility for the Services they lead. The Service Owners are listed below, together with the Services they have responsibility for that are in scope of Student Journey.

<p>Head of Student Support Services</p>	<p>Director of Marketing and Communications</p>	<p>Head of Academic Services</p>	<p>Faculty Director of Operations:</p> <p>Programme Support Placements Advice and Support</p>	<p>Director of Estates</p>	<p>Director of IT Services</p>	<p>Head of Graduate School</p>
<p>Enquiry Management Careers & Employability Accommodation Service Additional Learning Support Frontline IT Student Support Health & Wellbeing Student Development Award Immigration Support Financial Support Non-academic complaints & appeals Chaplaincy and Counselling Culture and Sport</p>	<p>Events Management</p>	<p>Admissions Educational Development & Quality Academic Partnerships Student Mobility Fair Access Widening Participation Library and Learning Support Complaints and Appeals Student Administration: Student Records Academic Business Intelligence</p>	<p>Programme Support Provides support for Faculty Programmes. Responsible for specialist programme support related to:</p> <ul style="list-style-type: none"> • Assignments & Marks • Withdrawals/Transfer • Pausing Study • Mitigating Circs • Programme Accreditations • Complaints & Appeals (Local Stage) • Events; induction, open days, local seminars, workshops for the programme • Pastoral support to students • Committee and meeting support for Programme • Data collation, monitoring External requirements e.g. NHS contract, PSRBs. <p>Placements Advice & Support</p>	<p>Events Scheduling</p>	<p>Student Support Systems</p>	<p>Postgraduate Research Student Support</p>