

## Statement of Service

### Money @CampusLife

## Vision

Money @CampusLife aspires to achieve an exemplary level of innovative and student-centred service in relation to student money issues in support of a growing and diverse population. To do this we will provide timely, accurate, equitable and consistently accessible advice and guidance, and develop and refine services and programs that align with and support University & CampusLife strategic initiatives and the needs of our students.

## Mission

Our mission is to enable all potential and enrolled students to make informed decisions about their finances and student money related issues. We do this by providing a range of professional and accessible guidance and support services, centred on impartial and non-judgemental advice relating to all things student money related. We strive to provide innovative student-focused initiatives that seek to inform and empower students - ensuring fewer students have their education compromised by financial difficulties and have the opportunity to achieve their full potential.

## Our Values

CampusLife operate to a defined set of Core Values and it is an expectation that our staff are able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles.

Our Values are:

### **We are Professional**

We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality

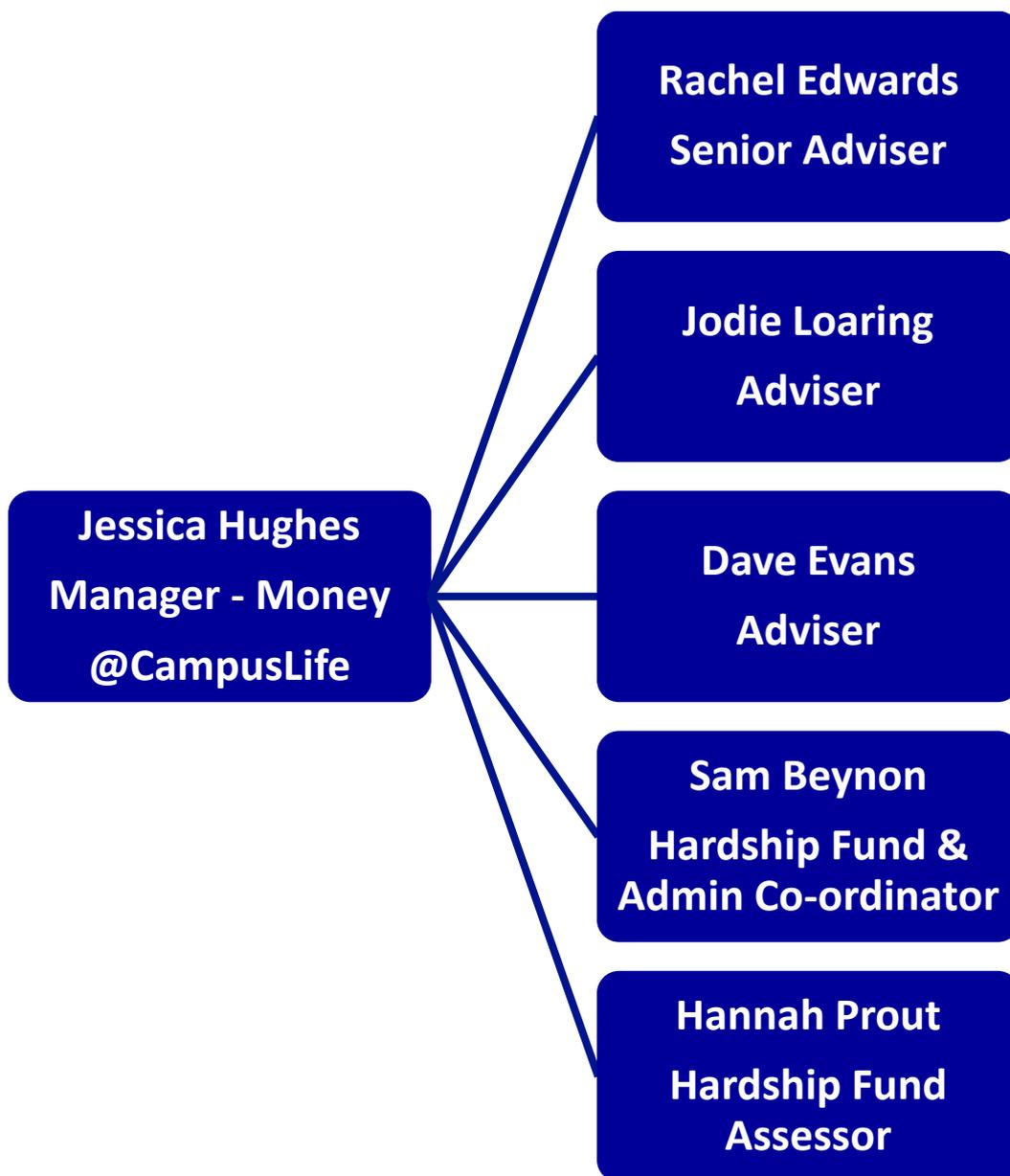
### **We Work Together**

We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.

### We Care

We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.

### The Team



## 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.
- 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 practical money saving endeavours.
- Administration and co-ordination of the University's Care Leavers Scheme and Estranged Student Support initiative.
- Information on statutory welfare benefit entitlements and assistance with active referrals to external agencies for further advice where required.

## What you can expect

- Informed, impartial, non-judgemental and confidential advice.
- A CampusLife Reception open Mondays – Fridays between 9.00 - 5.00pm during student term time and vacation periods.
- 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 and Bay Campuses.
  2. Appointments available by arrangement. Please contact the service directly.
  3. A dedicated Money @CampusLife email address: [Money.CampusLife@Swansea.ac.uk](mailto:Money.CampusLife@Swansea.ac.uk). We endeavour to respond to all email enquiries within three working days.
  4. 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.
  5. A response to postal enquiries within three working days.
  6. Social media accounts on Facebook, Twitter and Instagram to interact with our service and engage with the latest news, event information, and signposts to CampusLife and external resources (we do not provide specific advice and guidance through our social media channels):
    - Facebook: <https://www.facebook.com/CampusLifeSU/>

- Twitter: <https://twitter.com/campuslifesu>
- Instagram: <https://www.instagram.com/campuslifesu/>
- Where the staff member may be absent, an out of office message (bilingual wherever possible) will detail when they will return to the office and who to contact in their absence.
- Advise you during extremely busy times when we may not be able to meet all service standards.

## What we expect from you

- It is our aim to foster independence, self-awareness and personal responsibility. In this context we expect students to take active responsibility and appropriate actions to manage the issues and concerns on which they seek our assistance.
- That you treat our staff with respect in line with University regulations and codes of conduct.
- That you explain what your query is about and provide us with as much information as possible.
- That you are responsible in providing all necessary documentation in a timely fashion to enable us to respond to your enquiry.
- That you respond to any written, telephone or email request for information in a timely fashion/by the deadline specified.
- That you make us aware of any changes to your circumstances, including changes to your address and email contact details.
- That you attend appointments on time or inform us if you are going to be unavoidably late.
- That you engage with and act upon advice received.

## We cannot assist you with

- Requests for information, advice and guidance outside of our advertised service hours. Money @CampusLife is a day-time service, and does not provide a direct out of hour's service for students to contact. Out of hours concerns (emergencies only) should be directed to Swansea University Security.
- Debt management advice; legal advice; advice on tax or pensions. Money @CampusLife will signpost to appropriate services.
- Loans or emergency funding provision other than small cash amounts provided during office hours and subject to strict eligibility criteria.
- The immediate management of serious incidents and emergencies. This is a responsibility of statutory services such as the Police and the NHS. CampusLife does

not provide an immediate emergency response function, although staff are normally involved in responding to the aftermath of welfare or discipline related incidents involving students, providing advice and assistance to those affected.

## Feedback

**We value feedback from students, colleagues and other stakeholders.** Good, bad or simply questioning, we value your opinions. Please help us to continuously improve our service by offering your comments and suggestions via email and responding to our requests for feedback via regular surveys and focus groups sessions.

The 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.

If you would like to provide feedback on our service, please contact:

Alison Maguire  
Manager – Money @CampusLife  
Email: [A.D.Maguire@Swansea.ac.uk](mailto:A.D.Maguire@Swansea.ac.uk)

## Contact Us

Money @CampusLife / Arian @BywydCampws  
CampusLife / BywydCampws  
Student Services / Gwasanaethau Myfyrwyr  
Swansea University / Prifysgol Abertawe  
Keir Hardie

Building / Adeilad Keir Hardie

Singleton Park / Parc Singleton  
Swansea / Abertawe  
SA2 8PP

Tel / Ffôn: 01792 606699

Email / E-bost: [Money.CampusLife@Swansea.ac.uk](mailto:Money.CampusLife@Swansea.ac.uk)

Arian @ || Money @



**Bywyd Campws**  
**Campus Life**