

# **CampusLife**

## **Statement of Service**

We understand that in order for you to enjoy your time at university to its full potential, we need to support you in a variety of ways.

We offer free, impartial, non-judgemental advice and support services to all students in a relaxed, friendly and confidential environment. Come and see us for specialist support with Community, Equalities, Faith, International, Money, Participation and Welfare.

### **Our Vision**

Students inspired and supported to engage in a transformative university experience that shapes their evolving understanding of self, community, and their contributions in a global society.

### **Our Mission**

Our mission is to educate students, engage the community, and enrich the Swansea University experience. We do this by providing a series of advice, guidance and support services that assist and empower students to achieve their highest educational potential; remove barriers to learning; strengthen readiness to learn; and sustain a safe and healthy Swansea University community.

### **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**

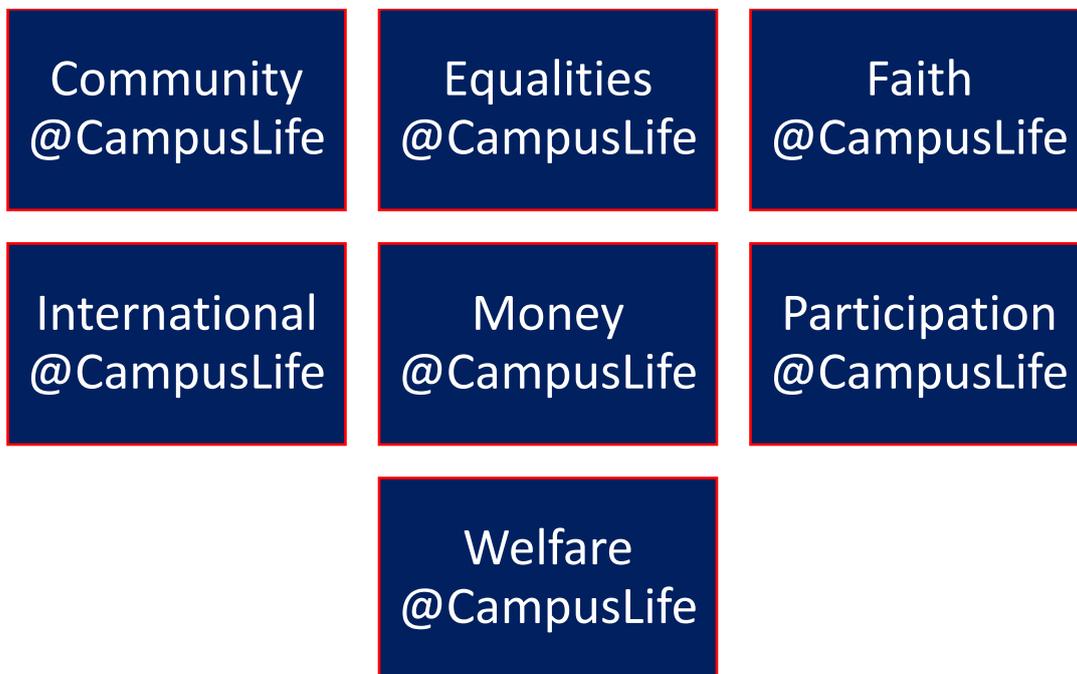
We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.

#### **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.

### **CampusLife Services**

CampusLife is part of the Student Services Directorate. CampusLife Services are made up of the following:



### Our Services

- CampusLife provide information, advice and guidance to students, staff and stakeholders.
- Our services are delivered by staff who are trained and competent to nationally recognised standards.
- We aim to provide timely and accessible support to all students who are studying at Swansea University.
- Our intention is to offer inclusive services of a high standard, which recognise diversity and are committed to accommodating the differing needs of students.

We will do this by:

- Providing a friendly service, showing respect and sensitivity to student need.
- Offering a safe, tidy and comfortable environment.
- Treating everyone fairly – demonstrating our commitment to equality and diversity.
- Dealing with your requests and enquiries accurately, promptly and efficiently.
- Aiming to always see you on time when you have an appointment, and if not, we will let you know why.
- Respecting your confidentiality.
- Trying to answer your enquiry at the first point of contact. When this is not possible, we will make effective referrals to other teams or departments.
- Providing clear and accurate advice and information through web, email, written, telephone and face-to-face communication.
- Providing excellent specialist support through our staff who will be professionally qualified, helpful and polite.
- We are committed to continuing to develop our teams' expertise and skills.
- Working to establish service standards and monitor our performance through your feedback.

### Confidentiality and Data Protection

All information provided to our services will remain confidential and is subject to the requirements of the Data Protection Act. Exceptions are those required by law, such as issues relating to safeguarding children and vulnerable adults, in cases of imminent danger to themselves or to others or in some cases where individuals are/have been involved in criminal activities such as terrorism or drug trafficking. There are a number of lawful reasons for disclosing information in order to protect harm to self or others.

CampusLife acknowledges that as a result of providing services to students it will receive 'Special Category Data' pertaining to a student and other third parties. In all cases we shall ensure that all such data is handled, processed and stored according to [Swansea University's Data Protection Policy](#).

### **CampusLife Privacy Statement**

CampusLife is made up of seven teams who process your data in different ways, depending on the service they provide to students. For more information on how and why your data is collected and used, please read our CampusLife Privacy Statement [here](#).

### **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 services by offering your comments and suggestions via email or online [here](#), and responding to our requests for feedback via regular surveys and focus groups sessions.

Asad Rahman  
Head of CampusLife  
[CampusLife@swansea.ac.uk](mailto:CampusLife@swansea.ac.uk)  
01792 602 000

CampusLife / BywydCampws  
Student Services / Gwasanaethau Myfyrwyr  
Swansea University / Prifysgol Abertawe  
Talbot Building / Adeilad Talbot  
Singleton Park / Parc Singleton  
Swansea / Abertawe  
SA2 8PP

