

# AccessCampus Key Business Processes

# AccessCampus Facilities Management

# PURPOSE

To ensure standard and quality of facilities available to all users

# RESPONSIBILITY

All staff, with ultimate responsibility resting with Co-ordinator

# PROCEDURE

* Security and maintenance check of facilities, morning and night
* Check online calendar for room bookings and appointments.
* Ensure room layout suitable for each group/reset rooms for Study Club each afternoon.
* Respond to booking queries and availability requests by phone, online or in person.
* Speak with each group co-ordinator to confirm details and future requirements.

# DOCUMENTATION

All documentation maintained through Microsoft Office online.

# RECORDS

Records are held by (AccessCampus) for the period defined by individual processes. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

Through word of mouth feedback on a daily/weekly/monthly basis

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision No.** | **Date** | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | 23/03/2023 |  | *Initial Release* | AccessCampus Co-ord. |
|  |  |  | *Outline the key changes and reasons for the change in all subsequent revisions.* |  |

# Community Based Student “Engaged Learning” Opportunities

# PURPOSE

To provide students with immersive learning opportunities in community settings, with a focus on communication, health promotion, professional practice and interprofessional collaboration.

# RESPONSIBILITY

Access Campus Co-ordinator & Education Support Worker

# PROCEDURE

* Biannual meting with Regional Placement Facilitators (RPF’s) to identify suitable student candidates, student learning goals and competencies.
* Suitable community partners identified and placement offers agreed
* Orientation meetings with students
* Induction meeting with students and community host sites
* Ongoing weekly supervision delivered by RPF’s and host site contact.
* Interprofessional case based review supervised by senior OT provided on a weekly basis, throughout all placements
* Mid placement and end of placement feedback and grading.

# DOCUMENTATION

All documentation maintained on SharePoint through a folder set up and monitored by School of Allied Health Practice Education Teams, where relevant for their students.

Sulis & SharePoint used for all student placements.

# RECORDS

Records are held by (AccessCampus) for the period defined by individual processes. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

Biannual general meeting with Practice Education teams and also on a weekly basis during student placement periods.

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision No.** | **Date** | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | 23/03/2023 |  | *Initial Release* | AccessCampus Co-ord. |
|  |  |  | *Outline the key changes and reasons for the change in all subsequent revisions.* |  |

# Access Campus Study Club Member Support Process

# PURPOSE

The purpose of the Key Business Process (KBP) is to set out the procedures implemented to support members’ academic, social, and personal development, and to monitor, evaluate, and adapt the support process to emerging needs of individual members.

# RESPONSIBILITY

The Study Club Coordinator holds overall responsibility for this process. However, all Study Club personnel are responsible for implementing the associated procedures/processes.

# PROCEDURE

1. Member Application assessed and personal, social, and academic supports identified from application form **(Study Club Coordinator & Educational Support Workers).**
2. Members’ information database updated with members’ emergency contact details in accordance with GDPR **(Study Club Coordinator & Educational Support Workers).**
3. Monitor Members’ attendance and engagement **(ESW’s).**
4. Available tutors and volunteers assigned to members based on subject and compatibility **(Study Club Coordinator & Educational Support Workers).**
5. Regular feedback from members and volunteers obtained **(Study Club Coordinator & Educational Support Workers).**
6. Study Skills Session completed with members, starting with Leaving Certificate Students and working the way down the Years. <http://www.educationplanner.org/students/self-assessments/learning-styles-quiz.shtml>, no personal data or information is used on this online test **(Study Club Coordinator & Educational Support Workers).**
7. CAO and career guidance one to one information sessions held with 6th Year members prior to commencement of CAO online applications.
8. HEAR/DARE information clinics provided for 6th Year members and parents/guardians to provide advice and guidance navigating the application process **(Study Club Coordinator & Educational Support Workers).**
9. One to one Information sessions with 6th Year members to finalise CAO Course choices **(Study Club Coordinator & Educational Support Workers).**
10. Study Club Exam Preparations, Skills, and Stress management guides collated and disseminated to 6th & 3rd members to prepare for the upcoming examinations **(Study Club Coordinator & Educational Support Workers).**
11. One to OneMeetings with 6th Year members to provide advice and support with higher/further education course offers about Leaving Certificate Results and Third level College Offers (**Study Club Coordinator).**
12. Member Attendance is monitored, and parents/guardians contacted if a member does not attend on any of their allocated says if there has been no prior contact from parent/guardian to advise that the member will not be attending on the day in question (**Study Club Coordinator).**

DOCUMENTATION

The Access Campus Study Club SOS (Student Optimisation System) template may be viewed [HERE](https://ulcampus.sharepoint.com/:w:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7BCCC1325C-88EA-49BF-959D-028F67F6733A%7D&file=SOS%20Student%20Optimastion%20System.docx&action=default&mobileredirect=true)

The Member Attendance Tracking document template may be viewed [HERE](https://ulcampus.sharepoint.com/:x:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7B8191A8F0-5B02-4CE9-8643-DD586430D953%7D&file=Member%20Absenteeism%20Log.xlsx&action=default&mobileredirect=true)

# RECORDS

Records are held by Access Campus Study Club for the duration of the students membership of the Study Club. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

*Identify how the effectiveness of the process is evaluated 9e.g. Self/QMS audits). List any metrics/ key performance indicators (KPIs) related to the process.*

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision No.** | **Date** | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | 23/03/23 | AccessCampus Coordinator | *Initial Release* | Study Club Coordinator |
|  |  |  | *Outline the key changes and reasons for the change in all subsequent revisions.* |  |

# AccessCampus Study Club Parent/Guardian Engagement Process

# PURPOSE

The purpose of this process is to ensure that AccessCampus Study Clun personnel apply consistent and equitable procedures in all parent/guardian engagement activities and interactions.

# RESPONSIBILITY

The Study Club Coordinator has overall responsibility and oversight of this process, but is assisted in these parent/guardian activities by all Study Club personnel.

# PROCEDURE

1. Meet with parents/guardians at first interview, rules and processes of the Study Club explained to parents/guardians and they are encouraged to provide both positive and negative feedback to **Study Club Coordinator and Educational Support Workers.**
2. Supports available outlined to parents in person, by telephone and email **(Study Club Coordinator).**
3. Parents updated re: activities and relevant timetables via text and email **(Study Club Coordinator).**
4. Face-to-Face meetings with parents held on ongoing basis either by appointment or walk- ins, **(Study Club Coordinator and Educational Support Worker).**
5. CAO/HEAR/DARE/SUSI information clinics held with 6th Year members parents’ to provide advice and guidance navigating these applications.
6. Meetings with parents about Leaving Certificate Results and 3rd Level College Offers **(Study Club Coordinator).**

# DOCUMENTATION

Parent/Guardian Engagement Log may be viewed HERE

# RECORDS

Records are held by AccessCampus Study Club for the duration of their daughter/son’s membership of AccessCampus Study Club. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

*Identify how the effectiveness of the process is evaluated 9e.g. Self/QMS audits). List any metrics/ key performance indicators (KPIs) related to the process.*

# REVISION HISTORY

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| --- | --- | --- | --- | --- |
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|  |  |  | *Outline the key changes and reasons for the change in all subsequent revisions.* |  |

# Satellite Study Club Process

# PURPOSE

The purpose of this document is to describe the procedures for the management of satellite study clubs in collaboration with community partners.

# RESPONSIBILITY

The Study Club Coordinator will have overall responsibility for the management of satellite study clubs. The AccessCampus Coordinator will also have oversight of and collaborate in the identification and establishment of satellite study clubs.

# PROCEDURE

1. Expressions of Interest are received from community partners and organisations **(AccessCampus & Study Club Coordinators)**.
2. Meetings are arranged between AccessCampus and Community Organisation to explore potential collaboration **(AccessCampus & Study Club Coordinators)**.
3. Once viable need for satellite study club established, capacity building process commences with AccessCampus personnel advising community organisation on structure, operational processes, and necessary policies to establish and operated satellite study club **(Study Club Coordinator)**.
4. Member of AccessCampus Study Club team appointed to liaise with community organisation to operate satellite study club in collaboration with community organisation personnel and liaises with AccessCampus Study Club team to provide on-going support and guidance to satellite study club **(Study Club Coordinator and ESW)**.
5. Volunteers recruited to tutor satellite study club members **(Study Club Coordinator and ESW)**.
6. Bi-monthly meetings between AccessCampus Study Club and Satellite Study Club to monitor, review, plan development and growth of satellite study club.

# DOCUMENTATION

Study Club Membership Application form may be viewed [HERE](https://ulcampus.sharepoint.com/:x:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7B7345E68C-EF67-472E-A452-09BF1238E84E%7D&file=New%20member%20appilcation%202022%202023.xlsx&action=default&mobileredirect=true)

Study Club Rules document may be viewed [HERE](https://ulcampus.sharepoint.com/:w:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7BF1AFFA3E-C2CE-4E4D-B9CF-7E3BEE5070C5%7D&file=Club%20Rules%202022%202023.docm&action=default&mobileredirect=true&cid=c828f813-d09c-4795-bf9b-87cc6a6df779)

# RECORDS

Records are held by AccessCampus Study Club for the duration of the collaboration with satellite study club. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

*Identify how the effectiveness of the process is evaluated 9e.g. Self/QMS audits). List any metrics/ key performance indicators (KPIs) related to the process.*

# REVISION HISTORY

|  |  |  |  |  |
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| 1 | 24/03/23 | AccessCampus Coordinator | *Initial Release* | Study Club Coordinator |
|  |  |  | *Outline the key changes and reasons for the change in all subsequent revisions.* |  |

# Social Impact Co-op Placement

# PURPOSE

To provide students that have been unsuccessful in gaining paid placements an opportunity with a community organisation, to enhance their learning.

# RESPONSIBILITY

Access Campus Co-ordinator.

# PROCEDURE

* Biannually contact community partners to identify and discuss opportunities for Co-op student placements.
* Inform Co-op Placement Officer of potential number of places available and provide description of each role.
* Conduct interviews with interested students and offer sites to successful candidates.
* Introduce successful candidates to host sites, agree start/finish dates and discuss needs.
* Students commence placement and Access Campus Co-ordinator conducts monthly visit to support.
* Review Co-op experience with host organisations and address issues, if any.

# DOCUMENTATION

Student Co-op CV provided by CECD. Students complete a Placement Report which is viewed by Access Campus Co-ordinator, follow up survey run by CECD for each individual placement.

# RECORDS

Records are held by (Access Campus) for the period defined by individual processes. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

*Co-op Report by each student, CECD Survey, visit by Academic staff member and follow up interview with host site, conducted by AccessCampus Co-ordinator.*

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision No.** | **Date** | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | 23.03 2023 |  | *Initial Release* | AccessCampus Co-ord. |
|  |  |  | *Outline the key changes and reasons for the change in all subsequent revisions.* |  |

# Study Club New Member Recruitment & Returning Member Process

# PURPOSE

The purpose of this document is to describe the main procedures associated with the recruitment of new members &, thus ensuring consistent and equitable standards are applied to all members.

# RESPONSIBILITY

Study Club Coordinator and Educational Support Worker (ESW).

# PROCEDURE

*Outline what is to be done, by whom and how (i.e. list sequentially the precise actions involved).*

1. Review and revise Study Club Application Form and Club Rules documents from previous year and update as necessary in line with current operating context (Study Club Coordinator and ESW’s).
2. Review and confirm returning and non-returning members for upcoming academic year **(Study Club Coordinator & ESW).**
3. New member applications received by phone or personal visit **(AccessCampus Coordinator, Study Club Coordinator & ESW).**
4. New & returning member interviews scheduled **(Study Club Coordinator & ESW).**
5. Hold interviews, application forms completed by members & parents, offers extended for membership of Study Club **(Study Club & ESW).**

# DOCUMENTATION

New Member Application Form may be viewed [HERE](https://ulcampus.sharepoint.com/:x:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7B7345E68C-EF67-472E-A452-09BF1238E84E%7D&file=New%20member%20appilcation%202022%202023.xlsx&action=default&mobileredirect=true)

Study Club Rules Form may be viewed [HERE](https://ulcampus.sharepoint.com/:w:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7BF1AFFA3E-C2CE-4E4D-B9CF-7E3BEE5070C5%7D&file=Club%20Rules%202022%202023.docm&action=default&mobileredirect=true&cid=c828f813-d09c-4795-bf9b-87cc6a6df779)

# RECORDS

Records are held by (AccessCampus Study Club) for the period of 12 months after membership has lapsed. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).

# PROCESS VERIFICATION

*Identify how the effectiveness of the process is evaluated (e.g. Self/QMS audits). List any metrics / key performance indicators (KPIs) related to the process.*

# REVISION HISTORY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision No.** | **Date** | **Approved by:** | **Details of Change** | **Process Owner** |
| 1 | 23/03/23 | AccessCampus Coordinator | *Initial Release* | Study Club Coordinator |
|  |  |  | *Outline the key changes and reasons for the change in all subsequent revisions.* |  |

# tudy Club Volunteer Management Process

# PURPOSE

The purpose of this document is to describe the procedures adopted to manage volunteers at the Access Campus Study Club.

# RESPONSIBILITY

The Study Club Coordinator will have overall responsibility for the volunteer recruitment process; however, all Access Campus Study Club personnel will be responsible for implementing associated procedures.

# PROCEDURE

1. Review and update volunteer induction packs **(Study Club Coordinator)**.
2. Respond to Volunteer requests through PVA and other sources **(Study Club Coordinator)**.
3. Schedule interviews with prospective volunteers **(Study Club Coordinator)**.
4. Contact Faculty of Science and Engineering PVP coordinator to plan and implement STEMS subject tuition on UL campus **(Study Club Coordinator)**.
5. Upon acceptance of volunteer, issue volunteer induction packs **(Study Club Coordinator)**.
6. Process volunteer induction packs **(Study Club Coordinator & EWS)**.
7. Monitor volunteer interactions with Study Club members **(Study Club Coordinator & EWS)**.
8. Collate and sign off on PVA applications and hours volunteer hours logged **(Study Club Coordinator)**.
9. Review volunteer interactions through on-line survey **(Study Club Coordinator)**.

# DOCUMENTATION

Volunteer Recruitment Pack may be viewed [HERE](https://ulcampus.sharepoint.com/:w:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7B744D8A20-92D3-40FA-8DE0-863DFFD1CEC9%7D&file=Volunteer%20Pack.docx&action=default&mobileredirect=true)

Volunteer Code of Practice may be viewed [HERE](https://ulcampus.sharepoint.com/:w:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7BE57C5FD6-71D4-46C3-8BF3-9D9491CAB98E%7D&file=Code%2Bof%2BPratice.doc&action=default&mobileredirect=true)

Volunteer Weekly Contact Log may be viewed [HERE](https://ulcampus.sharepoint.com/:w:/r/sites/StudentAffairs/_layouts/15/Doc.aspx?sourcedoc=%7B818314E8-D382-48C5-A27B-F66D8894D43B%7D&file=Volunteer%20Weekly%20Logs.docx&action=default&mobileredirect=true)

# RECORDS

Records are held by Access Campus Study Club for the duration of the volunteers association with the Access Campus Study Club. All members of staff operate in accordance with the [University’s Records Management and Retention Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/RecordsManagement%26RetentionPolicy_0.pdf). Any personal data that is used as part of this process is processed in accordance with the General Data Protection Regulation (GDPR) / Data Protection Acts 1988-2018 and [the University of Limerick Data Protection Policy](https://www.ul.ie/policy-hub/sites/policyhub/files/user_media/documents/policies/Data%20Protection%20Policy.pdf).