

# Mature Student Office Business Process

# PURPOSE

The purpose of this process is to describe the procedures associated with the delivery of key services and activities of the Mature Student Office.

# RESPONSIBILITY

The Mature Student Officer is responsible for this process. All staff in the Mature Student Office are responsible for implementing the associated procedures.

# PROCEDURE

[The Mature Student Office](https://www.ul.ie/student-affairs/mature-students-office) provides a range of supports and advice to prospective and current mature students (aged 23+) at both pre-entry and post-entry stages to full-time undergraduate studies in UL. Information on the full range of services provided by the office is available on its [website](https://www.ul.ie/student-affairs/mature-students-office)

The primary procedures associated with delivery of the above services include:

1. Mature Student Access Certificate Recruitment
   * [MSAC Recruitment](https://ulcampus.sharepoint.com/sites/MSO/MSO%20QMS/Forms/AllItems.aspx?csf=1&web=1&e=sikewf&cid=b7f2e0ae%2D2d1e%2D48be%2Dbc5d%2Ded265ead4b64&FolderCTID=0x012000BABF743DA7BE5B4C9982DAF79E86195B&id=%2Fsites%2FMSO%2FMSO%20QMS%2FWork%20Instructions%2FMature%20Student%20Access%20Certificate%20Administration&viewid=b5e4720f%2D204d%2D4694%2Db516%2D956a3728d3b9)
2. Mature Student Access Certificate Administration

* [MSAC Administration](https://ulcampus.sharepoint.com/sites/MSO/MSO%20QMS/Forms/AllItems.aspx?csf=1&web=1&e=sikewf&cid=b7f2e0ae%2D2d1e%2D48be%2Dbc5d%2Ded265ead4b64&FolderCTID=0x012000BABF743DA7BE5B4C9982DAF79E86195B&id=%2Fsites%2FMSO%2FMSO%20QMS%2FWork%20Instructions%2FMSAC%20Administration&viewid=b5e4720f%2D204d%2D4694%2Db516%2D956a3728d3b9)

1. Mature Student Welcome Programme
   * [MS Welcome Programme](https://ulcampus.sharepoint.com/sites/MSO/MSO%20QMS/Forms/AllItems.aspx?csf=1&web=1&e=sikewf&cid=b7f2e0ae%2D2d1e%2D48be%2Dbc5d%2Ded265ead4b64&FolderCTID=0x012000BABF743DA7BE5B4C9982DAF79E86195B&id=%2Fsites%2FMSO%2FMSO%20QMS%2FWork%20Instructions%2FWelcome%20Programme&viewid=b5e4720f%2D204d%2D4694%2Db516%2D956a3728d3b9)
2. Mature Student Office Support Work

* [MS Office Support Work](https://ulcampus.sharepoint.com/sites/MSO/MSO%20QMS/Forms/AllItems.aspx?csf=1&web=1&e=sikewf&cid=b7f2e0ae%2D2d1e%2D48be%2Dbc5d%2Ded265ead4b64&FolderCTID=0x012000BABF743DA7BE5B4C9982DAF79E86195B&id=%2Fsites%2FMSO%2FMSO%20QMS%2FWork%20Instructions%2FMature%20Student%20Office%20Support%20Work&viewid=b5e4720f%2D204d%2D4694%2Db516%2D956a3728d3b9)

1. Maths for STEM Certificate
   * [M4STEM](https://ulcampus.sharepoint.com/sites/MSO/MSO%20QMS/Forms/AllItems.aspx?csf=1&web=1&e=sikewf&cid=b7f2e0ae%2D2d1e%2D48be%2Dbc5d%2Ded265ead4b64&FolderCTID=0x012000BABF743DA7BE5B4C9982DAF79E86195B&id=%2Fsites%2FMSO%2FMSO%20QMS%2FWork%20Instructions%2FM4STEM&viewid=b5e4720f%2D204d%2D4694%2Db516%2D956a3728d3b9)

# DOCUMENTATION

All other procedures required for the regular operations of the Mature Student Office (MSO) are outlined in the [MSO working guidelines](https://ulcampus.sharepoint.com/sites/MSO/MSO%20QMS/Forms/AllItems.aspx?csf=1&web=1&e=M86J5I&cid=0b87f9c0%2D700f%2D4cff%2Da4f5%2D9a12b0dcfc5f&RootFolder=%2Fsites%2FMSO%2FMSO%20QMS%2FWork%20Instructions&FolderCTID=0x012000BABF743DA7BE5B4C9982DAF79E86195B)

# RECORDS

Any student records created within the Unit are stored in accordance with UL’s Records Management and Retention Policy.

Records are held by MSO 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

Evaluation of the Mature Student Office Process effectiveness is carried out using internal audits. Changes to the process are put in place as required and as appropriate.

*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 revised** | | **Approved by:** | | **Approval date & meeting** | | **Details of Change** | | **Process Owner** | |
| 1 | | Sept ‘13 | | Quality Team | |  | | *Initial Release* | | Mature & Adult Learner Co-ordinator | |
| 2 | | June ‘14 | | Quality Team | |  | | *Removal of Guidance Service procedure and references.*  *Update of MSAC Recruitment, Welcome Programme & Peer Mentoring Procedures.*  *Inclusion of MSAC Administration and MSO Support Work Procedures, with links to relevant MSO Working Guidelines.* | | Mature & Adult Learner Co-ordinator | |
| 3 | | Nov ‘14 | | Quality Team | |  | | *Inclusion of Mature Student Scholarship Scheme procedure and references.* | | Mature & Adult Learner Co-ordinator | |
| 4 | | Sept ‘15 | | Quality Team | | *QT meeting, 07/10/15* | | *Minor changes made to Procedures A, C, E & F*  *Documentation links removed from KBP as these are updated regularly and all relevant documentation is available on MSO website or on SharePoint.*  *Inclusion of approval date and meeting in Revision History.* | | Mature & Adult Learner Co-ordinator | |
| 5 | | May ‘16 | | Quality Team | | *QT meeting, 01/06/16* | | *Minor text changes throughout for clarification.*  *Removal of specific application deadline for MSAC in A. Step 7 – reminder to set dates for interviews before LC.*  *Change of date for Peer Mentor training in E.*  *Inclusion of ‘UL40’ in title in F. Inclusion of Step 5 & opening of system changed to Weeks 2-5. Change and clarification to Step 12. Inclusion of Service Level Agreement in Step 15.* | | Mature & Adult Learner Co-ordinator | |
| 6 | | March ‘17 | | Quality Team | | *QT meeting, 01/03/17* | | *Minor text changes throughout for clarification*  *Adjustments to Procedure F: Step 3 - alerting ITD to changes; inclusion of Step 4 – payment of SLA fee; Step 6 – inclusion of circulation of information to colleagues* | | Mature & Adult Learner Co-ordinator | |
| 7 | | Sept ‘17 | | Quality Team | | *QT meeting, 04/10/17 & by email* | | *Minor text changes throughout for clarification* | | Mature Student Officer | |
| 8 | | Nov ‘18 | | Quality Team | | *QT meeting, 05/12/18* | | *Removal of Peer Mentoring Procedure*  *Change to Step 6, Procedure A*  *Change to Step 5, Procedure C re sending info to incoming MS*  *Removal of Steps 7 & 17 in UL40 Scholarship Procedure.*  *Inclusion of Maths for STEM Certificate Procedure* | | Mature Student Officer | |
| 9 | | May ‘21 | |  | |  | | *Removal of interview and HeadStart Maths from Maths for STEM Procedure; Application process changed to online process; Delivery location changed to UL AccessCampus*  *MSAC applications now processed online* | | Mature Student Officer | |
| 10 | | Jan ‘22 | | Quality Team | | *13/7/21* | | *Update UL40 Mature Student Scholarship Scheme Procedure KBP to include the use of social media in the dissemination of information relating to the process since this is already happening.*  *Check Accessibility of Online Form*  I*nclude information in the Welcome Programme Pack about the process and the information need to complete it.* | | Mature Student Officer | |
| 2 | | 08/08/2023 | | Quality Team | |  | | *Mature Student Office KBP adapted to new QSU template* | |  | |