

## Open Access Centres Service Standards

### What are service standards?

Service standards are a way of measuring key aspects of our service. They help us to give you a better service by making it clear what level of service you can expect from us.

### Why publish them?

We want you to know what level of service you can expect from us, and also what you can do to help us to maintain these service standards.

### Your input

We also want to give you an opportunity to comment on our service standards. You can do this by:

- Filling in a 'Your views' form available in both centres
- Emailing [openaccess@solihull.ac.uk](mailto:openaccess@solihull.ac.uk)
- Contacting the Libraries and Open Access Centres Manager by letter or email [graeme.muirhead@solihull.ac.uk](mailto:graeme.muirhead@solihull.ac.uk)

### When will they be monitored?

We will monitor our performance against the standards throughout the year and publish a report at the end of each term. Click [here](#) to access the latest report .

### What will happen next?

Our performance against these standards is monitored by the College's Chartermark Steering Group and by the Senior Management Team. Where we have not met the standards we have set, we will try to explain why this has happened and put it right.

<b>Service</b>	<b>Our standard</b>	<b>Your responsibility</b>	<b>How we will monitor the standard</b>
<b>Access to College ILT resources and support</b>	<p>Blossomfield Open Access Centre will be open and staffed from 8.30 a.m. to 8.30 p.m. daily during term time (8.30 am to 4.30 pm on Fridays and 9.30 am to 1.00 pm on Saturdays)</p> <p>Woodlands LRC will be open from 8.30 a.m. to 7.00 p.m. Monday – Wednesday, 8.30 am to 6.00 pm on Thursday and 8.30 am to 4.30 pm on Fridays</p> <p>We will advertise opening times during vacation and study weeks at least one week in advance.</p>	<p>To check the intranet, Moodle and any posters/leaflets in the centres for changes to opening times</p> <p>To carry your ID card at all times (so you can access the Centres)</p> <p>To follow the Acceptable Use Policy and Student Code of Conduct</p>	<p>We will keep a log of any times the centres are closed and the reason for the closure.</p> <p>We will keep a record of when we post changes to our opening hours on the intranet and Moodle</p> <p>We will keep a record of any times when a student is unable to access a PC because the centre is completely full</p> <p>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</p>
	<p>We will ensure that reasonable adjustments are made to meet the needs of students and staff with disabilities.</p>	<p>To make the Additional Support team aware of any special needs you might have</p>	<p>We will carry out an annual access audit of all service points</p> <p>We will have a named library/open access contact to liaise with Additional Support team</p> <p>We will monitor staff and student</p>

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			feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys
	We will provide space for students who want to work in quiet (Blossomfield)	To tell staff that you want to work in the Quiet Zone  To work quietly by yourself, and not disturb those around you	We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys
	We will accommodate small groups of up to 6 students from one class without supervision from a teacher	Teachers should check with Open Access staff that there is room to accommodate the students and inform Open Access staff of what task the students will be working on.  Students must work on the task their teacher has given them	We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys

<b>Service</b>	<b>Our standard</b>	<b>Your responsibility</b>	<b>How we will monitor the standard</b>
<b>Customer service</b>	<p>We will provide a professional, helpful and courteous service at all times</p> <p>We will wear name badges and uniforms at all times so staff can be identified</p>	<p>To follow Acceptable Use Policy and Student/Staff Code of Conduct</p> <p>To behave in a respectful, non-discriminatory and courteous way</p> <p>To display your ID badge</p>	<p>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</p>
	<p>Customer comments forms will be available in the centres at all times.</p> <p>When a reply has been requested it will be sent within 7 working days</p>	<p>You must indicate if a reply is needed and provide full contact details</p>	<p>All comments forms and other feedback are kept on file together with our replies.</p>
<b>Physical environment / Learning environment</b>	<p>We will ensure that the centres are kept clean and free from litter</p>	<p>To keep our code of conduct regarding food and drink.</p> <p>To use bins provided for waste paper.</p>	<p>There will be random checks each term</p> <p>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</p>

<b>Service</b>	<b>Our standard</b>	<b>Your responsibility</b>	<b>How we will monitor the standard</b>
	We will check the notice board each week and remove out of date information		There will be random checks each term
	We will provide a safe and secure environment for students	<p>To display your ID card every time you visit the centre</p> <p>To check in at reception when you want to use a computer</p> <p>To report any suspicious or inappropriate behaviour to staff</p> <p>To report any health and safety concerns to staff</p>	<p>Random check of computer booking database records</p> <p>Annual management health &amp; safety inspection</p> <p>Annual Service Area Risk Register</p> <p>We will monitor staff and student feedback, including customer comments forms, Student Councils, Mystery Shopper, student/staff/employer surveys</p>
<b>Software checks</b>	<p>We will check all the e-learning applications in Resource Launcher each term and report any errors to IT Support</p> <p>We will check weblinks in the intranet Subject Guides and report broken links to the appropriate team</p>	The SRDU team will be responsible for providing the Open Access team with relevant up to date electronic checklists.	<p>We will keep records of the completed electronic checklists</p> <p>We will record IT Support job numbers</p>

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<p><b>Induction email training for staff</b></p>	<p>We will contact new members of staff within one week of receiving an email from IT Support</p> <p>We will try to make contact on a further two occasions over the next two weeks.</p> <p>If this is unsuccessful we will keep their details on file and deliver the training when the member of staff makes contact with us.</p>	<p>Members of staff must ensure that HR have up to date contact details</p> <p>Members of staff should respond to voicemail messages left by the ILT Assistants</p> <p>Members of staff should be punctual when attending a session and inform the open access team if unable to attend</p>	<p>Emails from IT Support</p> <p>Email booking database</p> <p>Print outs of completed training sessions</p>
<p><b>Turnitin plagiarism detection service</b></p>	<p>We will email 'originality reports' to tutors within two working days of receiving them.</p>	<p>Teachers must be familiar with and follow the Turnitin policy and procedure which is available on the staff intranet</p>	<p>Outlook inbox and sent items</p>