THE UNIVERSITY OF
WARWICK

Induction: Minimum Requirements for Supporting Transition at Warwick

August 2015

Purpose:
This document aims to scope out the minimum requirements for successfully inducting students to Warwick. It explores what information and which services are a necessary requirement for different cohorts of students, and which departments/teams currently deliver, or signpost students to, information or key services. It is an internal and staff-facing document.

Document structure:
For ease this document takes the form of tables. These are grouped around i) a student's journey, and ii) general themes.

The Students' Journey	General themes
Marketing, Recruitment and Admission Pre-arrival Information University Induction Academic Induction	Student Services Employability and Careers

Understanding the tables:
The left-hand column of each table states the information or service that students require during that stage or in that aspect of their lives. The middle group of columns sets out which student cohorts require that information or service. The final set of columns lays out which department or teams currently take responsibility for a service; the primary communicators of that service to students, and the secondary communicators to students (or those departments within the university who at least need to be kept informed of the activities of the teams in the other two columns).

Please note:
This document is a working draft and as such is not necessarily complete or accurate. It also aims only to outline the *minimum* requirements for inducting students. The left-hand column is not intended to be an exhaustive list of the information or services students might require, but it does seek to list everything Warwick is committed to providing for students. Likewise the order in which the requirements are listed is not intended to imply either priorities or timing.

The central column is intended to show that different cohorts of students have differing requirements in some areas, but it may be helpful to either increase or decrease the subdivision of student cohorts in this column.

The right-hand column represents our understanding, after some consultation with the teams involved, of the departments and teams currently delivering services/providing information.

The legend, provided below, lists all the departments/teams involved in contributing to student induction. It may require additions. We seek to consult with colleagues in order to make this document as accurate and useful as possible in ensuring students are successfully inducted to Warwick.

Legend:

Departments/Teams	Cohorts	Responsibility

SARO = Student Admissions and Recruitment Office
IO = International Office
CI = Central Induction
WA = Warwick Accommodation
LB = Library
SFu = Student Funding
SFi = Student Finance
SCS = Student Careers and Skills
SS = Student Support (including RLT and Chaplaincy)
DS = Disability Services
AD = Academic Departments
GS = Graduate School
AL = Alumni Engagement
SU = Students' Union
Sec = Security
ITS = IT Services
CAL = Centre for Applied Linguistics
SPA = Strategic Planning and Analytics (Enrolment)
WS = Warwick Sport
Gov = Governance
HC = Health Centre
SR = Student Reception
M = Marketing
TQ = Teaching Quality
SR = Student Records

UG = Undergraduate Students

PGT = Postgraduate Taught Students

PGR = Postgraduate Research Students

DL = Distance Learners

Intl = International Students

R (responsibility) = the department/team who has primary responsibility for this information/service

PC (primary communicator) = the department/team who has primary responsibility for communicating this information to students

I/SC (informed/secondary communicator) = a department/team who needs to be kept informed and/or communicates this information to students

Marketing, Recruitment and Admission

During marketing, recruitment and admission students benefit from receiving the following information:

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
an overview of Warwick's position as a global provider of higher education	✓	✓	✓	✓	✓	M	SARO	IO
details about the course, including the nature and type of qualification, the principal method of teaching and learning, and whether the programme is accredited by a professional, statutory or regulatory body	✓	✓	✓	✓	✓	M	AD	SARO IO
progression opportunities and conditions, including from foundation years	✓	✓	✓	✓	✓	M SCS	IO SCS	AD
application deadlines and processes, including any application fees	✓	✓	✓	✓	✓	SARO	SARO	IO AD SFi LB
visa requirements and procedures					✓	IO	IO	AD GS

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
entry requirements and acceptance conditions, including language English proficiency	✓	✓	✓	✓	✓	**SARO**	**SARO IO**	**AD**
admissions processes, including processes for entry at different points in the academic year	✓	✓	✓	✓	✓	**SARO**	**SARO**	**IO AD LB**
the responsibilities and obligations of applicants, including details of how Warwick will respond to applications that include fraudulent or false information	✓	✓	✓	✓	✓	**SARO**	**SARO**	**IO AD**
deposits required, tuition fees, payment deadlines and methods, and refund policies	✓	✓	✓	✓	✓	**SFi**	**SARO**	**IO AD**
overall study costs, and details of whether and how such costs (including tuition fees) may alter during the course of their study	✓	✓	✓	✓	✓	**Sfi Sfu**	**SARO**	**IO AD LB**
estimated cost of living, including accommodation costs	✓	✓	✓	✓	✓	**WA**	**WA SARO**	**SARO IO Sfu Sfi AD LB**

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
details of any scholarships and other financial assistance schemes	✓	✓	✓	✓	✓	Sfu SCS GS	SARO	IO AD LB Sfi
details of pre-sessional courses or academic study skills courses that may be available	✓	✓	✓	✓	✓	IO	IO SARO	SARO IO AD CAL LB
an indication of student support services that are available	✓	✓	✓	✓	✓	DS SS	DS SS	IO SARO AD GS LB
information about employability including opportunities for work experience, volunteering and work placements	✓	✓	✓	✓	✓	SCS	SCS	SARO IO AD SU LB
details of registered student recruitment agents and expected standards of service					✓	IO	IO	AD
a profile of the provider, including its standing with the Home Office					✓	TQ	TQ	AD IO
contact point(s) for enquiries, including specific contact information for each programme of study	✓	✓	✓	✓	✓	SARO	SARO	IO AD

Pre-arrival Information

Students benefit from receiving the following information pre-arrival:

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
deadlines for payment of fees and information about how to make payments, together with refund policies	✓	✓	✓	✓	✓	**SFi**	**SFi**	**CI IO AD LB**
details about deadlines for applying for student accommodation, and guidance on whether, when, and how deposits and rent are payable	✓	✓	✓	✓	✓	**WA**	**WA**	**CI IO AD LB**
details about the availability and range of student accommodation and their suitability for specific groups of students, such as those with families or disabilities	✓	✓	✓		✓	**WA**	**WA**	**DS SS SU CI IO AD LB**
details of what is and is not provided in Warwick-managed accommodation (for example, bedding, catering facilities, and so on)	✓	✓	✓		✓	**WA**	**WA**	**CI IO AD**
that legal agreements, such as rental contracts, detail mutual obligations	✓	✓	✓		✓	**WA**	**WA**	**SU AD**

	Applicability to different cohorts					Department/team with responsibility		
Information	UG	PGT	PGR	DL	Intl	R	PC	I/SC
that students receiving considerable on-campus tuition should live within a reasonable distance of the University (circa 25 miles)	✓	✓	✓		✓	Gov	WA	SU IO CI AD
details of how to open bank accounts, including a recommendation that students make appropriate arrangements to access money on a short-term basis upon arrival and/or to finance themselves until access to a bank can be arranged	✓				✓	SFu IO	SFu	SU IO LB AD
basic guidance on personal safety	✓	✓	✓		✓	Sec	Sec	IO SU LB CI AD
basic guidance on British culture and the law					✓	IO	IO	AD LB
signposting to sources of information, such as the British Council, UKCISA, and the immigration department, about coming to, and living in, the UK, including entitlements or restrictions on working while studying					✓	IO	IO	AD
details of welfare entitlements, including healthcare and childcare options, and how these services can be accessed	✓	✓	✓	✓	✓	SS IO HC	SS HC	CI SU AD LB

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
providing guidance to help students' transition to Warwick before their course starts	✓	✓	✓	✓	✓	IO CI SU	IO CI SU	AD GS LB
details of the registration and enrolment process and the documents that entrants will need	✓	✓	✓	✓	✓	SPA ITS	CI	IO AD GS
details of any orientation and induction programmes that Warwick makes available	✓	✓	✓	✓	✓	IO CI AD LB	IO CI AD GS LB	IO CI AD LB
details of services and support (academic and non-academic) available to students at Warwick, including faith-based, sporting, leisure and social services and facilities	✓	✓	✓	✓	✓	SS SU WS LB	CI SS SU GS LB IO	AD LB
explanation of Warwick's, and the students', respective responsibilities so that students clearly know what they can expect and what is expected of them during their time at Warwick	✓	✓	✓	✓	✓	Gov	CI GS	AD IO CI

	Applicability to different cohorts					Department/team with responsibility		
Information	**UG**	**PGT**	**PGR**	**DL**	**Intl**	**R**	**PC**	**I/SC**
what to expect, upon arrival, from immigration control, including what documents are needed, and when and where students will need them					✓	IO	IO	AD CI LB
advice on how to arrive safely at Warwick-managed accommodation (if applicable), and any 'meet and greet' services made available by Warwick	✓	✓	✓		✓	WA IO	WA	IO CI AD LB
advice on where students need to go and what they need to do immediately on arrival at Warwick, including information about late arrivals for those arriving at Warwick-managed accommodation during the evening/night	✓	✓	✓		✓	WA	WA	IO CI AD
provide guidance on what to do in the event of an emergency/ requiring out-of-hours healthcare	✓	✓	✓		✓	SS HC	CI	IO CI AD
details of how students can contact home upon arrival to confirm that they have arrived safely					✓	ITS	IO	CI AD
contact point(s) for enquiries, and for any problems that may arise when arriving at Warwick	✓	✓	✓	✓	✓	SR	CI GS	IO CI AD LB

University Induction

Students benefit from receiving the following information as part of induction:

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
advice on settling in	✓	✓	✓		✓	IO CI SU	IO CI SU GS	AD
details of social, sporting, faith-based and leisure facilities on campus	✓	✓	✓		✓	SU	SU CI GS	SS LB IO CI AD
advice on recognising and dealing with home-sickness/culture shock, and where to find guidance and support	✓	✓	✓		✓	IO	IO CI	SS CI AD GS LB
arrangements for healthcare and personal welfare, including childcare	✓	✓	✓		✓	HC SS	CI SU GS	IO AD LB
information about financial matters and any support schemes in the case of financial hardship	✓	✓	✓	✓	✓	SFu SFi	CI SU	AD GS
details on safety and personal security	✓	✓	✓		✓	Sec	CI	SU SS IO AD GS LB
details of any 'buddying' schemes or other integration opportunities	✓	✓	✓	✓	✓	AD IO	AD IO GS	CI SU AD LB
support with well-being and managing studying (including Study Happy activities)	✓	✓	✓	✓	✓	LB SS SU WS	LB SS SU WS	

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
academic support, including for academic writing and other academic skills development	✓	✓	✓	✓	✓	AD SCS	AD CI GS	CI IO SCS SU LB
orientation of central learning facilities, including Library, Learning Grids, PG Hub, Research Exchange (for example, 'Get Started' events)	✓	✓	✓	✓	✓	LB	LB AD	AD
support for employability, including careers education and guidance, and any opportunities for short-term employment or work experience	✓	✓	✓	✓	✓	SCS	CI	SU AD GS IO
how disability is defined and what support is made available for disabled students	✓	✓	✓	✓	✓	DS	CI	IO CI AD GS
providing support for students who join at different points during an academic year or an academic programme	✓	✓	✓	✓	✓	AD	AD CI GS	IO SARO
facilitating interaction between international and home students	✓	✓	✓	✓	✓	IO	IO GS CI	SU LB AD SS
working with students' associations and societies to facilitate interaction between international and home students	✓	✓	✓	✓	✓	SU IO	SU GS	IO CI AD

Academic Induction

Academic induction should occur in a timely manner and at different times throughout the academic cycle, particularly at key stages, such as soon after arrival and in the lead-up to the examination period.

Departments should consider the best method and timing for the delivery of the information listed.

Students will benefit from receiving details of the following at academic induction:

Guidance	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
learning and teaching methods, and Warwick's expectations of students as active and independent learners	✓	✓	✓	✓	✓	AD SCS	AD	LB SCS
assessment methods and criteria for assessment	✓	✓	✓	✓	✓	AD	AD	
grading and classification systems	✓	✓	✓	✓	✓	AD	AD	
what type of feedback on assessment is given and how to use it	✓	✓	✓	✓	✓	AD	AD	
monitoring points and their importance	✓	✓	✓	✓	✓	AD	AD	IO
academic practice and malpractice (for example, plagiarism)	✓	✓	✓	✓	✓	AD	AD GS	SU SCS LB

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
support with development of information skills, including introduction to Academic Support Librarian, relevant subject resources/ databases, and embedded programmes (e.g. Student as Researcher)	✓	✓	✓	✓	✓	AD LB	AD LB	CI
learning facilities, including library resources and laboratories	✓	✓	✓	✓	✓	AD LB	AD LB	CI
academic support, including, where appropriate, the use of tutors and tutorials, the role of research supervisors and that of academic advisers	✓	✓	✓	✓	✓	AD SCS	AD GS	CI IO SCS
complaints and appeals procedures and where details of these can be found	✓	✓	✓	✓	✓	Gov AD	AD GS SR	
opportunities for student representation and feedback	✓	✓	✓	✓	✓	AD	AD GS	SU CI
where and how academic support can be accessed throughout the academic year	✓	✓	✓	✓	✓	AD	AD	GS SU CI SCS IO LB

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
what academic and pastoral support is available within each academic department, and provide contact details	✓	✓	✓	✓	✓	**AD**	**AD**	**SS GS LB SCS**
the assistance available to those whose first language is not English, or who come from different pedagogic cultures	✓	✓	✓	✓	✓	**IO AD CAL**	**IO AD**	**LB**
the support available for finding academic networks beyond the university			✓			**AD SCS**	**AD GS SCS LB**	**SU**

Student services

To best assist students the following arrangements need to be in place:

	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
continuity arrangements in the case of a crisis in a student's home town or country, or unexpected closure of a programme of study	✓	✓	✓	✓	✓	SS AD IO	SS AD IO	
clear refund policies	✓	✓	✓	✓	✓	SFi	AD	SU IO
additional support arrangements for students who are under 18. (These to be made clear to applicants and their families)	✓				✓	SS IO	IO SARO CI	SS WA SU AD LB
networks and events offering the opportunity to engage with the local community	✓	✓	✓		✓	SCS SU	SCS SU	IO CI AD LB

Employability and Careers

Colleagues should:

	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
provide guidance on University rules which constrain the number of hours students can work (dependent on programme)	✓	✓	✓	✓	✓	TQ	AD	SCS AD SU IO
provide or signpost access to a database of employers or employment opportunities in other countries	✓	✓	✓	✓	✓	SCS	SCS	IO SU AD LB
facilitate access to alumni networks which can assist in preparation for employment and employment opportunities	✓	✓	✓	✓	✓	AL	AL	SCS IO SU AD LB
organise or signpost to careers fairs with multinational companies and overseas employers	✓	✓	✓	✓	✓	SCS	SCS	IO SU AD

Information	Applicability to different cohorts					Department/team with responsibility		
	UG	PGT	PGR	DL	Intl	R	PC	I/SC
advise on the conventions governing employers' recruitment, selection and interview processes in the UK and abroad	✓	✓	✓	✓	✓	SCS	SCS	IO SU AD
emphasise the importance of understanding visa rules ahead of applying for graduate jobs in the UK					✓	SCS	SCS	IO SU AD
advise on legislation which constraints the hours international students can work both during and immediately following course completion					✓	IO	IO	SU AD SCS
make clear that the careers service is not intended as a job placement service	✓	✓	✓	✓	✓	SCS	SCS	IO SU AD
provide opportunities to learn about teaching in HE			✓			SCS AD	SCS AD	SARO LB