

Access Office Business Process

PURPOSE

The purpose of this document is to describe the main procedures associated with the delivery of services of the [Access Office](#) (AO) including the services of the AccessCampus.

RESPONSIBILITY

Overall responsibility for the process is held by the Access Officer. All Access Office staff are responsible for implementing the associated procedures.

PROCEDURE

The [Access Office](#) (AO) provides a range of supports, pre- and post-entry activities, and advice to prospective students at UL and its Higher Education partners and to current students at UL. The AccessCampus interacts with a wide range of community and education partners focusing on confidence building and aspiration arising within the context of education from primary through to third level and mature learners.

The primary procedures associated with delivery of these services include:

- A. Higher Education Access Route (HEAR)
- B. Student Assistance Fund (SAF)
- C. Access to University Course (AUC)
- D. Offers Process For Higher Education Access Route (HEAR)/Transition to University Course (TUC)
- E. Access Mentoring Programme
- F. Student Ambassador Programme
- G. Look To The Future
- H. Orientation Days
- I. Broadening Horizons
- J. Shadowing Days
- K. Graduate Entry Medical School Scholarship Assessments
- L. AccessCampus Study Club Member Recruitment
- M. AccessCampus Volunteer Management
- N. AccessCampus Community based Co-operative Work Experience placements
- O. AccessCampus Service Learning Opportunity – Alternative Education Experience
- P. AccessCampus Service Learning Opportunities – Occupational Therapy MSc Student Placement
- Q. AccessCampus Service Learning Opportunities – Physiotherapy Student Placement
- R. AccessCampus Community Education – Introductory Series
- S. AccessCampus Community Education - Community Law Programme
- T. AccessCampus Facilities Management

Access Office Business Process

A. Higher Education Access Route (HEAR) – (Second Level Co-Ord.)

1. **July** - Review and revise HEAR Application & Recheck Forms from previous year with HEAR Operators.
2. **July** - Review and revise HEAR Brochure & Information Flyer from previous year.
3. **Sept.** - Update HEAR Section on www.accesscollege.ie
4. **Oct.** - Attend HEAR Review & Planning Meeting.
5. **Nov. – Jan.** - Visit fifteen linked schools in Limerick to promote HEAR Scheme.
6. **Jan.** - Organise & facilitate Annual HEAR Application Advice Clinic.
7. **March 1st** - HEAR Application Closing Date.
8. **April 1st** - HEAR Application Supporting Financial Documentation Closing Date.
9. **Apr.-July** - Liaise with Central Applications Office regarding HEAR Application Support Queries.
10. **June** - Inform Applicants of Eligibility Status.
11. **July** - Ineligible Applicants may avail of Application Recheck Facility.
12. **July** - Recheck Applicants are notified of Recheck Outcome.
13. **Aug.** - Unsuccessful Recheck Applicants may Appeal Outcome.
14. **Aug.** - Applicants are notified of Appeal Outcome.

B. Student Assistant Fund (SAF) – (Access Officer)

1. **Aug.** - Agree form layout and closing date for applications for different categories of students with SAF Committee.
2. **Sept.** - Application forms are available from the Access Office.
3. **Sept.-Jan.** - Completed application received.
4. **Sept.-Apr.** - Applications processed and decisions made.
5. **From Oct.** - Payments made.
6. **Jan.-Sept.** - Late applications are processed.

C. Access to University Course (AUC) – (Access Officer)

1. **Oct.** - Review criteria & revise application and advertising material from previous year.
2. **Oct.** - Advertise the programme – through the Department of Education Secondary Schools, Education Partnerships and UL Website.
3. **Oct. /Nov.** - Send information and application form to interested parties.
4. **By Nov. 15th** - Applications received directly to the Access Office
5. **Nov.** - Create Database file of applications for assessment on SharePoint.
6. **Nov.** - Forward file to Insight Coding to determine Socio-Economic Group (SEG).
7. **Nov.** - Forward file to GAMMA coding to determine Geo Coding (Disadvantaged Area).
8. **Nov.** - Financially assess applications to determine eligibility for course.

Access Office Business Process

9. **Nov.** - All applicants are notified of outcome of their application and those who meet the criteria are called for interview.
10. **Dec.** - Interviews are scheduled and candidates are advised.
11. **Dec.** - Hold interviews and make offers based on ranking of applicants using Interview Evaluation form.
12. **Dec.** - Recruit AUC tutors
13. **Jan.** - Send letter to applicant offering/declining a place on course.
14. **Jan.-May** - Deliver Access to University Course.
15. **Aug.** - Make Offers for Undergraduate Programmes to those who have successfully completed the Course.

D. Offers Process for Higher Education Access Route (HEAR)/Transition to University Course (TUC) – (Access Officer/ TUC Co-Ord.)

1. **Apr.** - Review and revise the Transition to University Course.
2. **Apr.** - Recruit Student Leaders and Tutors. Student Leaders complete application form, applicants are called to interview with the Access Officer.
3. **Apr./May** - Bookings regarding accommodation, catering services, tutors, etc.
4. **July** - Student Leaders interviewed notified of interview outcome after exam results.
5. **Aug.** - Send letters to HEAR eligible applicants who have an expression of interest on the CAO for UL and those who have deferred their place from the previous year.
6. **Aug.** - Agree quotas with the Admissions Office.
7. **Aug.** - Once the offers are up on the CAO, confirm attendance on the TUC by phone contact with the applicants made offers of Access supports.
8. **Aug.** - Finalise arrangements regarding accommodation, catering services, tutors, etc.
9. **Aug.** - Deliver Transition to University Course.
10. **Aug.-Oct.** - Carry out an Evaluation of the Course. (Refer to questionnaire in TUC Folder).

E. Access Student Mentoring Programme – (Access Officer)

1. **Mar.** - Review and revise the Student Mentoring Programme.
2. **Feb. /Mar.** - Advertise for mentors for forthcoming academic year via email and Access Office Facebook.
3. **Mar.** - Review mentor applications and select mentors.
4. **Apr.** - Deliver mentoring training in conjunction with Student Counselling.
5. **Aug.** - Offer Mentoring to incoming students on Transition to University Course.
6. **Sept.** - Offer Mentoring to students who have completed the Access to University Course.
7. **Sept.** - Hold “refresher” training for mentors.

Access Office Business Process

8. **Sept.** - Hold match up session for Mentors and mentees.
9. **From Sept.** - Follow up with Mentors after each mentoring session.
10. **Feb. /Mar.** - Carry out evaluation of Mentoring Programme.

F. Student Ambassador Programme – (Access Officer)

1. **Mar.** –Review and revise the Student Ambassador Programme with St. Ambassador Programme trainer.
2. **Feb. /Mar.** - Advertise for Ambassadors for forthcoming academic year via email and Access Office Facebook.
3. **Mar.** - Review Student Ambassador applications and select Ambassadors.
4. **Apr.** - Deliver Student Ambassador training.
5. **Apr. & Nov.** - Students visit schools.
6. **Oct.** - Hold “refresher” training for Student Ambassadors.
7. **Mar.** - Carry out evaluation of Student Ambassador Programme.
8. **May.** - Inform Link Schools about the activity.

G. Look To The Future – (Second Level Co-Ord.)

1. **Apr.** - Review and revise the Look to the Future Programme.
2. **May** - Inform the 15 Link Schools about the activity.
3. **June** - Schools select to participate in the activity.
4. **July/Aug.** - Organise printing and delivery of Look to the Future Workbooks.
5. **Oct.-Dec.** - Visit schools to introduce activity to First Year classes.
6. **Jan/Feb.** - Organise Certificates presentation/Reception for classes upon completion of activity.
7. **Feb./May** - Evaluation through pupil feedback

H. Orientation Days – (Second Level Co-Ord.)

1. **Dec.** - Review and revise the Orientation Days Programme.
2. **May** - Inform Link Schools about the activity.
3. **June** - Schools select to participate in the activity.
4. **Jan.** - Recruit and brief academic staff that are due to participate.
5. **Apr.** - Organise classroom requirements for the semester.
6. **Jan.-Apr.** - Organise transport and catering for school groups each week.
7. **Jan.-Apr.** – Evaluation via pupil questionnaire and teacher feedback (verbal & written).

Access Office Business Process

I. Broadening Horizons – (Second Level Co-Ord.)

1. **Apr.** - Review and revise the Broadening Horizons Programme.
2. **May** - Inform Link Schools about the activity.
3. **June** - Schools select to participate in the activity.
4. **July/Aug.** - Organise printing of Broadening Horizons Workbooks.
5. **Feb. /Mar.** - Visit schools to introduce activity to Second Year classes.
6. **Feb. /Apr** - Course completed in individual schools.
7. **Apr.** - Organise Certificates presentation/Reception for classes upon completion of activity.

J. Shadowing Days – (Second Level Co-Ord.)

1. **Jan.** - Review and revise the Shadowing Programme.
2. **May** - Inform Link Schools about the activity.
3. **June** - Schools select to participate in the activity.
4. **Sept.** - Recruit Undergraduate Students to participate in the activity.
5. **Sept.-Oct.** - Facilitate Child Protection Training for students.
6. **Oct. /Dec.** - Inform academic staff about the programme and request their permission to allow Second Level pupils attend Lectures and / or Tutorials.
7. **Oct. /Dec.** - Organise transport & catering for school groups each week.

K. Graduate Entry Medical School Scholarship Assessments – (Access Officer)

1. **Oct./Nov.** - Review and revise the process
2. **Apr.** - Create Database file for applicants.
3. **Apr.** - GEMS populate database file.
4. **Apr.** - Forward file to Insight Coding to determine Socio-Economic Group (SEG).
5. **June-Aug.** - Financially assess applications to determine eligibility for scholarship.
6. **Sept.** - Attend Steering Committee Meetings to discuss applications and award scholarships.

L. AccessCampus Study Club Member Recruitment - (AccessCampus Co-ordinator)

1. **July** - Review and revise Application form and Club Rules material from previous year.
2. **July-Aug.** - Review and confirm returning and non-returning members for upcoming academic year.
3. **From Aug.** - New member applications received by phone or personal visit.
4. **From Aug.** - New member interviews set.
5. **From Aug.** - Hold interviews and offer places at Study Club.

Access Office Business Process

6. **From Sept.** - Monitor member attendance and engagement.

M. AccessCampus Volunteer Management- (AccessCampus Co-Ordinator)

1. **July** - Review and update induction packs.
2. **From Aug.** - Respond to volunteer requests through PVA.
3. **From Aug.** - Schedule interviews with prospective volunteers.
4. **From Sept.** - Upon acceptance of volunteer, issue volunteer induction packs.
5. **Oct. & Feb.** - Process volunteer induction packs.
6. **From Sept.** - Monitor volunteer interactions.
7. **Dec. & Apr.** - Collate and sign off on PVA applications.
8. **Mar.-May** - Review volunteer interactions through on-line survey.

N. AccessCampus Service Learning Opportunities - Community Based Co-Operative Work Experience Placements – (AccessCampus Co-Ord.)

1. **Sept. & Mar.** - Contact community and charity organisation partners to assess need.
2. **Sept. & Mar.** - Contact Co-operative Education Office with identified number of Co-operative Work Experience placements required.
3. **Oct. & Apr.** - Conduct interviews of interested Co-operative Work Experience students.
4. **Oct. & Apr.** - Allocate offers to successful candidates.
5. **Oct. & Apr.** - Organise initial meeting between Co-operative Work Experience student and host organisation.
6. **Nov. & May** - Upon acceptance of both parties indicate same to Co-operative Education and Careers Office and agree start date.
7. **Monthly** - Visit host organisations to check on placement and offer assistance if required.
8. **Jan. & May** - Facilitate Co-operative Education supervisor assessment visits between host organisations, students and UL academic staff.

O. AccessCampus Service Learning Opportunities – Alternative Education Experience (AEE) – (AccessCampus Co-Ord.)

1. **Nov.** – Meet with AEE lead contact to discuss and agree format for current format.
2. **Nov. /Dec.** – Meet with community partners to agree number of places available for AEE students and any particular requirements.
3. **Dec.** – Provide list of potential host organisations & opportunities to AEE organiser
4. **Jan.** – Meet interested AEE students to identify suitable opportunities, offer and agree places.
5. **Jan/Feb.** – Organise initial meeting between AEE students & host sites.

Access Office Business Process

6. **Feb.-Apr.** – Monitor AEE engagements
7. **Apr. – May** – Sign off on AEE paperwork upon student completion of module.

P. AccessCampus Service Learning Opportunities – Occupational Therapy MSc Student Placement – (AccessCampus Co-Ord.)

1. **Aug.** – Initial meeting with OT Placement Officer to discuss need and identify potential student engagements.
2. **Oct.** – Organise and host meeting between OT Placement Officer and interested community partners.
3. **Dec., Apr. & Aug.** – Orientation meeting with students in advance of placement
4. **Jan., May & Aug.** – Induction, supervision and assessment of students in collaboration with Placement Officer (9 to 10 week placements).
5. **Oct., Mar. & Nov.** – Debrief and review placement with OT Placement Officer

Q. AccessCampus Service Learning Opportunities – Physiotherapy Student Placement – (AccessCampus Co-Ord.)

1. **Sept.** – Initial meeting with Physiotherapy Placement Officer to discuss need and identify potential student engagements.
2. **Sept.** – Contact and visit potential host sites with Placement Officer.
3. **Nov.** – Confirm and finalise host organisations and sites for placement.
4. **Jan.** – Meet with students and provide orientation to AccessCampus and host organisations.
5. **Feb. – Mar.** – Host and supervise students for 5 week placement.

R. AccessCampus Community Education – Introductory Series - (AccessCampus Co-Ord.)

1. **August** - Review structure and revise potential resources with Access Officer.
2. **September** -Contact community organisations, education providers and individuals.
3. **Sept. /Oct.** - Identify curriculum items in conjunction with community stakeholders.
4. **October** -Finalise database of participants/ community learners.
5. **October** - Collaborate with academic staff on curriculum structure and delivery.
6. **Nov. & Apr.** - Deliver Community Education programmes.
7. **Apr. /May** - Evaluate Community Education programmes.

Access Office Business Process

S. AccessCampus Community Education - Community Law Programme – (AccessCampus Co-Ord.)

1. **Oct.** – Review and agree content and course structure with School of Law representative.
2. **Oct.** – Clarify relevance and interest in course with community partners.
3. **Nov.** – Attend meetings, facilitated by community partners, with interested learners
4. **Jan.** – Book lecture rooms and community transport
5. **Jan.** – Confirm attendance list & potential waiting list with community partners
6. **Feb. /Mar.** – Attend course on weekly basis to support learners where required
7. **Mar.** – Organise presentation of certificates

T. AccessCampus Facilities Management – (AccessCampus Co-Ord. & ESW)

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

DOCUMENTATION

- HEAR Brochure & Flyer (www.accesscollege.ie)
- HEAR Application Advice Clinic
- Student Assistance Fund application form
- AUC application form
- TUC information
- Access Mentoring application form
- Student Ambassador application form
- Look to the Future
- Orientation Promotional materials
- Broadening Horizons information
- Shadowing Days
- GEMS scholarship application and assessment forms
- Study Club application form and rules

Access Office Business Process

- Volunteer Induction pack
- Child Protection policy and reporting procedures

RECORDS

All relevant student and learner records created within the Office are stored in accordance with UL's [Records Management and Retention Policy](#).

PROCESS VERIFICATION

Evaluation of the Access Office process effectiveness is carried out using internal audits. Changes to the process are effected as required and as deemed appropriate.

REVISION HISTORY

Revision No.	Date	Approved by:	Details of Change	Process Owner
1			<i>Initial Release</i>	
2	28/07/2014		<i>Reformatting layout of processes to display flow of work by showing date first. Following feedback from internal audit.</i>	Dónal O'Leary
3	02/09/2014		<i>Addition of Processes O, P, Q & T. Also renaming of Processes L & N. Broadening former process O (Access Community Education) to processes R & S.</i>	Dónal O'Leary