PHD ACADEMY OFFICE:
STATEMENT OF SERVICE LEVEL

1.   SERVICE LEVEL AIMS AND OBJECTIVES
1.1   The PhD Academy office deals exclusively with matters relating to research students from registration to final examination and award.

1.2   We aim to deliver a high-level, responsive service designed to meet the needs of different research students and academic departments.

1.3   We will deliver services in accordance with the following objectives:

(i)   that services are accessible to all research students and staff across the School by:

- **providing different forms of access** in person, by telephone or email;
- **operating an open-door policy** from 8am to 530pm daily throughout the year so services can be accessed when necessary. When opening times differ on specific occasions, information will be published on the website;
- **providing accurate information in a variety of formats** on the Academy website; through School/departmental workshops; and by establishing effective working relationships with other information-providers across the School. Written information is as concise and clear as possible; and
- **making reasonable adjustments that might be required by individuals** in accordance with the School's policy on equality and diversity.

(ii)   that services are provided in a courteous, prompt and efficient manner by:

- **providing appropriate training** to ensure that all Academy staff are adequately informed to respond effectively to student/staff needs;
- **answering all telephone calls during office opening times** or responding to voicemail messages within 2 working days; and
- **acknowledging all email queries within 2 working days** and providing a full response within 5 working days or sooner where possible.

(iii)   that services are responsive to users' needs by:

- **being flexible in their delivery** taking account of feedback on our services and individual requests and revising our services accordingly; and
- **being anticipatory of the different needs of users** by staying alert to internal and external activities that impact on the PhD area and amending services appropriately for all users.

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