

RESOURCES MANAGEMENT Division

Student Support Service

The vision – To provide efficient & effective customer focused quality services



The service

This section is responsible for the management of Student Support and Assembly Learner Grant applications ensuring that payments to 3600 students are adequately controlled, monitored and only where due. The Section is also responsible for administering nine Scholarships for the Trustees of individual funds

What we aim to do

- Fully utilise resources to the benefit of our users
- Involve our customers at all stages of service delivery
- Maintain and improve standards for all our services
- Promote innovation & creativity
- Improve communication

How we did in 2007/08

- Acknowledged receipt of all higher education applications within 3 working days - through reorganising the way in which application forms were dealt with
- Ensured that all changes to student support regulations were communicated effectively and efficiently to all student support staff

Priorities for 2008/09

- Continue to acknowledge receipt of 95% higher education student support applications within 3 working days.
- Financially assess 95% of higher education student support applications within 6 weeks
- Actively contribute and take part in any WAG/Student Loans Company initiatives to improve and extend student support.
- Continue to ensure that all changes to student support regulations are communicated effectively and efficiently to student support staff