



Activities Centre

- CUSTOMER SERVICE STANDARDS 2008/09

The Activities Centre aims to provide a high standard of service to students and offer a diverse range of opportunities that add value to the student experience. In order to provide a valuable experience for students, the Activities Centre endeavours to provide guidance, support and encouragement to students so that they can take responsibility for their own projects, enabling the development of transferable skills and personal development.

What students can expect from the Activities Centre:

- We will treat all visitors with respect and courtesy at all times.
- We will welcome all visitors to the Activities Centre during opening hours and will endeavour to assist with all relevant enquiries.
- We will endeavour to respond to all emails and voicemails within two working days; If a query cannot be resolved within this time, we will acknowledge correspondence by recipient and inform you when a full response can be expected.
- We will ensure that the activities section of umsa.org.uk and all notice boards are kept up-to-date and that all relevant resources are available at 'umsa.org.uk'.
- We will aim to ensure that visitors do not have to wait longer than two working days for an appointment to see a member of staff.
- We will provide confidential meeting space as required.
- We will provide training and development opportunities so that students can take ownership of their activities and develop transferable skills.

What the Activities Centre expects from students:

- That you are polite and treat our staff with respect and courtesy.
- That you arrange an appointment if a long consultation is required.
- That if you are unable to keep appointments or attend training sessions, apologies are sent in advance.

The Association (UMSA) is committed to providing the best service possible for students. By setting standards we can monitor our performance and improve the delivery of our services. If you feel that we are not meeting our standards please let us know by emailing comment@umsa.org.uk.



INVESTOR IN PEOPLE



SOUND
impact awards
Bronze winner
2007/08



BEST BAR NONE AWARDS SCHEME
NUSSL National Winner 2007/08