

# Department of Student Support and Careers Services

## Our Mission

To deliver professional services that facilitate and support student success.

## Our Vision

Recognising the diverse needs of individuals and working collaboratively across the institution and beyond, we use our expertise to empower and inspire all to develop their independence, enabling them to achieve their full potential.

## Our Values

**Integrity** in all that we do, operating on an impartial, non-judgmental, ethical and boundaried manner at all times.

**Responsive** to needs, demands and strategic priorities by ensuring we are approachable, timely, accountable, evidence-based, focussed and agile in our approach.

**Inclusive** to all by delivering services that are respectful, empathetic, accessible and bilingual

## How We Achieve This

**Working with internal and external partners to ensure the needs of students are met we provide:**

- specialist staff who are professionally qualified or accredited with their professional association
- information about our services and key student issues via a variety of media such as leaflets, web, talks and presentations
- online self-help resources for students such as Blackbullion and the Big White Wall
- advice and guidance direct to students, on a range of topics specific to the needs of individual
- workshops for students which equip them with a toolkit of skills for university and beyond
- work experience opportunities such as GO Wales and the Aber Forwards Scheme
- peer support, mentoring and specialist 121 support for students
- support to staff in their interactions with students, either directly or via workshops and training
- policies, procedures and processes which ensure consistency and transparency of approach