

Assessment Help Desk Guide

IICL Birmingham

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Overview

The Assessment Help Desk provides face-to-face support and guidance to students experiencing issues related to assessment processes. Common areas of support include:

- Moodle access and functionality
- Marks and feedback
- Resit and rework information
- Academic misconduct procedures
- Extenuating Circumstances (EC)
- Signposting
- Differentiated deadlines
- Progression queries
- Appeals

Help Desk Operating Hours

WEEKS 1 -12

Day	Time Slots
Monday – Thursday	09:00 – 12:00 & 13:00 – 16:00
Friday	09:00 – 12:00 & 13:00 – 16:00
Saturday – Sunday	09:00 – 12:00 & 13:00 – 16:00

WEEKS 13 – 17 (ON DEMAND)

Rota Information

A monthly rota will be distributed outlining your Help Desk responsibilities. Please remain flexible, as daily requirements may vary.

Responsibilities

While on Help Desk duty, your primary role is to provide direct support to students. During peak periods, Help Desk duties may be suspended to prioritise core assessment tasks (usually after week 12)

Additional responsibilities may include:

- Responding to email and walk-in queries
- Attending class visits (where appropriate)
- Referring students to relevant departments
- Supporting EC submissions

Important:

When assisting a student, set your Microsoft Teams status to 'Do Not Disturb' to avoid call interruptions. When not with a student, switch your status to 'Available'.

Wellbeing & Safeguarding

If a student appears to be struggling with their mental health, refer them to the Wellbeing Support Request Form:

<https://live.uniticms.com/uwtsd/register/>

If a student is at risk, complete the Cause for Concern Form:

<https://live.uniticms.com/uwtsd/register/?form=welfare>

External Support via Email

You may copy and paste the following into email communications (format as needed):

- Student Union Advice Service

The Students' Union offers advice on university processes.

Advice Service: <https://www.uwtsdunion.co.uk/advice/advice-service>

Email: unionadvice@uwtsd.ac.uk

- Student Assistance Programme

A 24/7 confidential helpline offering support on legal, financial, medical, and personal matters.

Phone: **0800 028 3766**

SAP Helpline Info:

<https://students.uwtsd.ac.uk/wp-content/uploads/2021/12/Calling-the-SAP-helpline-non-counselling-v1-1.pdf>