



# Unified Support Model Process Map Compendium

## Document purpose

The purpose of this document is to provide a collection of the processes mapped by each team in the process mapping workshops. It can be used as a reference point for teams (e.g. for training), or as a guide to processes that may not currently be employed by your office or are managed elsewhere.

## Document audience

The intended audiences for this document are

- The people working in the 14 offices under the initial remit of the USM rollout.
- The people working in Registry.

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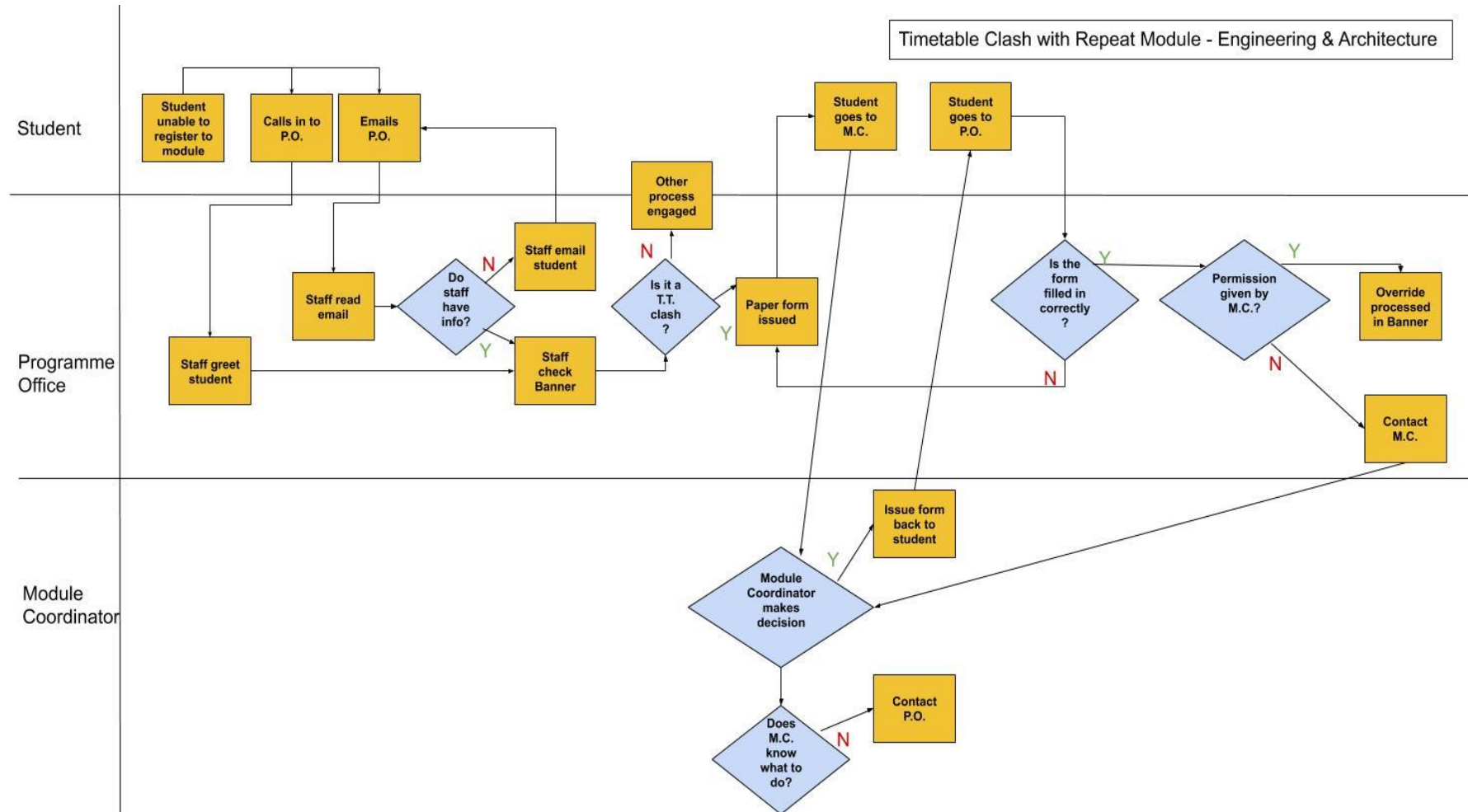
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**This document will be updated with new processes as the rollout continues.**



# Unified Support Model Process Map Compendium

## Timetable clash with repeat module - *Engineering & Architecture*

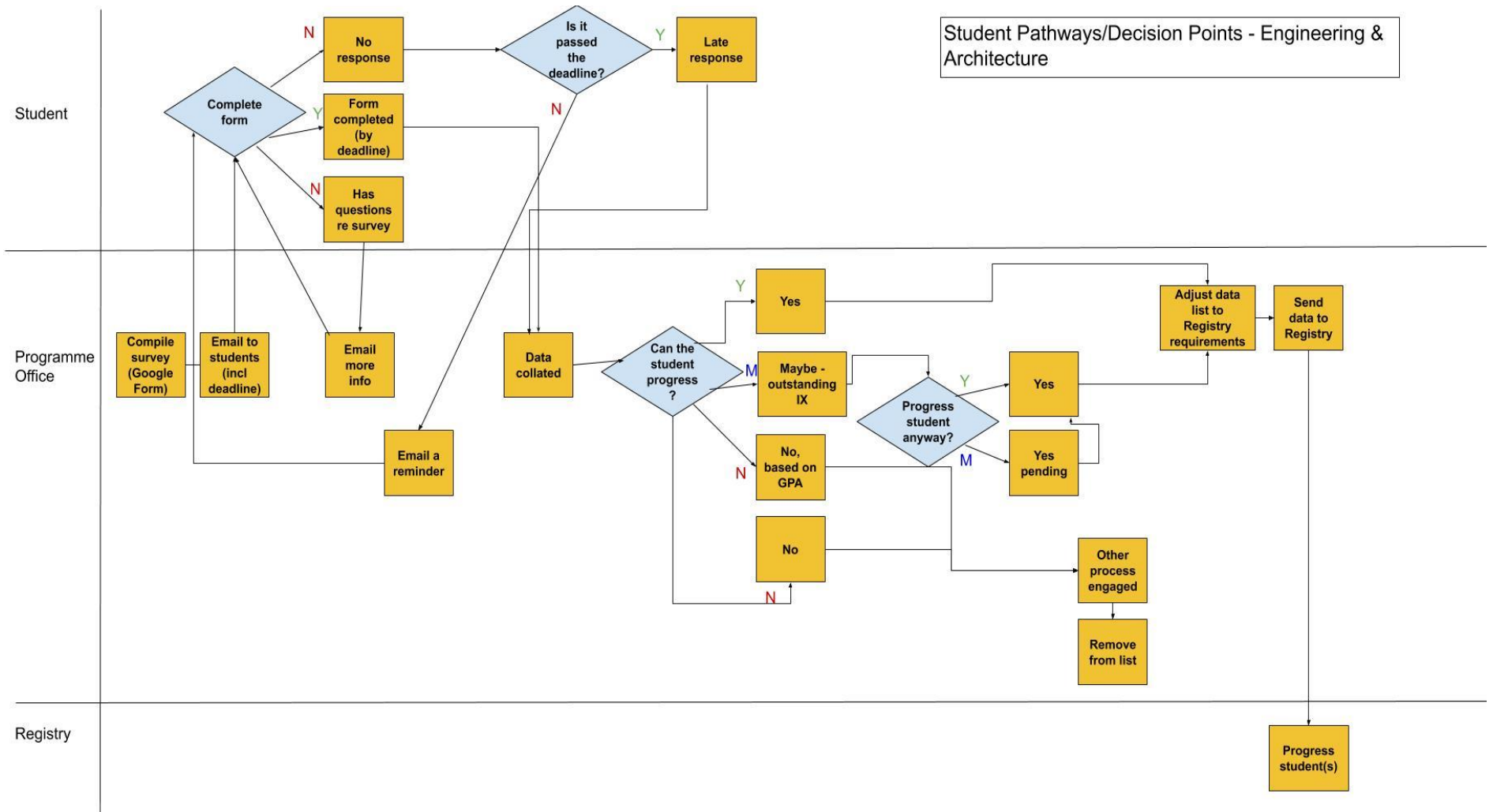




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## Student Pathways/Decision Points – Engineering & Architecture

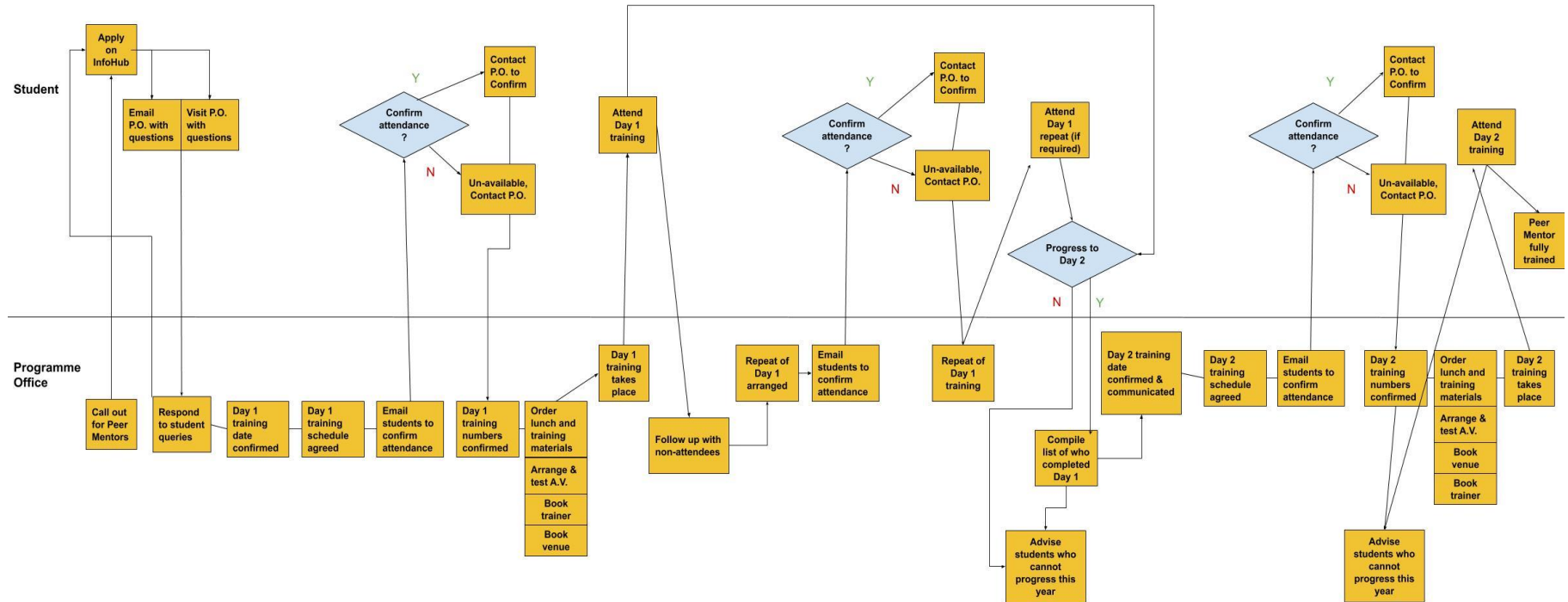
Student Pathways/Decision Points - Engineering & Architecture





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## Peer Mentor Recruitment – Social Sciences

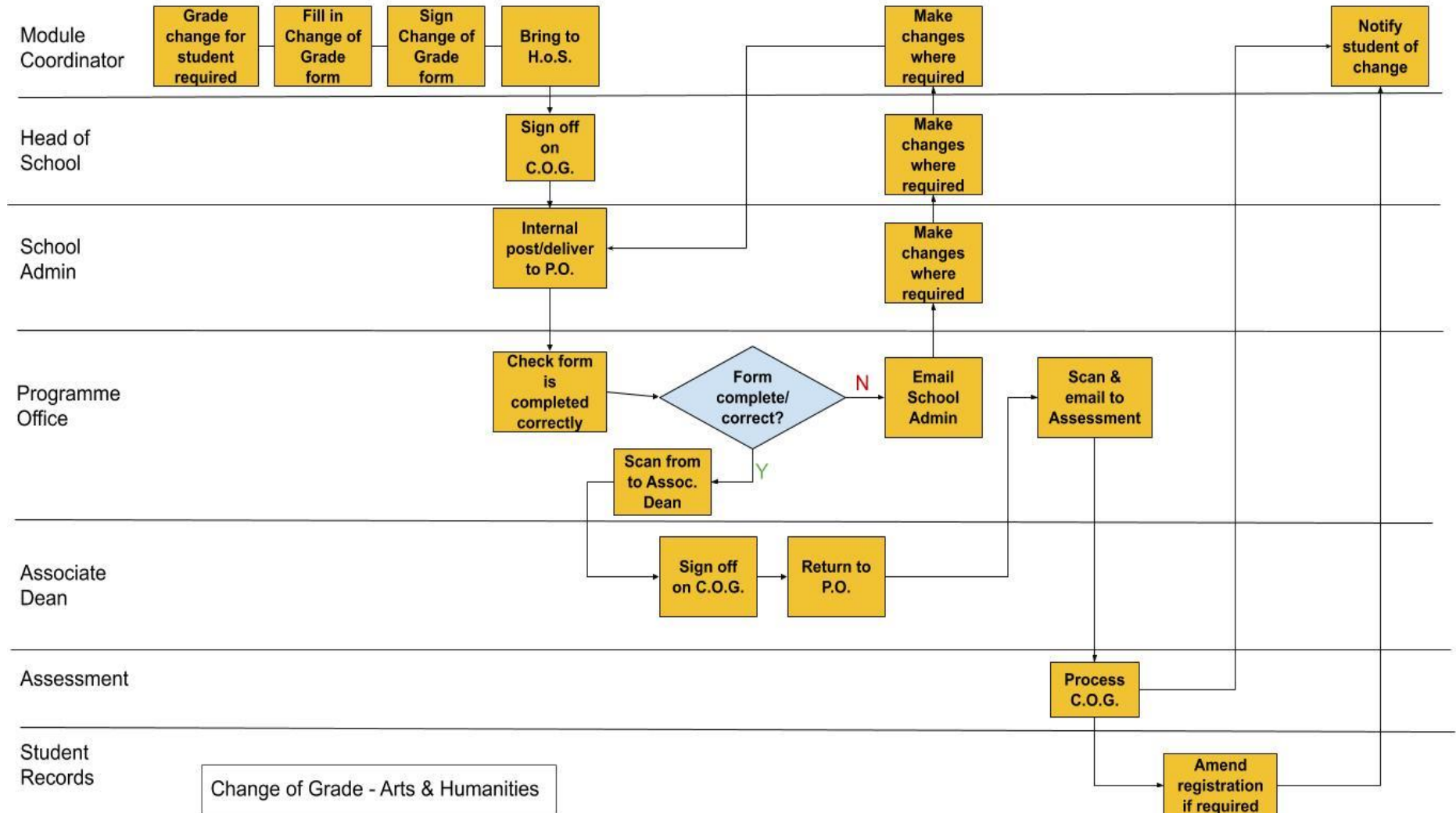


Peer Mentor Recruitment - Social Sciences



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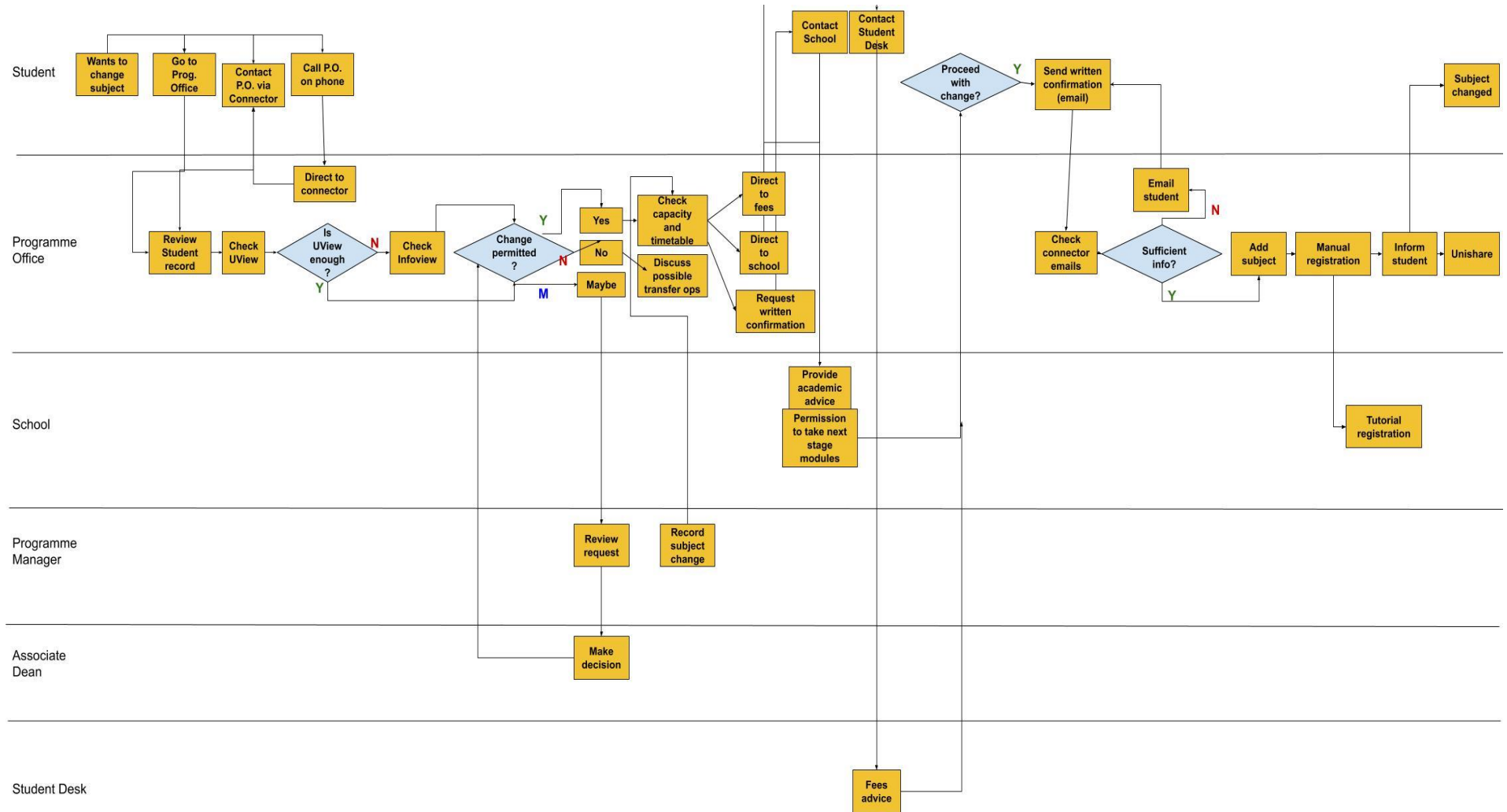
### Change of Grade – Arts & Humanities





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## Change of Subject – Arts & Humanities

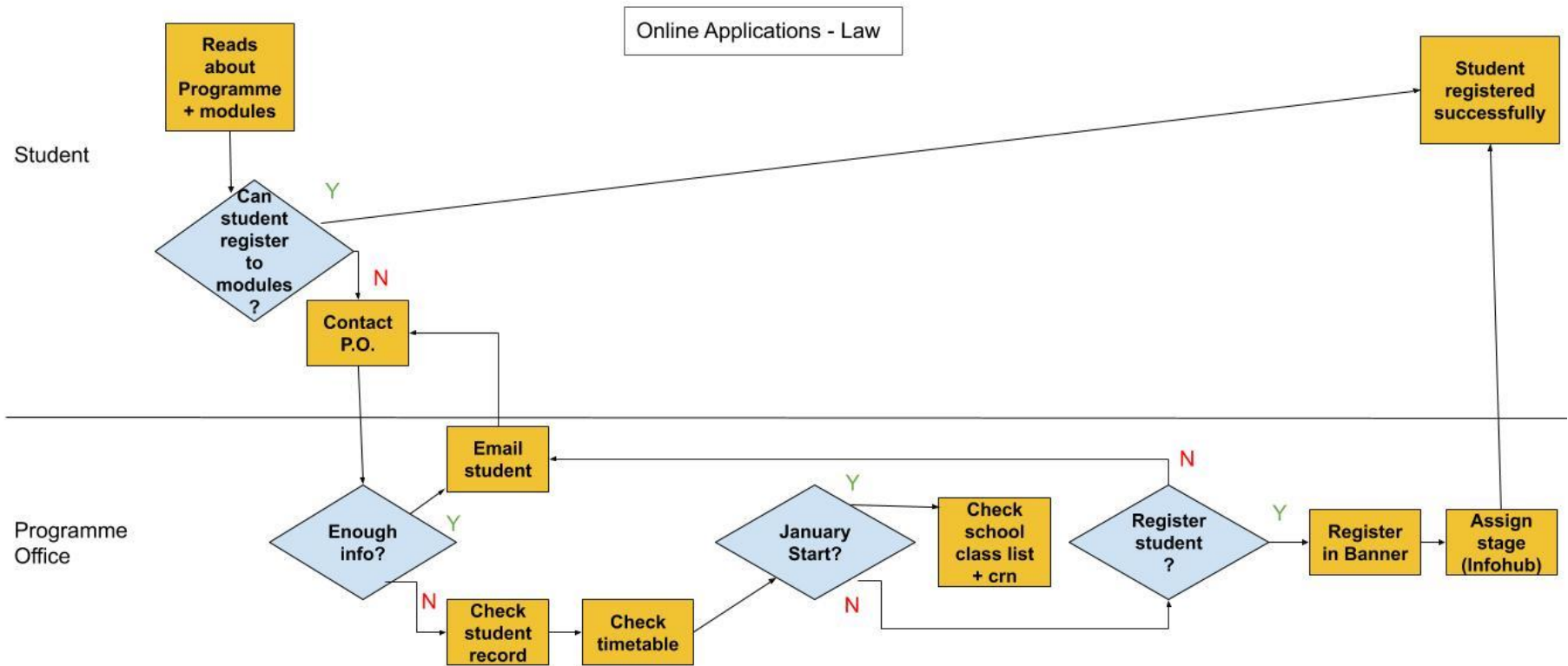


Change of Subject - Arts & Humanities



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## Online Applications - Law

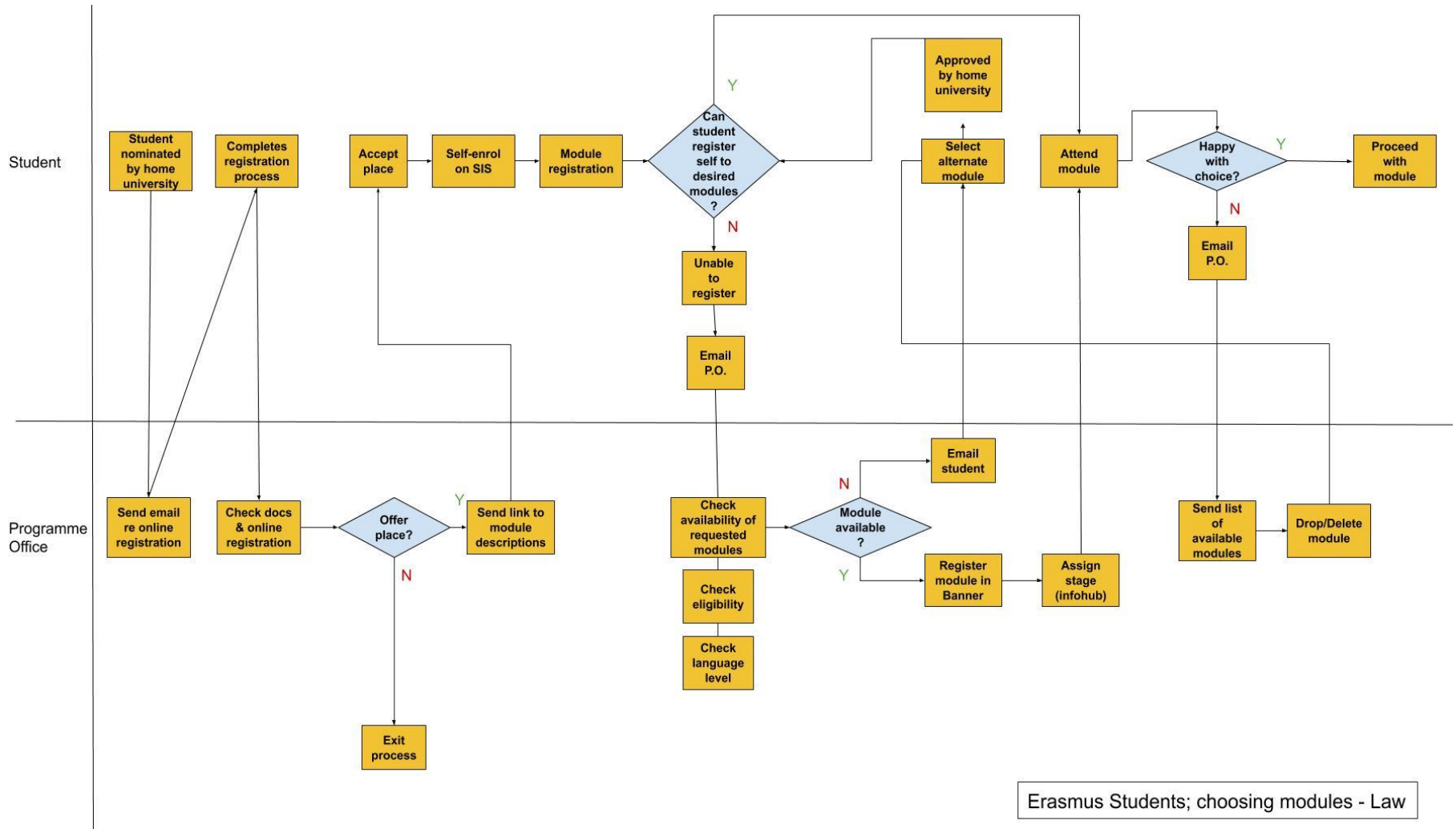






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## Erasmus Students Module Choice - Law



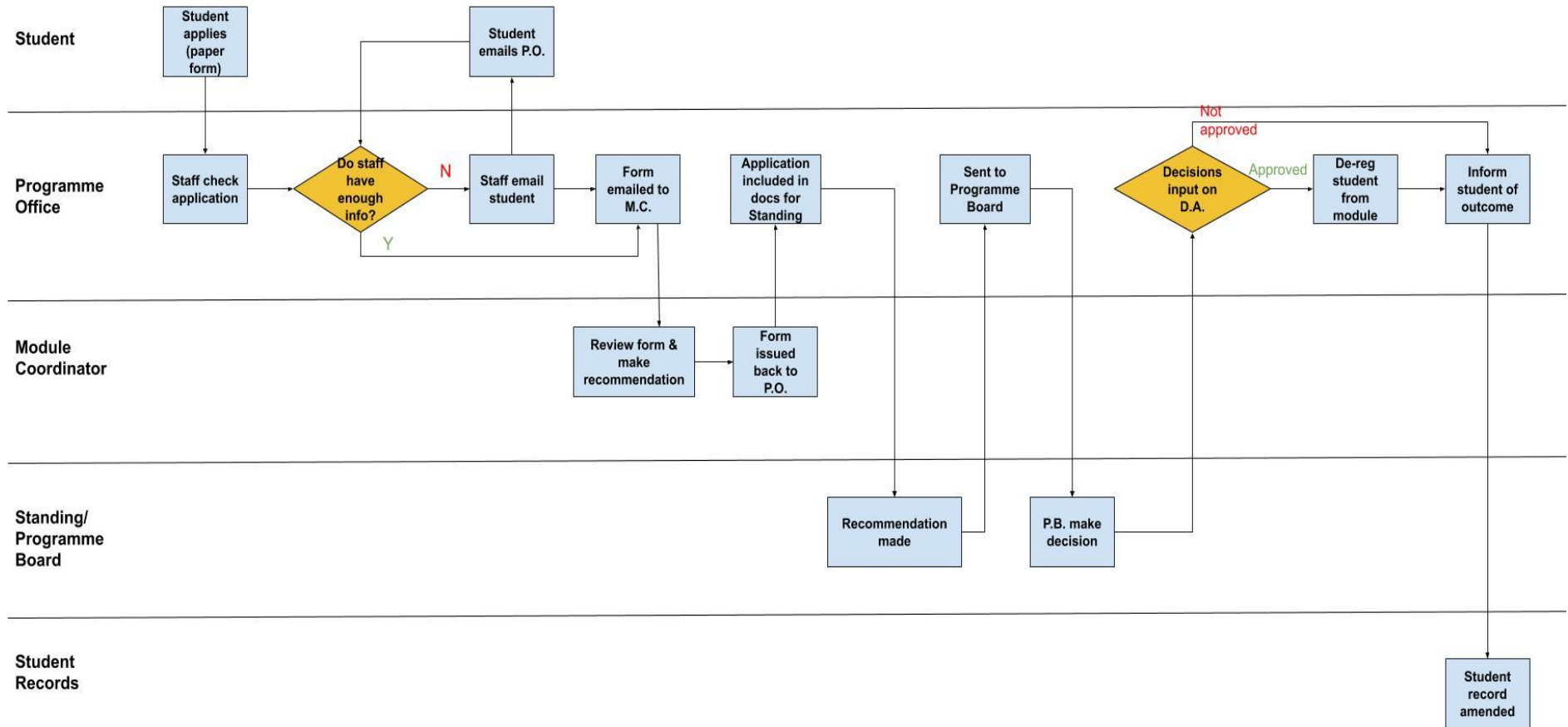
Erasmus Students; choosing modules - Law



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## Recognition of Prior Learning (RPL) – Nursing, Midwifery & Health Systems

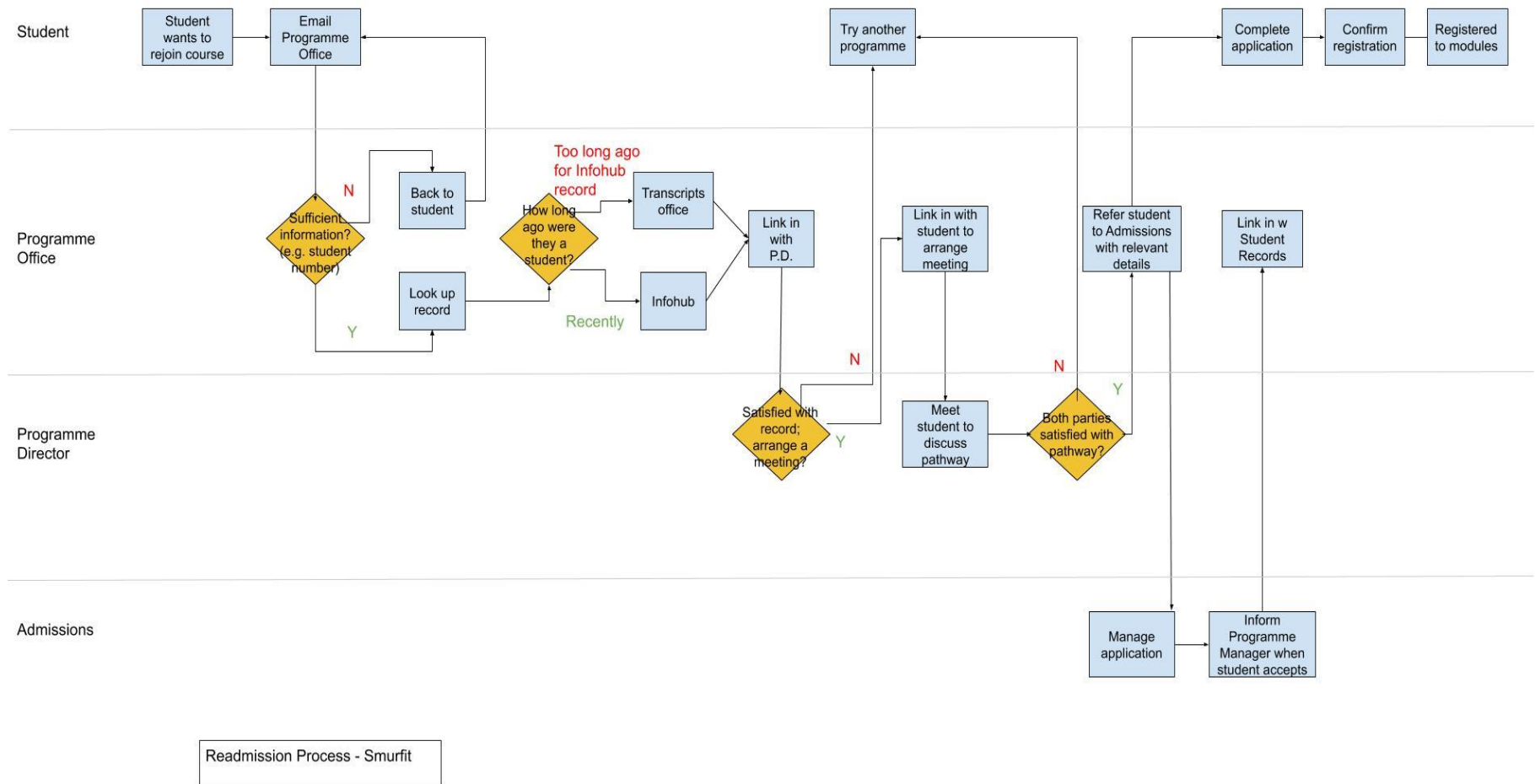
Recognition of Prior Learning (RPL) - Nursing





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## Re-admission – Smurfit Graduate Business School



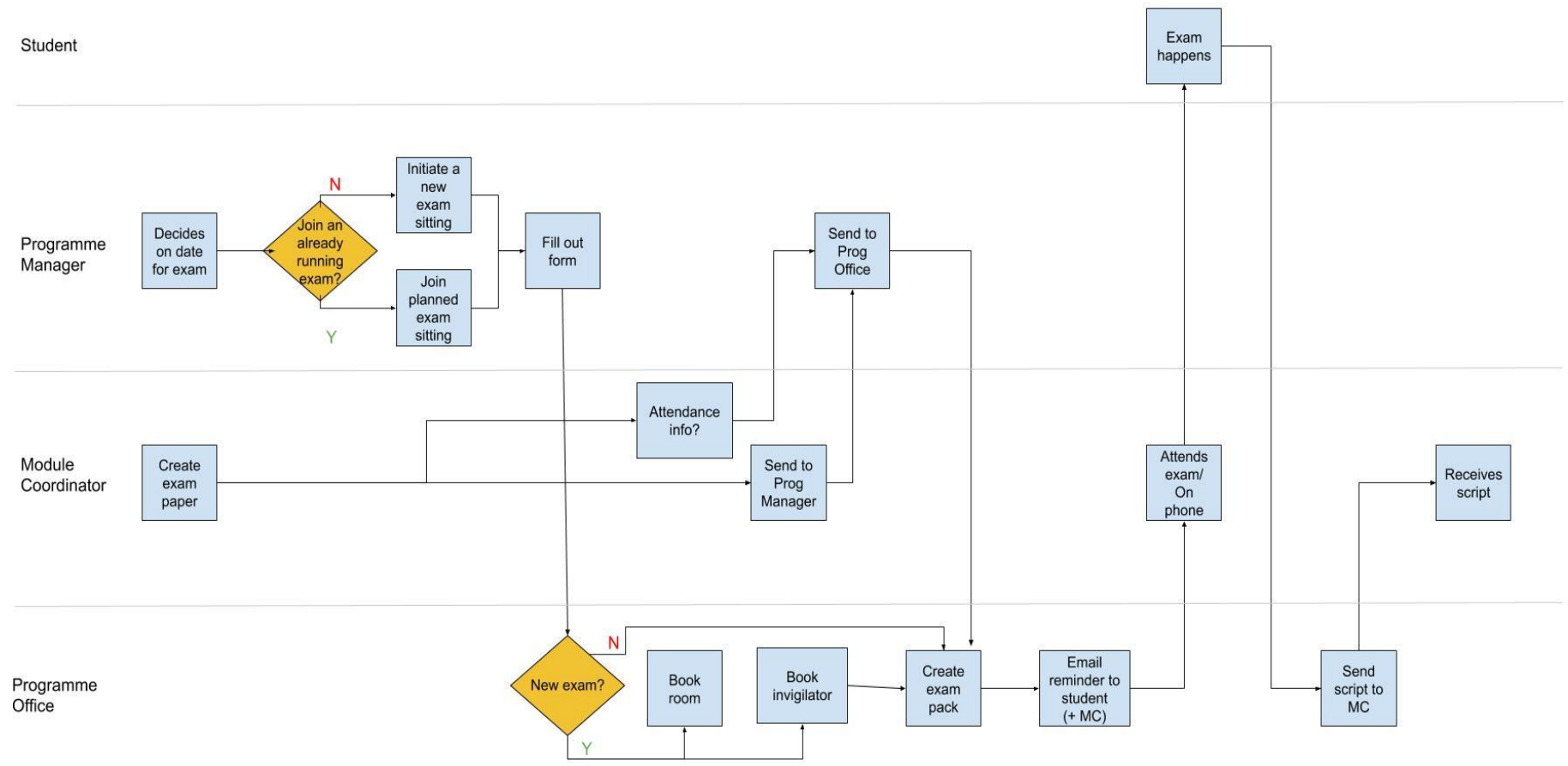
Readmission Process - Smurfit



# Unified Support Model Process Map Compendium

## Re-sit Exams – Smurfit Graduate Business School

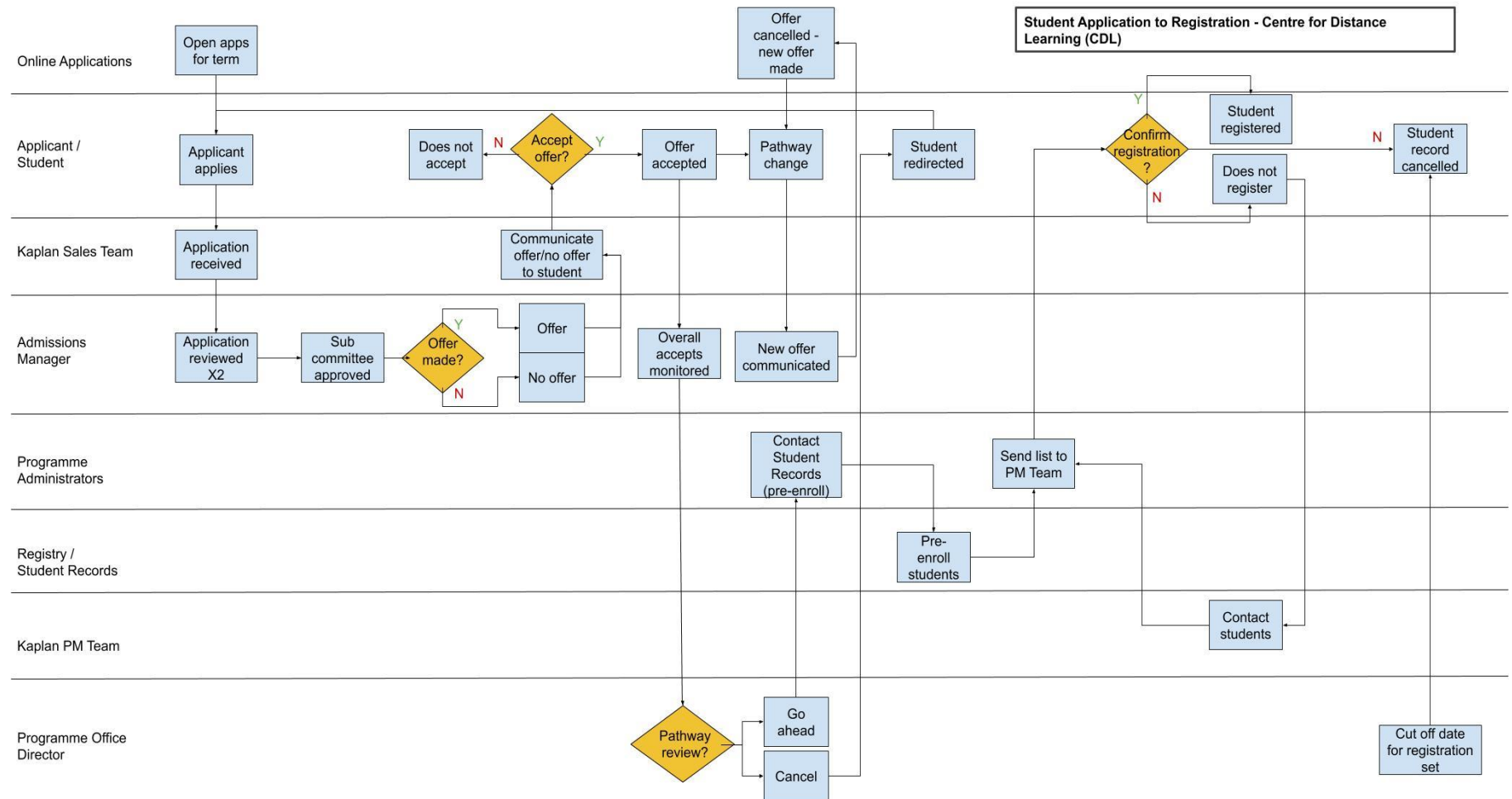
Resit Exam Process - Smurfit





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## Application to Registration – Centre for Distance Learning





# Unified Support Model Process Map Compendium



## Unified Support Model Process Map Compendium

### Common Process Maps

During the process mapping workshops we have come across variations of the same process (Extenuating Circumstances, Continuation & Internship applications/placements) with different offices; these are mapped below.

These maps reflect the variants and differences in the process across the different offices, largely based on local requirements and needs of the offices involved in these mapping sessions. As part of the establishment and rollout of the Unified Support Model one of our goals is to work with programme-level offices to agree a standard approach to processes which are common or shared by the offices within our. The primary purpose of this standardisation is to ensure a consistent experience for all students and staff; establishing common processes for certain services would reduce variation and promote students well-being and academic performance in a consistent and transparent way.

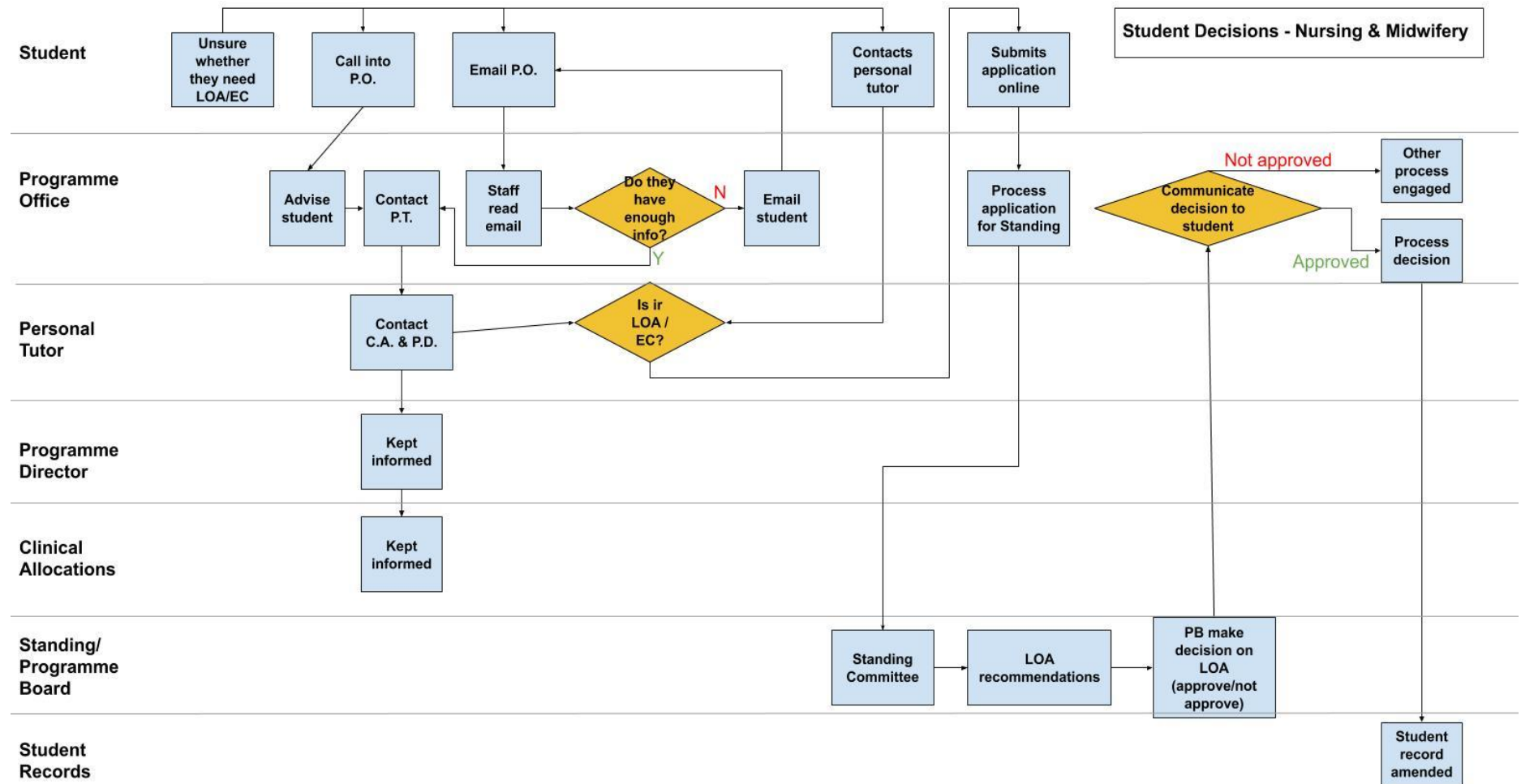
With input and expertise from our colleagues working in programme-level offices, we have established a framework for designing and implementing a common process which can be adapted to standardising processes shared by the offices operating a USM.

In working to agree on Common Processes, we can use these maps with variations as a basis for reaching 1) a common understanding of policy behind the process, and 2) a common/standard approach to the policy and its implementation which recognises local requirements (e.g. such as where clinical tutors, etc are involved in the process).



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## Student Decisions - Nursing, Midwifery & Health Systems



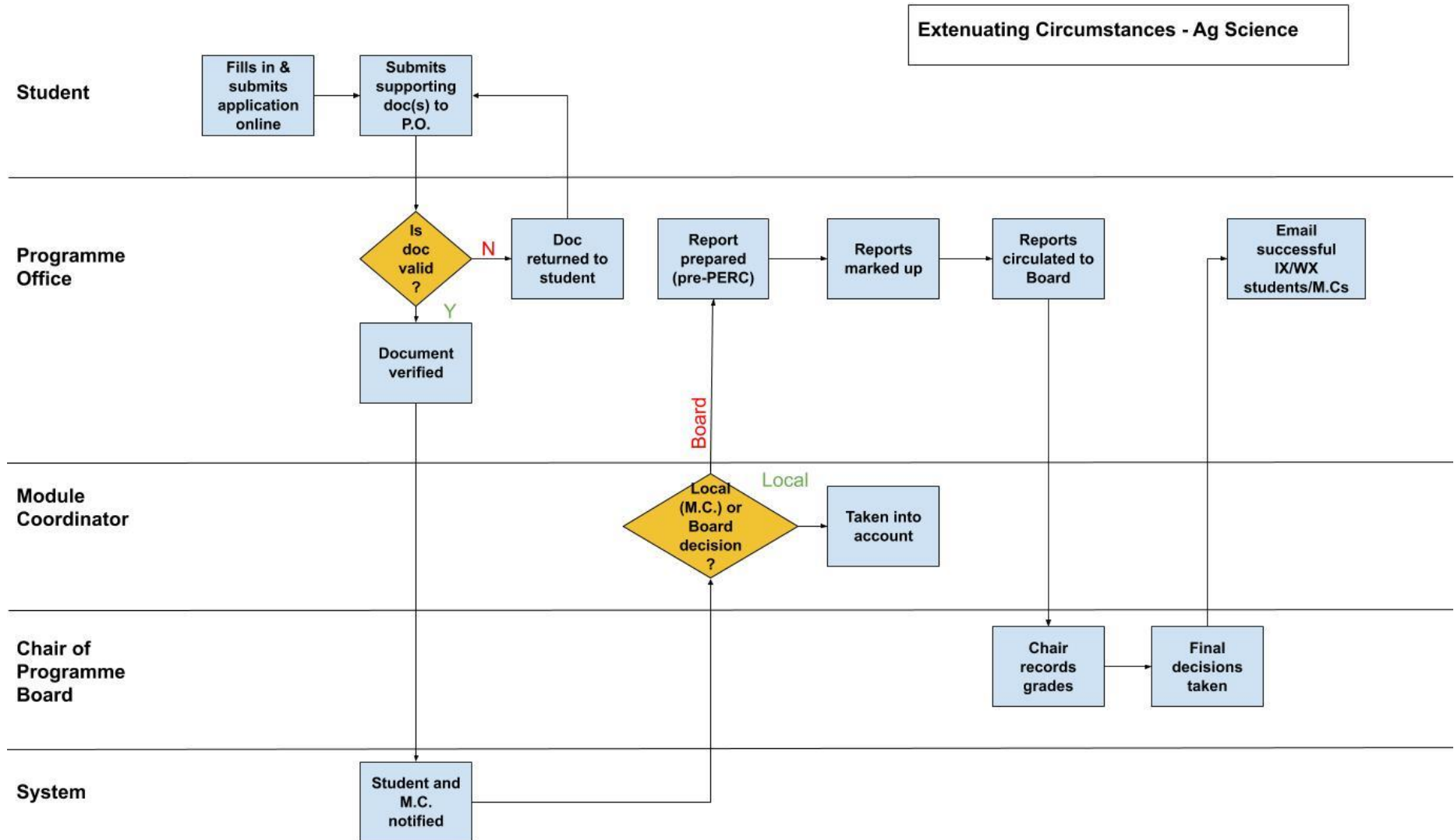




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## Extenuating Circumstances – Agriculture & Food Science

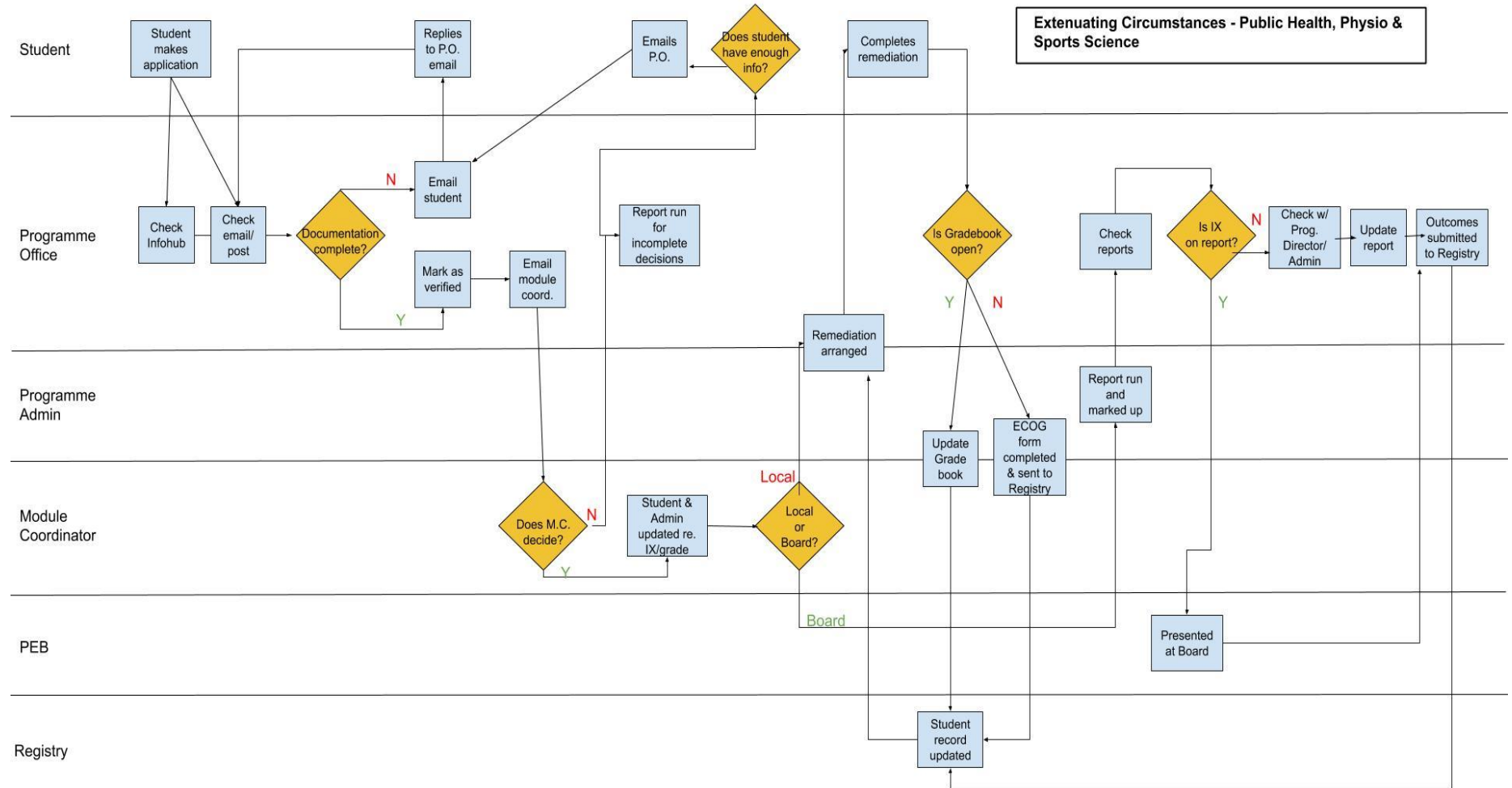
Extenuating Circumstances - Ag Science





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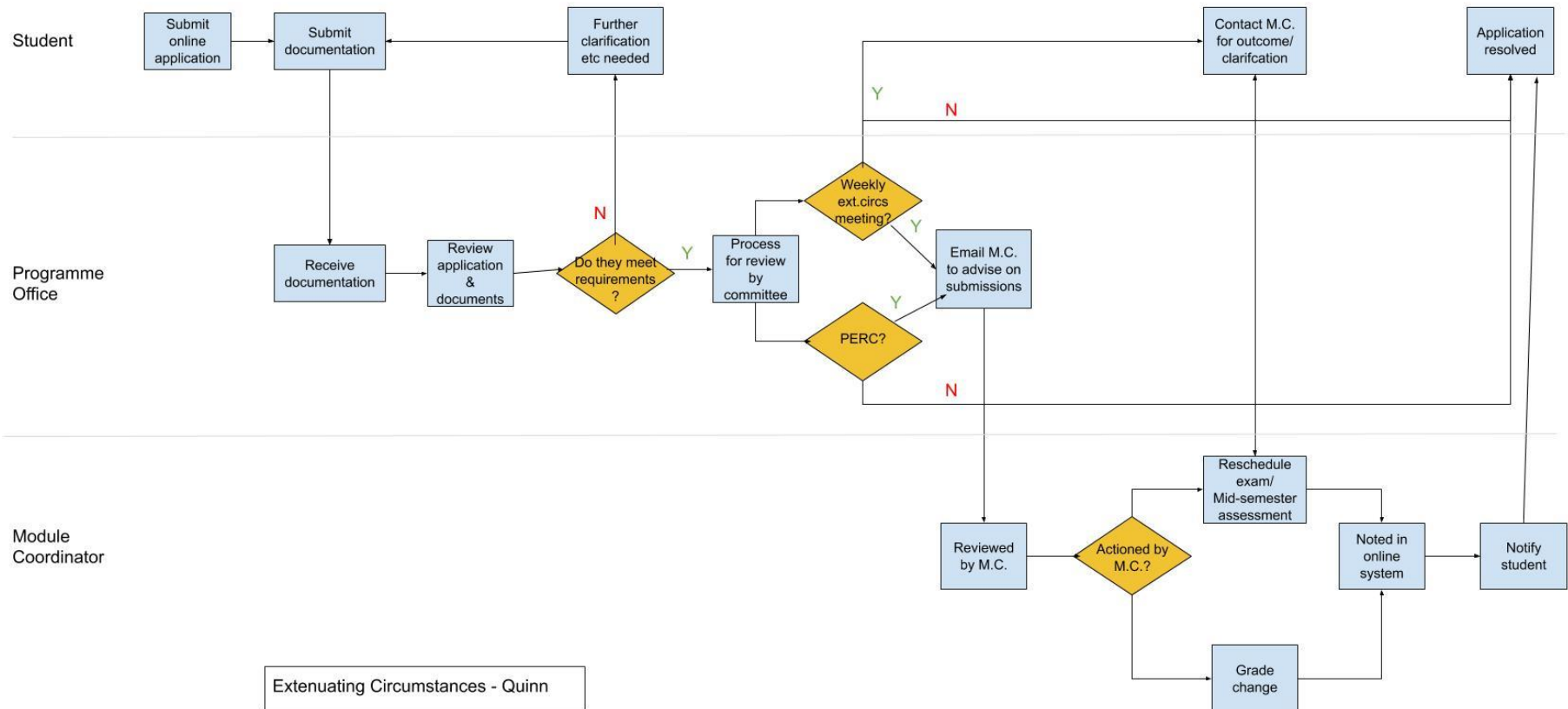
## Extenuating Circumstances – Public Health, Physio & Sports Science





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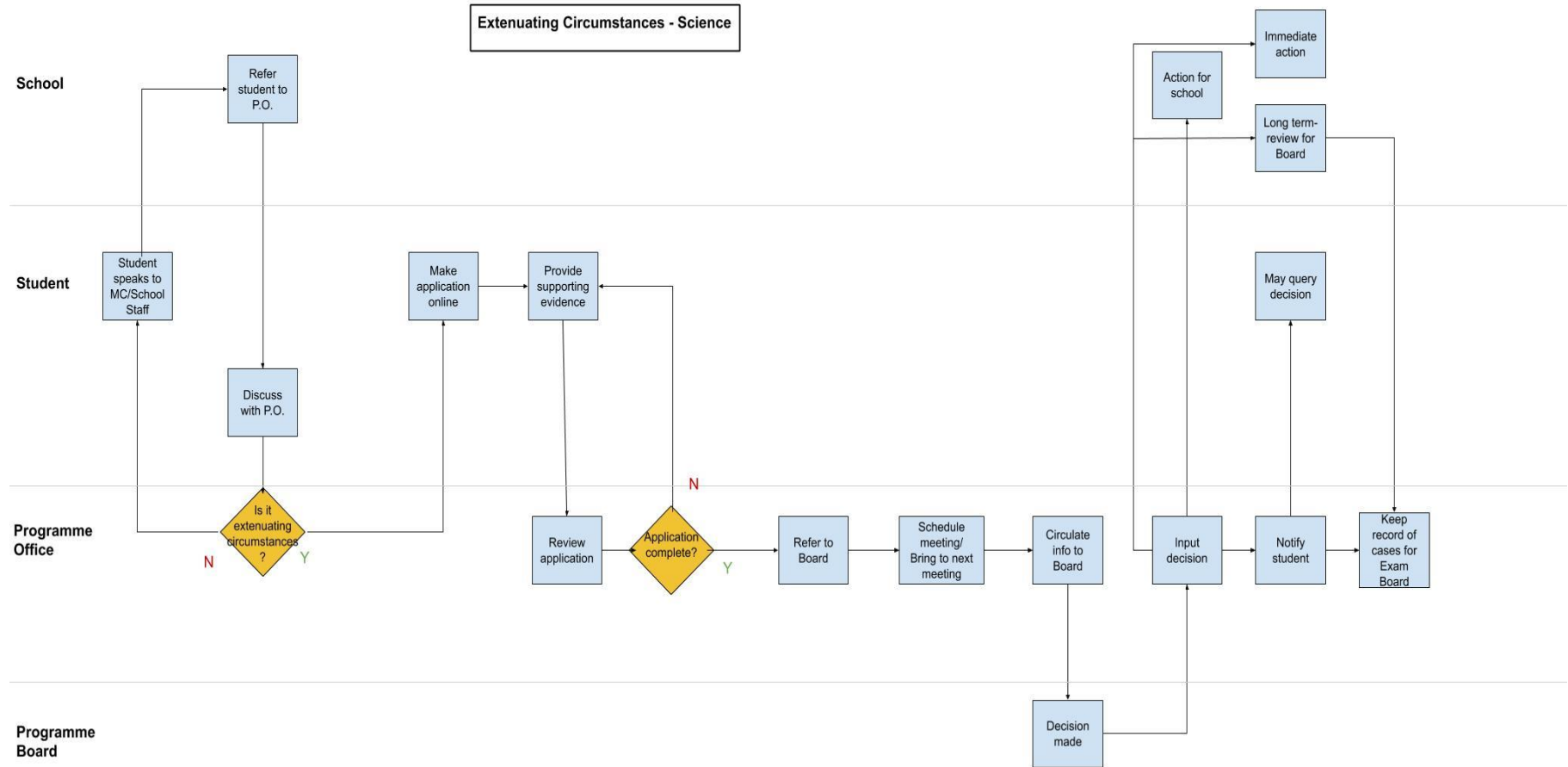
## Extenuating Circumstances – Quinn School of Business





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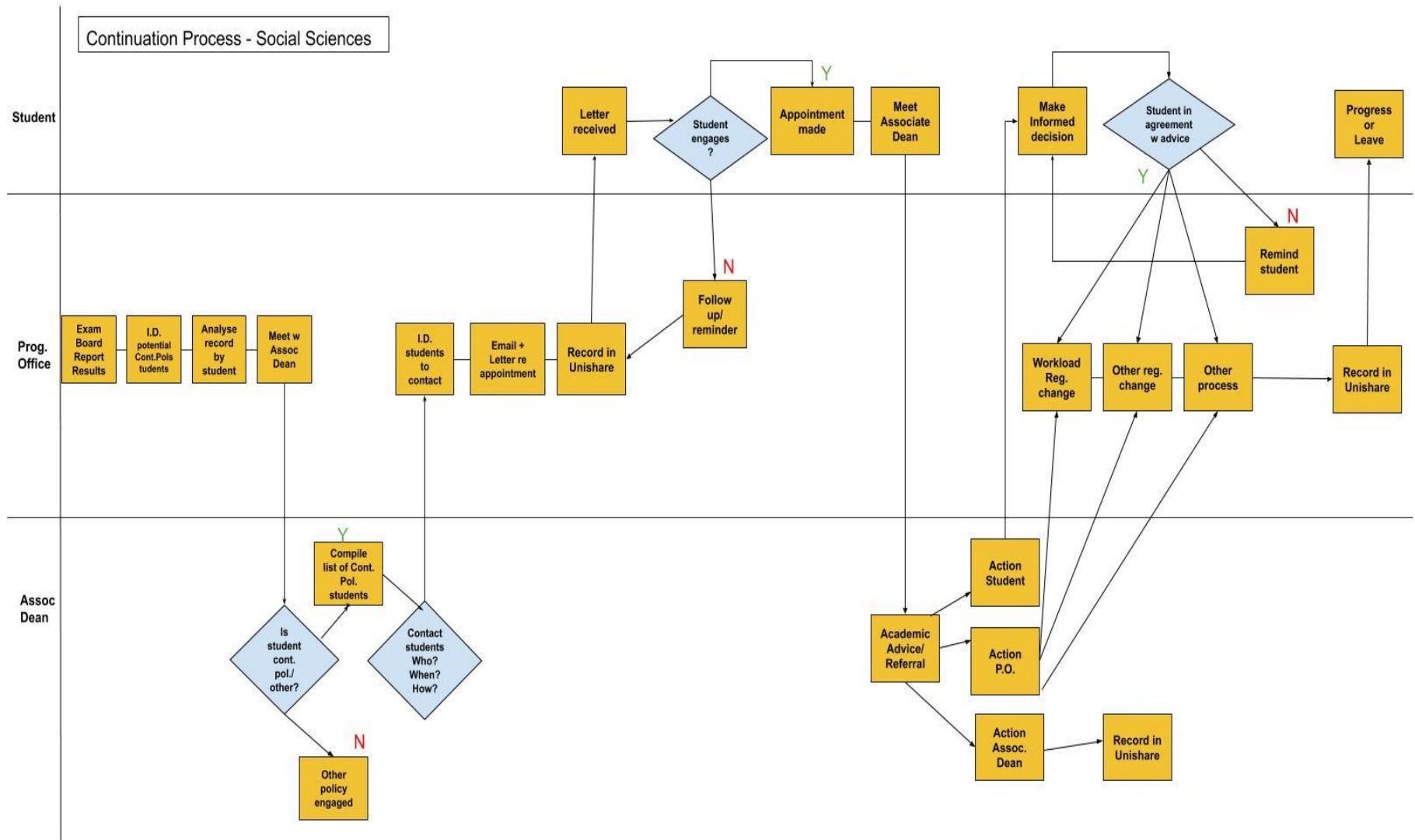
## Extenuating Circumstances - Science





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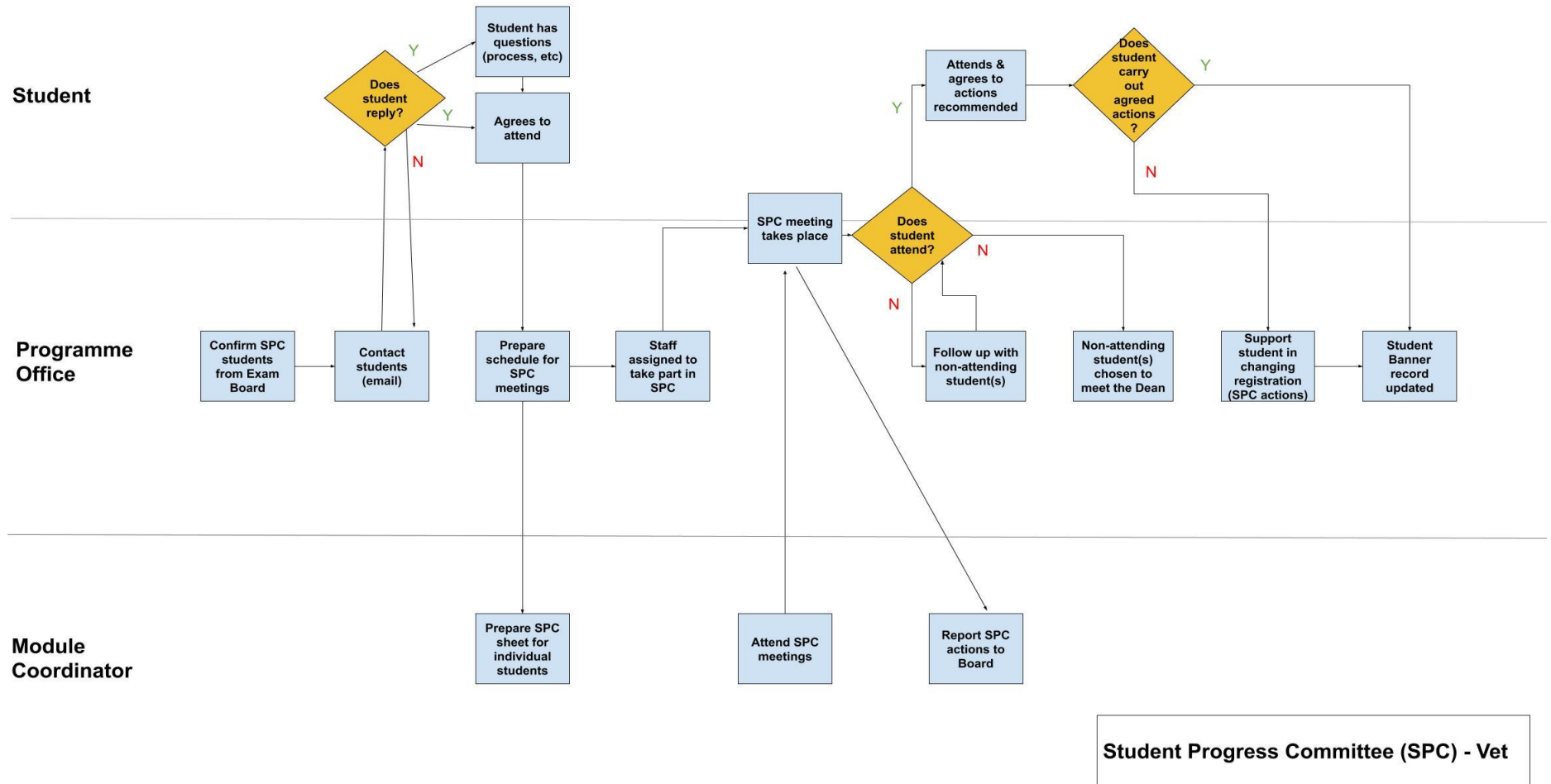
## Continuation – Social Sciences





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## Student Progress Committee – Veterinary Medicine

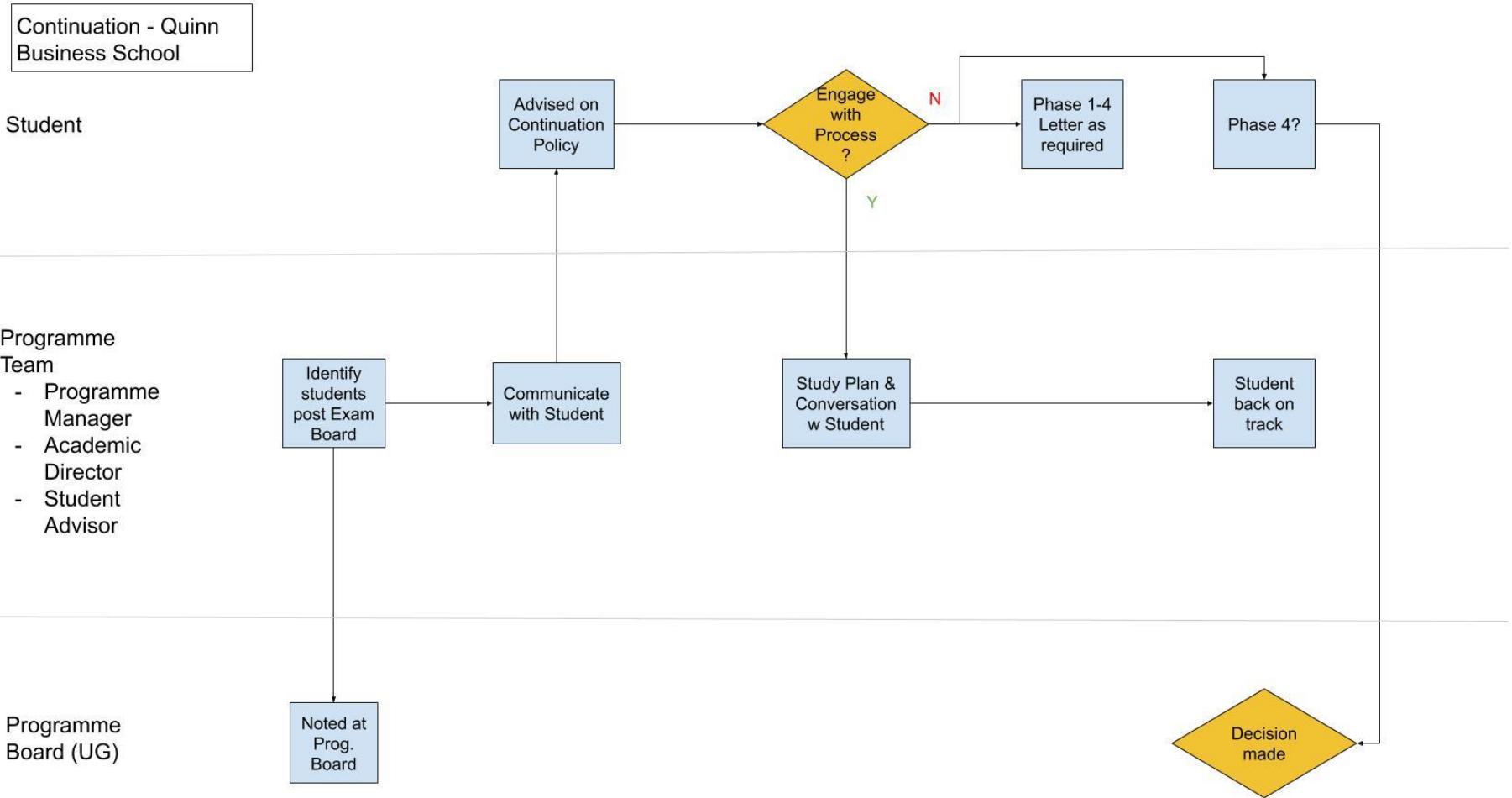


Student Progress Committee (SPC) - Vet



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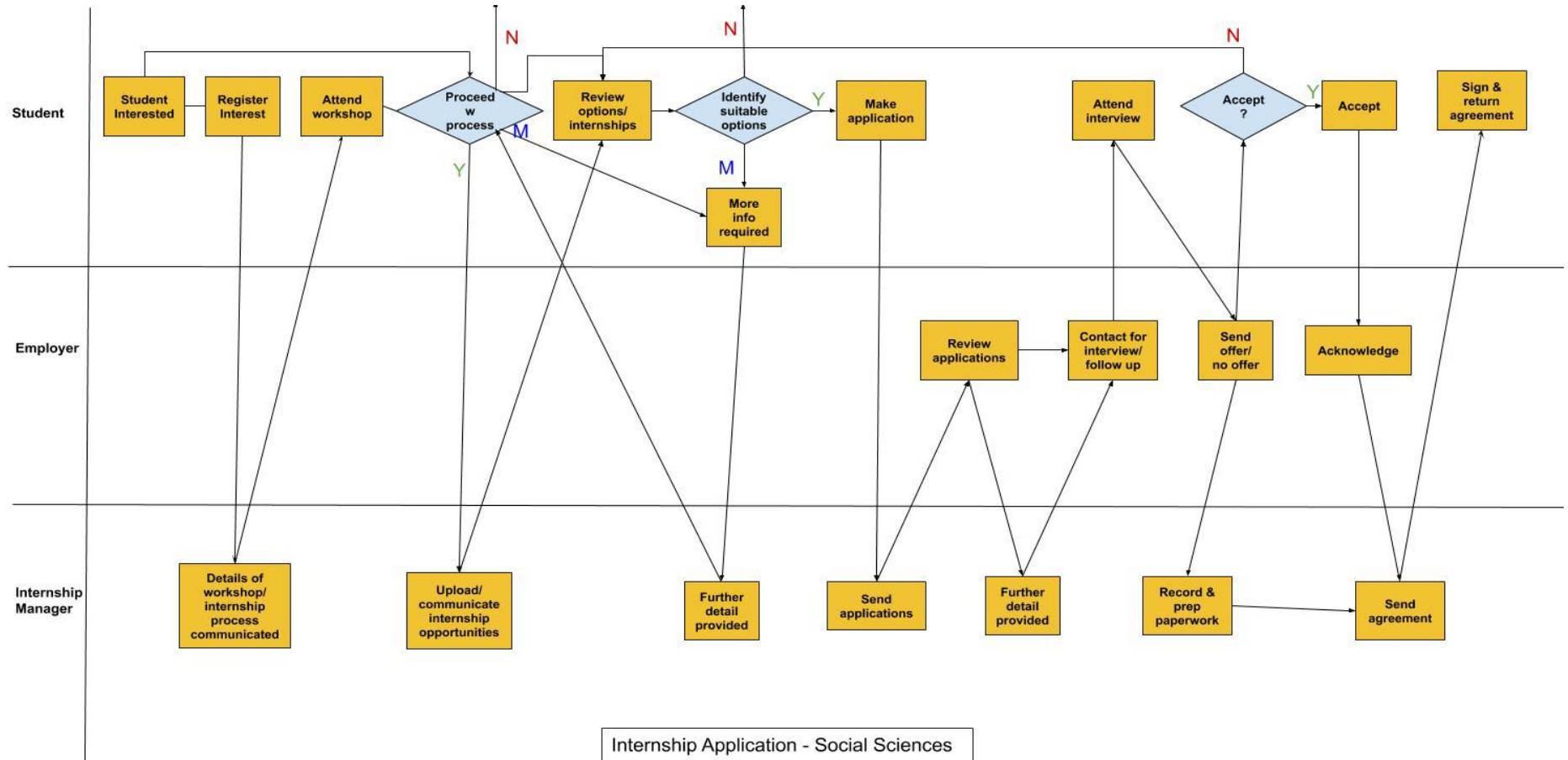
## Continuation – Quinn School of Business





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## Internship Application – Social Sciences







# Unified Support Model Process Map Compendium

## Internship Placement - Science

