

## Statement of Service WeNetwork – Students and Graduates

We provide support to students and graduates to develop and grow business and self-employment activities.

### Objectives

- To improve the Graduate Outcomes of students and graduates through the provision of curricular and extra-curricular enterprise education to acquire sought-after competences, a supportive network of connections and a confident mindset that will positively benefit their careers and help them achieve professional, managerial or other forms of graduate level employment (such as self-employment, freelancing, starting a business or developing a portfolio career).
- To provide a comprehensive and accessible range of extra-curricular support services including training, mentoring, networks and funding to lead to the creation or acceleration of business activities, self-employment, freelance or portfolio careers.
- To support in-curricular activities to increase the number of students able to access enterprise education as part of their core curriculum.
- To engage in marketing and promotional activities to encourage students to make early use of these facilities to optimize their chances of having a successful entrepreneurial career.
- To attract graduates and alumni to take part in enterprise activities after having gained industry experience.
- To activate the university's networks to unlock a range of internal and external opportunities for students and graduates to engage with entrepreneurship and innovation.

### Who can use our services?

- The University of Westminster's current full-time and part-time students, and recent graduates (up to three years after course completion) are entitled to use WeNetwork services without charge. Alumni who graduated more than three years ago may be able to access some services, by arrangement with the WeNetwork team.
- Some services and activities provided by WeNetwork may have their own specific eligibility criteria, but this will be made clear to potential participants when these activities are advertised.
- Students who are on a Student Visa are prohibited from starting a business activity or freelancing in the UK whilst on that visa. These students may still engage with WeNetwork services to access support in developing a plan for their business activity until they become eligible to start their activity (after transitioning to another visa which allows them to do so). Some activities delivered by WeNetwork may be restricted accordingly and this

will be specified in advance. As a first step, students should seek guidance from the University's [Visa Compliance team](#).

## Services we offer

We offer the following services free of charge to current students and graduates up to 3 years after course completion:

- Appointments
- Programmes and events to develop business ideas and freelance careers
- Access to mentors and experts as part of our calendar of activities
- Funding available through applications and competitions
- Networking opportunities
- Enterprise Champion Certificates issued in exchange for completion of certain activities

## Expectations and entitlement

You are entitled to expect that:

- Email enquiries about the support on offer should be sent to [wenetwork@westminster.ac.uk](mailto:wenetwork@westminster.ac.uk). WeNetwork aims to respond to all questions subject to staff availability within 5 working days though the team will typically respond much sooner.
- You can book an appointment on Engage to meet a WeNetwork team member in a timely manner, subject to staffing resources.
- You can register for WeNetwork events and programmes on Engage and/or Accelerator App.
- Any changes or delays to appointments, events and programmes will be clearly explained at the earliest opportunity.
- In addition to this Statement of Service, WeNetwork will share terms and conditions for specific programmes where required. These terms and conditions will be shared with programme participants as part of the WeNetwork programme registration process and programme participants will be asked to agree to these terms and conditions in order to join these programmes.
- Student or graduate complaints about any aspect of WeNetwork support services will follow the Complaints and Appeals process outlined in this document.

## Our expectations

We expect Westminster students and graduates will:

- Take responsibility for managing their entrepreneurial development including any plans to work as a freelance, be self-employed or start a business etc.
- Contact us at [wenetwork@westminster.ac.uk](mailto:wenetwork@westminster.ac.uk) to seek help if they cannot find what they are looking for or need to discuss anything specific in relation to participating in or applying for WeNetwork activities.

- Use the booking systems to cancel any booked appointments or events you can no longer attend, as far in advance as possible, to enable the team to offer these opportunities to others.
- Complete any preparatory work we may specifically request, prior to attending an appointment or event, to ensure you gain the full benefit of attending.
- Attend appointments and events on time and behave appropriately during the session, respecting the presenter(s) and other participants in line with the university's [Student Code of Conduct](#) which applies to students and alumni.
- Treat staff with respect and the materials made available for you and others to use. Do not copy or share resources provided exclusively to you.
- Understand that any form of abuse or threat directed at members of staff, fellow students and graduates or external partners will not be tolerated and will be escalated to the Senior Student Enterprise Manager in the first instance. If the issue cannot be resolved locally, it will be escalated to the Director of Student Enterprise or Director of Business Engagement for further investigation or referral to student disciplinary procedures (see complaints procedure in this document).
- External employers and/or partners of the University of Westminster and WeNetwork should not be contacted to secure support for a business venture without first informing the WeNetwork team to discuss an appropriate approach. WeNetwork will not guarantee any introductions to our external partners if they deem the request inappropriate.

## **Reasonable adjustments**

If participants have a requirement for reasonable adjustments that may affect their full participation in WeNetwork activities, they should contact the WeNetwork team at the earliest opportunity for a confidential discussion so adjustments can be considered to help participants to make the most of WeNetwork activities.

The WeNetwork team will work with the University's [Disability Learning Support](#) team to consider any reasonable adjustments to WeNetwork's resources, content or delivery, as appropriate.

## **WeNetwork Complaints and Appeals procedure**

### **Informal complaints relating to services offered by WeNetwork**

We take all complaints seriously, and where possible seek that they are resolved locally, quickly and amicably. We recommend, in the first instance, that any concerns are raised at the point the issue has arisen and are raised directly with an appropriate member of the WeNetwork team who has knowledge of the issue.

Where concerns or issues cannot be resolved in this manner, but are still of an informal nature, then an email outlining the issue should be sent to WeNetwork's Senior Student Enterprise Manager via [wenetwork@westminster.ac.uk](mailto:wenetwork@westminster.ac.uk) who will respond within five working days, although typically they will respond much sooner.

## **Formal complaints relating to services offered by WeNetwork**

For current students: Where issues remain unresolved, or are of a more formal nature, students should refer to the [University's student complaints procedure](#).

For graduates and alumni: The Alumni Complaints Process sets out the process by which formal complaints may be escalated.

## **Complaints relating to external contacts supporting WeNetwork's services**

At the University of Westminster, we aim to deliver a high-quality experience for our students and alumni.

We welcome all feedback and take complaints seriously. If you have a complaint relating to your engagement with an external contact involved in WeNetwork's activities, the procedure below is here to support you.

### **Stage one - Informal Resolution**

Where possible, we will aim for complaints to be resolved locally, quickly and amicably. We recommend, in the first instance, that any concerns are raised at the point the issue has arisen and are raised directly with an appropriate WeNetwork colleague who has knowledge of the issue.

Where concerns or issues cannot be resolved in this manner, but are still of an informal nature, then an email outlining the issue should be sent to the Senior Student Enterprise Manager via [wenetwork@westminster.ac.uk](mailto:wenetwork@westminster.ac.uk) who will respond within five working days, although typically they will respond much sooner.

### **Stage two - Formal Complaint**

If concerns or issues cannot be resolved through the Stage one – Informal Resolution process, an individual can raise their concerns through the process below.

1. Complaints should be made in writing to the Director of Student Enterprise via [wenetwork@westminster.ac.uk](mailto:wenetwork@westminster.ac.uk), no later than 90 days after the incident has happened. Your complaint will be acknowledged by the Director of Student Enterprise, or a member of the WeNetwork team, within five working days. Further information to clarify the complaint will be sought as appropriate.
2. Complaints can only be investigated fully if the complainant provides full disclosure of their identity. We will need your name and contact details (if you would like a response), details of your concern, including the date(s), and if you have a preferred contact method, i.e., email, phone or post. Anonymous complaints cannot be investigated.
4. Where appropriate, statements will be collected from the parties concerned.

5. The Director of Student Enterprise, or appropriate Alumni Office nominee, will then escalate your complaint to the Director of Business Engagement, normally within ten working days of receipt of the complaint.
6. The Director of Business Engagement will endeavour to conclude the investigation and notify you of the outcome within 25 working days of receipt of the complaint from the Director of Student Enterprise. In more complex cases, or during periods such as University vacations when parties to the complaint may not be available, this timescale may not be achievable. In such cases, you will be notified of any delay.
7. When the investigation is concluded, you will be informed in writing of the outcome of your complaint. This will include a summary of findings, the decision and clear reasons for the decision.

### **Stage three – Appeal against the Formal Complaint decision**

Should you be dissatisfied with the stage 2 outcome of your complaint, you have the right to request the Director of Business Engagement to refer the matter for consideration by the University's Chief Operating Officer, through the process below.

Please note: Stage 2 of the complaint process must be complete in order to progress to stage 3.

1. You will need to complete an appeal request with all evidence relating to the grounds for the request. The Chief Operating Officer, or appropriate nominee, will acknowledge receipt of the request normally within five working days.

Your appeal will only be considered on the following grounds:

- There was a procedural irregularity in the consideration of your Complaint at Stage 2
  - New evidence has come to light which was not previously reasonably available and that this new evidence would have had a significant impact on the Stage 2 outcome
  - The Stage 2 decision and / or any remedy was / were unreasonable in light of the evidence
2. The Chief Operating Officer shall notify you in writing of the decision, and the reasons for it, normally within 15 working days. Where it is not possible to meet this deadline, you will be informed of the reasons for the delay.