

What happens next?

You've just been accepted onto the Postgraduate Laws Programme – congratulations! You've looked carefully at all the study guides in the prospectus and made your choice of course(s) and registered for your study material. So what happens next?

The Registry and Learning Resources team at Stewart House, the University of London International Programmes's headquarters in Russell Square, London, is made up of between 12 and 15 people (numbers change as temporary staff are sometimes engaged during peak periods). The team manage an array of student services: once you're on the Programme, it's their job to look after you and make sure that that you are provided with the correct study materials. The provision of hard copy material varies greatly across the range of University of London International Programmes: some courses deliver their learning resources entirely via the Virtual Learning Environment, whilst others opt to supply printed materials in the form of study guides, written by academic experts in their respective fields, together with the recommended textbook(s).

Paul Watson, of the Learning Resources team explains:

“From a logistics perspective, Postgraduate Laws is perhaps the most complex of the University's programmes to manage, having as it does in excess of 50 different study guides, divided into four sections, plus readers, and almost 100 textbooks, all of which support the various modules and which are available free of charge to students. Also, because the Programme is constantly evolving and new courses introduced, these are under constant review, as well as regular revisions of 'older' material. The Registry and Learning Resources team keep a very careful eye on their stocks to ensure that they always have what's needed available and so that they don't over- order and waste resources and money, a difficult juggling act at times!

The printed materials are produced both in the UK and abroad and a procurement framework is used to maintain a balance between value for money and speed of delivery, ensuring at all times that the materials produced are of a high quality. The University also has established working relationships with many major publishers worldwide, again to make certain that it get the often high value textbooks at the best possible discounts – savings which go towards delivering a value for money service to students”.

Despatch has, since 2011, operated from two warehouses, the most recently established facility being in Singapore. The majority of services to Postgraduate Laws students are at present delivered from our UK base which is in Colnbrook, near Heathrow. It is here that your study materials will be picked, packed and despatched. The team there work from consignment notes automatically produced and then released by the Registry team – a continual flow of data between the two teams in the UK which results ultimately in the despatch

and delivery to you of your study pack, which includes a handsome and practical laptop bag which was originally spotted by the eagle-eyed Director of the Programme, being toted by a fellow passenger. on a flight. The Director instructed Linda Cox, the Administrator of the Programme, to track down the manufacturers, the Programme logo was designed and the embroidery was produced for us in China. We know from emails how popular the bag is and last year a further consignment of 2,000 was requisitioned.



Paul continues “The despatch process includes messages to you via email to keep you up to date, to let you know that your materials are en route and providing, crucially, a link to online tracking facilities. Our courier partners, Gem Worldwide Ltd., have a fully-staffed customer care team to deal with any issues during the process and their systems are fully integrated with the despatch team's.

It is our operational aim and benchmark to provide a 10 day service from the moment of module validation to the first attempt to deliver materials to your door. Things can sometimes go wrong, quite often things beyond our control but more often than not we meet or even exceed that target and strive at all times to improve upon it.”