

Scope of Service: Access Office

Who We Support

The Access Office supports students who are experiencing barriers to full participation in college life, particularly those related to financial barriers, access to resources, and barriers to achieving their education goals.

The Access Office operates as part of the Student Support Services Team at Marino Institute of Education. This team includes:

- Careers Service
- Counselling Service
- Disability Support Service
- Student Engagement Office

Together, we provide a coordinated and holistic approach to student wellbeing and success.

What We Do

We provide:

- Guidance in accessing internal support (e.g., financial aid, learning support, accommodation).
- Signposting to external services where appropriate.
- Administration of the Student Assistance Fund (SAF), including emergency and semester-based support.
- Coordination, development and delivery of pre-orientation programmes.
- Training and support for both students and staff in the areas of inclusion, access, and student success.
- One-to-one meetings that are short-term, focused, and goal oriented.
- Collaborate with wider college staff.
- Advocate for students.

Our support is practical, solution-focused, and time-limited.

What We Don't Do

- We do not provide counselling or long-term emotional support.
- We do not offer crisis intervention services.

If a student presents with issues beyond our scope—such as mental health concerns—they will be signposted or referred to the appropriate service, such as the Student Counselling Service or external agencies.

Referrals and Collaboration

When necessary, we refer students to internal support (e.g., Counselling Service, Disability Support) or external services (e.g., housing, social welfare, mental health). We aim to empower students to make and manage these contacts themselves, while offering encouragement and information along the way.

We work closely with other members of the Student Support Services Team to ensure students receive the most appropriate support.