



AMOSSHE

The Student Services Organisation

Spring bulletin 2020

Looking forward

It hasn't been the spring that anyone hoped for, but the **AMOSSHE** network is looking forward to better times ahead. There will continue to be huge challenges as higher education adjusts to the impact of the pandemic, but the Student Services sector has already shown how flexible, responsive and dynamic it can be. With student wellbeing and success at the heart of everything we do, our members have rapidly transformed how they work and proved that overcoming barriers is what we do best.

AMOSSHE members have drawn on the support of our network across the UK and around the world to share ideas and practice, and support each other through difficult times with inspiration and encouragement. Our members are meeting more than ever in virtual spaces. Our regional and national groups have met to take stock of the situation, share resources and influence local policy-makers. We were delighted to facilitate our first pan-Ireland meetings, as well as several topic-based discussion groups for members across our network to engage with.

The **AMOSSHE** Executive team, supported by member representatives, have continued to inform and influence policy makers and sector bodies (including the UK and devolved governments, the Office for Students, Student Loans Company and Universities UK) with the unique perspectives of our sector. We've also been collating national and sector guidance about the pandemic to help our members access the latest information all in one place, as well as resources and initiatives that our members have developed and shared in response to the pandemic and lockdown.

AMOSSHE decided to cancel all our physical professional development events in 2020, but instead we've developed a programme of free webinars to support the sector. Recent sessions discussed the future for Student Services information and managing Student Services teams remotely. We've got more for you to take part in through the summer, including a virtual alternative to the AMOSSHE National Conference.

[Find out more about our upcoming events](#)

Student Services remit: AMOS SHE research

In November 2019 **AMOS SHE** conducted a survey of members to identify the remit of UK Student Services. These infographics summarise the responses, indicating the most common services and responsibilities that members undertake, from a list of over 70.

Survey response
AMOS SHE Student Services
benchmarking 2019/20: remit

50

Higher education
providers

28

% of AMOS SHE
members

Top 11

Most common Student Services

- 94%** Counselling
- 94%** Disability support
- 94%** Wellbeing (one-to-one support)
- 92%** Dyslexia support
- 92%** Mental health (one-to-one support)
- 88%** General advice
- 84%** Student support policy
- 82%** Non-medical helper support
- 82%** Safeguarding
- 80%** Hardship funds
- 80%** Health promotion

Small & specialist HEPs

12 most common Student Services

- 100%** Dyslexia support
- 100%** General advice
- 100%** Induction programmes
- 86%** Counselling
- 86%** Disability support
- 86%** Financial advice
- 86%** Fitness to study (or equivalent)
- 86%** Health promotion
- 86%** Mental health (one-to-one support)
- 86%** Staff development (on Student Services areas)
- 86%** Student support policy
- 86%** Wellbeing (one-to-one support)

Tier 1 HEPs

10 most common Student Services for providers with 3K to 10K FTE students

- 100%** Counselling
- 100%** Disability support
- 100%** Dyslexia support
- 100%** Mental health (one-to-one)
- 100%** Non-medical helper support
- 100%** Wellbeing (one-to-one)
- 92%** Disability assessment
- 92%** Faith / chaplaincy
- 92%** Fitness to study (or equivalent)
- 92%** General advice

Tier 2 HEPs

11 most common Student Services for providers with 10K to 20K FTE students

- 100%** Counselling
- 100%** Disability support
- 100%** Wellbeing (one-to-one)
- 95%** Dyslexia support
- 95%** Mental health (one-to-one)
- 90%** Student support policy
- 85%** Hardship funds
- 85%** Health promotion
- 85%** Non-medical helper support
- 85%** Safeguarding
- 85%** Wellbeing (programme delivery)

Tier 3 HEPs

15 most common Student Services for providers with >20K FTE students

- 89%** Counselling
- 89%** Disability support
- 89%** Financial advice
- 89%** General advice
- 89%** Mental health (one-to-one)
- 89%** Safeguarding
- 89%** Student support policy
- 89%** Wellbeing (one-to-one)
- 78%** Disability assessment
- 78%** Dyslexia support
- 78%** Fitness to study (or equivalent)
- 78%** Hardship funds
- 78%** International student support
- 78%** Non-medical helper support
- 78%** Prevent

AMOS SHE members can access the full findings here:
www.amoshe.org.uk/student-services-benchmarking-2019-20-remit

AMOS SHE annual sponsors

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Supporting your students' transition and skills development



Pearson



Universities have responded remarkably over the past few months to unprecedented disruption, ensuring the continuation of learning and student support under extreme pressures. We've been working with many institutions to facilitate that effort by providing free access to a wide range of digital resources.

As your university plans for the new academic year and the uncertainties it brings, you may need to put additional measures in place to help students, many of whom will be feeling disconnected, **transition confidently into the next year of their studies and beyond**. We can help you with this.



Transition and skills support packages

We're already providing universities across the UK with access to **digital transition and skills support services** that complement their existing provision. These online services are designed to enable a more in-depth, tailored induction experience – **helping students develop essential skills, behaviours and attitudes** – and include:



Student readiness and skills analysis tool



Self-paced online learning units



24/7 access to academic writing support and subject tutors

Discover how our transition and skills support services can be used in combination or separately to give students a consistent and robust way to access **personalised support online**, while at the same time provide institutions with **actionable data** that allows educators to see where students may need additional support. Learn more at: go.pearson.com/studentsupport

Our Promises

www.unitehepartners.com

**UNITE
STUDENTS**

Safe and Secure

- Safety is our top priority
- Five-star 'Outstanding' rating by the British Safety Council
- We continue to work closely with the local police and emergency services across the UK
- Tried and tested procedures for incident management in extensive scenarios

Getting you settled

- Carefully designed welcome programme to support a healthy transition into student life and the development of strong social networks
- The MyUnite app allows students to chat to future flatmates in a secure, moderated forum
- Student Ambassadors support the development of social networks and ease the transition into university life

There when you need us

- We give students space to find their way, but commit to being there when they need us
- Staff are trained to actively listen and signpost to information and support within the university and community
- Security teams on hand 24/7 to support with safety and anti-social behaviour
- 24 hour emergency control centre available 365 days a year via phone, app or local call points
- All our employees are trained in our service style, based on the core principles of Connect, Act, Respect and Encourage – CARE



Counselling services: AMOSSHE research

In December 2019 **AMOSSHE** conducted a survey of members about counselling services. These infographics summarise the responses to questions about service provision, budgets, staff and more for the 2018/19 academic year.

Survey response

AMOSSHE Student Services benchmarking
2019/20: counselling

20

Higher education
providers

11

% of AMOSSHE
members

Budget

Dedicated annual budget for counsellors in 2018/19

£447k

UK average

£34

per student

FTE staff

Full-time equivalent counsellors in 2018/19

4.4

UK average

2739:1

Student to staff ratio

Components

of counselling services

- 90%** One-to-one, face-to-face
- 55%** Group work
- 35%** Workshops
- 35%** Online / phone / email
- 10%** External online provision
- 10%** Online self-help (including apps)
- 5%** CBT (Cognitive Behavioural Therapy)
- 5%** EMDR (Eye Movement Desensitization and Reprocessing)

Session limit

Number of counselling sessions permitted to each student
(including assessment)

7

UK average

- 37%** 7 sessions
- 26%** Variable number
- 16%** 6 sessions
- 11%** 4 sessions
- 5%** 9 sessions
- 5%** Unlimited

Sessions attended

Average number of counselling sessions
attended by students in 2018/19

4

UK average

Activity

Percentage of all students who
accessed counselling in 2018/19

7%

Do you use external providers?

for all or part of counselling provision

68%
Yes

- Sessional counsellors
- Signposting / referral to professional organisations
- External online provision
- IAPT (Improving Access to Psychological Therapies)
- NHS partnership

Out of hours

Counselling provision outside
of normal office hours

32%

No out of
hours
provision

68%

Some early
evening
appointments
each week,
or extended
hours all
week

AMOSSHE members can access the full findings here:

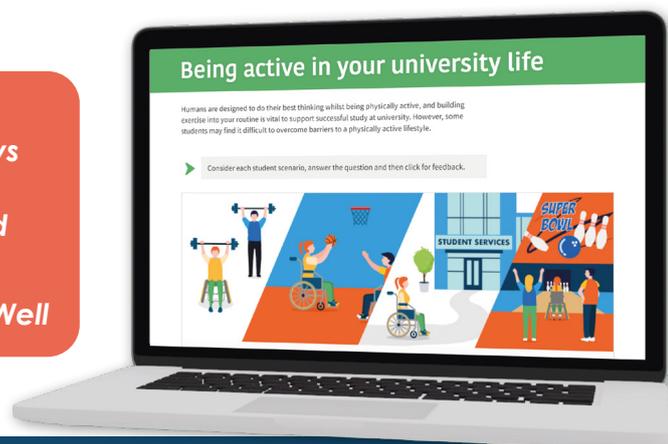
www.amoshe.org.uk/student-services-benchmarking-2019-20-counselling

Ensure every student has access to a baseline of wellbeing support

Publishing in June, the **Being Well, Living Well** online toolkit will help students to maintain their mental, physical, emotional, and financial wellbeing. Through a range of interactive activities, engaging animations, and real student voices, the toolkit will enable institutions to take a positive approach to wellbeing support, which students can access anytime, anywhere.

“For most students, it is important to be able to access information in a variety of ways. An online approach allows for the maximum number of students to access expert advice and support, which could be vital to their short and long term emotional wellbeing at university”

Dominique Thompson, Lead Advisor for Being Well, Living Well



Find out more about *Being Well, Living Well*, and request free trial access for your institution:
www.epigeum.com/being-well-living-well



AMOSSHE Spring Bulletin - Investigation of Sexual Misconduct and GBV

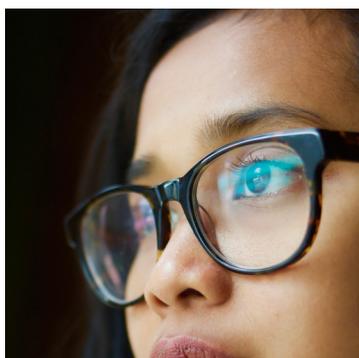
How coincidental that the deadline for this bulletin coincides with the publication of the seminal work by Clarissa Humphreys and Graham J. Towl “Addressing Student Sexual Violence In Higher Education” which importantly focuses on the impact of trauma in sexual misconduct investigation and emphasises that reading the book alone does not qualify someone to conduct a trauma informed investigation. It continues: **“Investigators MUST be trained and experienced to do this”** (p164) and, as you’d expect, ours are.

There is another element to this stance poignantly illustrated by a delegate at the AMOSSHE winter conference who, on enquiring what we did, told us that she had a senior colleague who had been allocated an investigation which would be a rape in a criminal context but was being pursued via the University discipline process. Her colleague was now off sick with stress arising from the unrealistic investigation case management expectations placed upon her.

To support HEIs to manage cases extraordinarily we launched our case management system last month and it is now the secure platform for all our investigations. See link here: <https://www.intersolglobal.com/uncategorized/intersol-and-polonius-partner-to-deliver-unique-investigation-case-management-solution-icms/> and helps you to deliver safe, reliable, and fair outcomes in a timely fashion.

Not for one moment do we think all investigations should be handled externally which is why we support a growing number of institutions with qualified training, advice and operationally in only the highest risk complex and specialist investigations, those which have potential to cost lives, futures, or careers. To see how we can help you deliver fair and reliable outcomes for your clients, the students, contact the Intersol team at info@intersolglobal.com

Keep up to date with AMOSSHE events at www.amosshes.org.uk/events



Degrees of sanity: the mental health of students post-COVID

4 June 2020, webinar

At this free webinar Dr Dominique Thompson considers how Student Services in higher education can best prepare for, and adapt to, a 'new normal', and how COVID-19 might still affect our lives, and those of our students, in the next year or two. This is an engaging opportunity to take time to think about the challenges ahead, in a new and different world.



Consent is everything: Nottingham Consent Coalition

16 June 2020, webinar

This free webinar explores Nottingham city's response to sexual violence and the role of the university within this. Katrina Daoud and Sarah Bustard from Nottingham Trent University discuss how partnership working across organisations in Nottingham has improved support and signposting for students.



Consumer law implications of COVID-19 on delivery of student support services

23 June 2020, webinar

Join Siân Jones-Davies (Senior Associate Education, Eversheds Sutherland) at this free webinar for Student Services leaders to explore how to deliver support services in the context of the COVID-19 pandemic while adhering to consumer law.



AMOSSHE National Conference 2020

6 to 10 July 2020, online

To replace the AMOSSHE National Conference that would have taken place in Newcastle upon Tyne, we're hosting a variety of free online sessions instead. Across the week you can take part in webinars, virtual discussions, social events and more, led by AMOSSHE members and sector organisations.



virtual support for your students.



At a time of unprecedented uncertainty and disruption, we are ensuring students remain supported. In light of this, support sessions have moved to remote delivery to provide virtual student support.

We have a national database of fully qualified specialist mentors, study skills tutors, counsellors, British Sign Language interpreters and noteakers that have capacity to provide full remote delivery of support. Our support can be tailored to each individual student's needs.

If we can help you during this challenging time, please do get in touch.



[about randstad.](#)

As the UK's leading provider of non-medical help to students, Randstad also works in partnership with university counselling and wellbeing services to provide qualified mental health professionals providing much-needed counselling and wellbeing support. We work closely with our university partners to reduce counselling waiting lists, and ensure students remain engaged with their studies.

We are committed to supporting student mental health in higher education. Please get in touch to find out more.

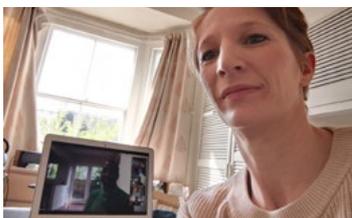
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randstad.co.uk/student-support

FROM ISOLATION TO INSPIRATION

Marshalls team pulls together to produce the Manager's Lockdown Toolkit

When we consulted clients and consultants we work with in a variety of sectors about the challenges of working from home, we quickly saw the need to produce a suite of short courses that would help our clients as they, too, faced the sudden transition to home-working life. This led to us launching our new Manager's Lockdown Toolkit.



MEETING IN ISOLATION

We hold two regular face-to-face meetings at Marshalls: a weekly team meeting led by founder David Marshall, and a monthly social attended by our freelancers and consultants. However, with the lockdown, we had to think fast about how we could replace those meetings. Zoom was the natural choice as it worked well across all platforms.

WRITING IN ISOLATION

We consulted Mark Crabtree, a trainer and former assistant head of HR at Durham University, to give us ideas on what challenges organisations would be facing now. Using the themes Mark suggested, along with input from numerous clients who work in the legal, banking, education and not-for-profit sectors, we developed the Toolkit as a suite of team leadership courses.

FILMING IN ISOLATION

The course brings the learning to life through innovative use of dramatized video scenarios using remote meeting software to show learners how best to utilise software to communicate, lead and meet productivity goals. Due to the social distancing policy, our actors filmed themselves in their own homes using software on the computers, lending additional authenticity to the scenarios in which our characters find themselves.

So far, the response has been fantastic. Six organisations have already uploaded the resource to their learning management system. However we are getting a great deal of feedback and clearly we will need to add another unit on returning to work. This will be free for anyone who already subscribes.

If you've not seen the Manager's Lockdown Toolkit yet, [contact us](#) today and we'll send you the details. The Toolkit is available as a FREE version to all our clients and there's also a commercial version, so you can still make use of the resource without being a client.

MARSHALL
E-LEARNING CONSULTANCY
www.marshallelearning.com
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