




AMOSSHE

The Student Services Organisation

Autumn bulletin 2022

Finding pathways

This autumn an important theme for **AMOSSHE** has been nurturing relationships between higher education Student Services and the NHS. In the context of rising numbers of students seeking mental health support, **AMOSSHE** has been sharing insights and good practice about the great work going on to develop and strengthen support pathways for students.



In November we hosted an event about working with the NHS and other sector partners, which featured case studies from all across the UK, with examples from city-based initiatives, innovations in rural areas, and cross-region collaborations. It was deeply inspiring to hear from Student Services colleagues about the innovative work going on, and the event was also an opportunity to explore the barriers to forging relationships with NHS services, as well as the challenges of maintaining them. **AMOSSHE** members can access all the resources from the event here:

AMOSSHE member resources

The event also launched some new **AMOSSHE** member research about working relationships with NHS services. The research explores the areas in which Student Services interact with the NHS (for example, mental health, sexual health, vaccinations), the kinds of collaborations in place between Student Services and NHS services, and the quality of working relationships (rated from poor to excellent). The research also provides insights about collaborations with other higher education providers to coordinate work with the NHS. Members can read the report here:

AMOSSHE member research

Disability Support Services for Students

Students enjoy the quality and flexibility of our support

99%

Student satisfaction for the 7th year running

- >> Easy and quick to set up
- >> Specialist tutors and mentors - QA monitored and supervised
- >> Free-to-use reporting software for HEPs

Non Medical Help support

We have provided NMH support to students at **350 HEPs across the UK since 2006**. Our tutors and mentors are qualified, supervised and regularly reviewed.

Apprenticeship support

Based on our NMH model, our apprenticeship support provides the student with **effective support methods**, and the university with an **efficient reporting system** to assist with ESFA funding claims.

Interim and Ad-Hoc support

We can help with **overflow support** and fully outsourced support services - all with 99% student satisfaction.

Specialist NMH management software

For In-house disability support teams, Connect can save time and money at **£500 per year** (regardless of the number of students or invoices).

Clear Links

info@clear-links.co.uk

0114 278 68 66

Contact us



8 ways to support students with the cost of living crisis

Actionable suggestions to help right now

Put together with the input of:

- Hannah Sketchley, NUS
- Jim Dickinson, Wonkhe
- The Blackbullion community of 50+ universities and colleges

Read the blog:

business.blackbullion.com/support-students-cost-of-living-crisis



We're supporting students with the cost of living crisis by becoming the biggest database of additional funding sources, and making it easier to discover and apply for funds. [Get in touch to learn more!](#)

*blackbullion

business.blackbullion.com

hello@blackbullion.com

AMOSSHE
National
Conference



5 to 7 July
Belfast
Online

AMOSSHE National Conference 2023: call for session proposals

We're looking for contributors to lead sessions at the **AMOSSHE National Conference 2023!** We want your proposals for informative and stimulating conference sessions that will engage delegates and contribute to everyone's understanding and professional development.

The **AMOSSHE National Conference 2023** takes place between **Wednesday 5 and Friday 7 July 2023** at the Hilton Belfast hotel in **Belfast**, Northern Ireland, UK.

A parallel **virtual** conference takes place online on **Thursday 6 July 2023** to enable participation from across the UK, as well as drawing on expertise from around the world.

The conference needs the imaginative input of higher education sector colleagues and partners in order to be truly relevant and productive for Student Services professionals. Your participation shapes the agenda and ensures that the conference is relevant, useful, and inspiring.

Leading a session at our conference is a good way to explore new ideas, develop your professional confidence and standing, and start new discussions.

The deadline to submit your session proposals is **17:00** on **Monday 27 February 2023**.

Find out all about the call for proposals, and submit your session proposal, here:

[Call for proposals](#)

AMOSSHE would like to thank **Belfast City Council**, **Tourism Northern Ireland** and **Visit Belfast** for their support of the **AMOSSHE National Conference 2023**.



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Support and
Wellbeing

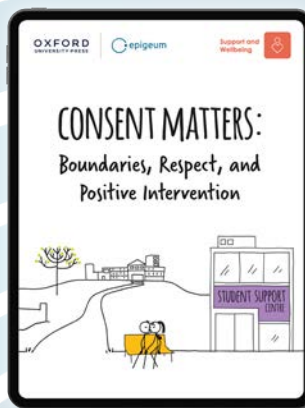


Epigeum: Support & Wellbeing Programmes

Our **Prevention & Response** courses empower students & staff to support each other and raise awareness of harassment, violence and sexual misconduct



Support your staff and student leaders to handle disclosures of sexual violence in line with best practice and institutional policy



Provide positive cultural change in the university community with evidence-based consent and bystander intervention training



Take a holistic approach to tackling harassment and hate by providing the skills and confidence for an effective first response

Find out more: www.epigeum.com/courses/support-wellbeing

Newly elected AMOSSHE Executive team members

AMOSSHE members have elected their new Executive Committee team for the 2022/23 academic year, including six new and re-elected members. The Executive team volunteer their time to ensure that **AMOSSHE** works in the best way to support our members, the sector and the student experience. Here are our new team members, with an insight into their ideas for leading our professional association.

Chris Warrington Vice Chair (Professional Development)

Chris Warrington (Head of Student Support, University of Leeds) is **AMOSSHE**'s new Vice Chair (Professional Development). Chris's priorities for role are to:

- ▶ Support our membership to engage with continuing professional development, to enhance professional practice and remain up to date and informed on the challenges and issues facing higher education.
- ▶ Collaborate with the membership and with key sector stakeholders to curate an engaging and innovative events programme that meets the needs of our membership.
- ▶ Ensure that equality, diversity and inclusion drive our approach to professional development and are evident in our programme.



“ I have been an active and committed member of the **AMOSSHE** Executive since 2017 and I have worked hard to champion the huge impact that our Student Services community of professionals makes to the student experience. ”



Helen McNeely Vice Chair (Operations)

Helen McNeely (Head of Student and Academic Affairs, Queen's University Belfast) has been re-elected to continue in her role as **AMOSSHE**'s Vice Chair (Operations). Helen welcomes the opportunity to pick up some of the strategic work that **AMOSSHE** put on hold during the pandemic. This includes building the capacity of the National Office to support the work of the **AMOSSHE** strategy. Helen aims to support and enable the team to ensure that robust systems support the infrastructure of **AMOSSHE**, while fostering the team's creativity to action the decisions of the membership and the Executive Committee. Helen will continue to help grow the organisation to keep pace with the level and profile we are working at within the sector.

“ Bringing a regional voice is essential to ensuring that as an organisation we continue to have an integrated approach to student support services in an increasingly fragmented sector. ”

SYMPPLICITY advocate

Advocate is a highly configurable solution for universities and colleges to effectively support their students in a transparent and timely manner.

The platform enables institutions to successfully manage the most critical student concerns including: student conduct, student wellbeing, fitness to study, academic misconduct, and behavioural intervention.



Build Trust



Increase Efficiency



Ensure Accountability



Real-Time Reporting

[LEARN MORE](#)

JS GROUP
Delivering Better Student Outcomes

Working with universities to support students with the cost of living crisis

Credit schemes enabling students to purchase study resources and other essential items.

Cash schemes in partnership with **NatWest** facilitating the delivery of hardship funds and bursaries to students in minutes, as well as provision of food vouchers.

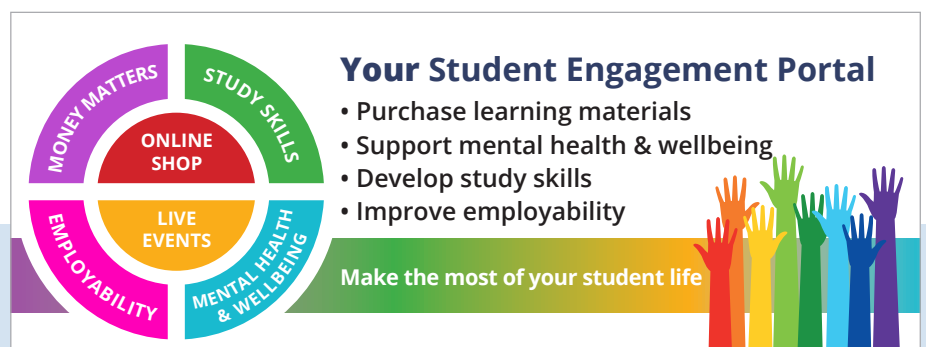
Access to Bursary Awards from Santander Universities.

Less administration and **reduced overall budget costs**.

All delivered via our new **STUDENT ENGAGEMENT PORTAL** which also provides a range of resources to compliment institutional provision

To find out more or have an informal chat contact:

Julie Walkling - julie.walkling@jsgroup.co.uk



Rotimi Akinsete Executive Member

Rotimi Akinsete (Director of Student Welfare and Support Services, University of Oxford) has been elected to the role of Executive Member for two years. In addition to Rotimi's 25 years of higher education management experience, he continues to practice in his spare time as a counsellor, clinical supervisor, facilitator, trainer and advisor. He has won a national award for his work in race relations, and has written a book on men's mental health for Mind, the mental health charity. Rotimi aims to contribute constructively and creatively to the **AMOSSHE** cause, using his extensive knowledge and experience in the sector, to assist in continuing **AMOSSHE**'s mission of providing a progressive network of support, research and professional development to members.



Working alongside my supportive and committed colleagues I will continue **AMOSSHE**'s mission at the cutting edge of Student Services operations and strategy.



Ravteq Singh Dhesi Executive Member

Ravteq Singh Dhesi (Director of Student Welfare, Aston University) has been elected to the role of Executive Member for two years. Rav aims to actively support **AMOSSHE** members to share their wealth of experience about the challenges we all face, broaden the diversity of our sector, and encourage young professionals to join this profession. Rav's focus is on three key areas:

- ▶ Collaboration and sharing best practice.
- ▶ Innovative thinking for service delivery in the face of growing demand / limited resource.
- ▶ Diversifying and reducing barriers to a career in higher education Student Services for young professionals.



I have benefited tremendously from the counsel, guidance, and wisdom of colleagues and continue to do so. Despite the many challenges, we are fortunate to work in a sector that encourages collaboration and friendship.



Sammy Li Executive Member

Sammy Li (Adviser on Student Equality, Diversity and Inclusion, University of Birmingham) continues in the role of Executive Member for another two years. **AMOSSHE** has been a tremendously supportive community for enabling Sammy's transition from an academic role to Student Services leadership, and he aims to continue to help celebrate the **AMOSSHE** community, to diversify our sectoral pipeline, and to broaden participation as a membership organisation. Sammy will also continue working on an **AMOSSHE** equality, diversity and inclusion policy, and an inclusive event checklist to underpin **AMOSSHE**'s principles of inclusion, equality of opportunity, and respect for diversity.



It is paramount for **AMOSSHE**, as the Student Services Organisation, to recognise the diverse needs of students and members from institutions across the UK and abroad.



ONE IN FOUR STUDENTS ARE LONELY MOST OR ALL OF THE TIME



Looking to combat student loneliness at your university?

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Who are we?

Randstad Student Support is the largest provider of additional support to Higher Education students in the UK. Each year, we support over 17,000 students, helping them to achieve their true academic potential.

With our 20+ years of experience, we understand the complex world of student support within Higher Education.

How do we work with our partner institutions?

In addition to government-funded support roles, we understand that higher education institutions are expected to deliver an increasing amount of support to their students each year. This is coupled with ever-increasing challenges around supporting students with more complex and multi-faceted support needs.



Our solution?

We work closely with leaders across student support and academic services, to create a bespoke solution when it comes to supporting their students. We closely tailor this to align with their values and objectives - this includes the provision of:

- Qualified support staff to work with students not eligible for government-funded support
- Mental health and wellbeing support provision
- Deaf Support solutions
- Access to over 5000 highly specialised support staff
- Group support solutions for suitable student cohorts
- Permanent recruitment solutions

Get in touch.

stephanie.earldley@randstad.co.uk

randstad.co.uk

Sarah Sweeney Executive Member

Sarah Sweeney (Head of Student Support and Wellbeing, Lancaster University) continues in the role of Executive Member for another two years. Sarah's priorities include:

- ▶ Developing **AMOSSHE**'s professional development opportunities.
- ▶ Ensuring that **AMOSSHE** uses our influence to promote equality, diversity and inclusion across the sector, and ensuring that **AMOSSHE**'s offer meets the needs of all of our members.
- ▶ Reviewing **AMOSSHE** resources to make them useful and impactful for members, and actioning the recommended improvements.
- ▶ Using digital solutions to improve student (and staff) experiences.



AMOSSHE plays an essential role in supporting colleagues across the sector to connect, problem solve and learn from each other, and to influence change in the sector through joint working.



Sarah, Chris, Helen, Rotimi, Rav and Sammy join our previously elected **AMOSSHE** Executive Committee:



Jill Stevenson
Chair



Simon Lee
Vice Chair



Emma Bales
Executive Member



Craig Best
Executive Member



Claire Slater
Executive Member

Sarah Cavendish
Executive Member

Find out more
about the
Executive team:
[www.amoshe.org.uk/
who-are-we](http://www.amoshe.org.uk/who-are-we)

Sexual harassment and misconduct

In November 2022 **AMOSHE** hosted an event to discuss supporting students in cases of sexual harassment, violence or misconduct. Focusing on how Student Services respond when cases arise, the event explored current good practice, sector guidance, legal implications and what we can all do differently to improve. **AMOSHE** members can find all the event resources here: www.amoshe.org.uk/events-resources



Sessions included an overview of Universities UK's recent guidance about sharing personal data in harassment cases by **Lizzie Dunford** (Bevan Brittan), and an exploration led by **Geraldine Swanton** (Shakespeare Martineau) of the legal principles applying to student cases of sexual harassment or misconduct and the troubled question of legal representation of students.

Oliver Curran (AUCSO – Association of University Chief Security Officers) and **Sophie Bimson** (University College London) discussed how security teams can collaborate effectively with Student Services, and **Pheeb Jameson** (Galop) explored how to pay attention to the nuanced needs of LGBTQi+ students when designing and delivering support in the aftermath of an incident.

To bring all the strands of the day together, **Amy Thompson** and **Heather Williams** (University of Cambridge) shared their experience of developing a Sexual Harassment and Violence Support Service, and of creating the network for higher education sexual violence support services.

AMOSHE annual sponsors 2022

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Student Assistance Programme

Our Clients



Our Impact



Contact Us

Wellbeing@spectrum.life
IRE: 01 518 0356
UK: 0330 818 0006

For Universities, Colleges and Institutions

- Our student assistance programme (SAP) works alone or can integrate with existing services to provide overflow counselling services.
- In a crisis, we can liaise with campus security or a main contact to arrange for emergency services or support for the student immediately. (can be mobilized 24/7 or for student services out of office hours only)
- **We operate in 20+ countries globally** (excluding US & Canada), with multi-lingual counsellors, **speaking 26 different languages.**
- We have standard reporting processes in place across referrals, engagement, outcomes and risk management.

For Students

- Access to **up to 6 counselling sessions per issue per year.**
- **24/7 access** to mental health support service including in the moment support.
- Our Managed Network includes **over 2,000 counsellors and psychotherapists** from all around the UK and Ireland.
- Student referral from counsellors or student services as an overflow or prioritising severe cases internally. Students can self refer via free phone, live chat, whatsapp, email and SMS.

PLUS

- Access to health and wellbeing platform for students. Including video workouts and training programmes, recipes, elearning programmes for mental health, financial wellbeing, sleep, self guided meditation & more!

MARSHALL

E-LEARNING CONSULTANCY

Mental health e-learning solutions for students and staff

One of our most in-demand topics for e-learning this year was mental health resources. And for good reason too.

According to a Freedom of Information Act request, almost every university has reported an increase in requests for mental health support. The number of UK applicants to UCAS who shared a mental health condition increased by 450% between 2011 and 2021. This problem has been growing for years. The added stress of the COVID-19 pandemic risks creating a perfect storm.

The mental health crisis at UK universities

While heading to university and studying for a degree have long presented mental health challenges for students, the pandemic is still taking its toll on university students' mental health. Figures show that growing numbers are seeking help from peer-run helplines for anxiety, depression, and suicidal thoughts. Nightline, run by anonymous student

volunteers, said it had recorded a 51% increase in calls in 2020–21 and that this has grown since. Early data suggests that numbers for 2021-22 are up 23% since the start of the 2022 academic year.

Supporting students

Students of all ages face a variety of challenges at university; for many, it is the first time they have moved away from home and must learn how to live with others, which can be difficult. Moving to a new location, balancing studies, student jobs, and social life can be overwhelming. It is important that students know how to check in on their mental health.

Mental health e-learning for students

Students at universities in the UK come from a range of backgrounds, which impacts the type of support required. Higher education institutions realise there is more to be done around mental health, and to highlight the support available to students. E-learning can be one way to help.

At Marshall e-Learning, we have created our new student mental health course in collaboration with the University of Brighton. The course features a podcast that guides students through the course and encourages mindfulness throughout the content.

The podcast takes students through the course, giving practical tips and advice on how to check in on themselves. It also features real-life accounts from students from different backgrounds talking about their experiences and challenges at university. The student version was created in collaboration with students at Brighton University and uses real-life case studies to bring the e-learning to life.

Mental health e-learning for academics and support staff

The course is now available in both staff and student versions. This enables staff to understand mental health challenges in the higher education environment, and the course is CPD-certified. Both courses feature:

- ▶ An interactive podcast
- ▶ Downloadable workbook
- ▶ End of course certificate

Customisation is also available, with bespoke scenarios. Universities are able to add their own photography and policies. Web Content Accessibility Guidelines (WCAG) version is available, as well as translation.

To learn more about the course visit: marshallacm.co.uk/ClientScorm/Brighton/MHS/scormcontent/index.html#

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



AMOSSHE Winter Conference: thriving under pressure

24 February 2023, Bath

This in-person conference explores how to deliver high-quality services in response to high demand and high expectations. How can we best manage and respond to the impact of increasing demand, continue to deliver while managing risk and expectations, and equip our staff to cope?



Your Student Services professional development journey: what next?

16 March 2023, webinar

This webinar for Student Services professionals in higher education explores how to prepare yourself for the next stage of your career journey, whether that's taking on a higher level role, an expanding remit, or moving sideways into a new area.



Joined-up university approaches to inclusivity for disabled students

26 April 2023, online

This half-day event explores how to join the dots between professional services, academic colleagues and other stakeholders to create more inclusive learning environments for disabled students in higher education.

