



AMOSSHE

The Student Services Organisation

Spring bulletin 2022

Focusing on mental health

Supporting student mental health and wellbeing is always a key priority for Student Services in higher education, and **AMOSSHE** members work collaboratively to be as impactful as possible, sharing good practice, research and guidelines. This spring we were proud to announce two important collaborations focusing on mental health.



This May a collaborative working group of **AMOSSHE** Wales, NUS (National Union of Students) Wales, Universities Wales, and ColegauCymru published a set of policy recommendations designed to further improve mental health services in Welsh colleges and universities.

The working group was set up to develop some key principles for Welsh Government to consider embedding in mental health and wellbeing policy for students in post-16 education.

The recommendations have a strong focus on prevention, early intervention and greater connection between agencies. They include prioritising investment in mental health, service redesign promoting a 'no wrong door' approach to mental health support, and a call for education and statutory health services to work in partnership to protect students' mental health.

[Find out more](#)

And **AMOSSHE** has also joined a consortium of organisations appointed by the Office for Students to help universities and colleges identify and make use of effective practice in supporting student mental health. This work will lead to the creation of an online hub to share what works to support student mental health.

TASO (Centre for Transforming Access and Student Outcomes in Higher Education) is leading the project, and **AMOSSHE** is contributing expertise along with a range of organisations, including What Works Wellbeing, Universities UK, SMaRteN, and Student Minds.

[Find out more](#)

AMOSSHE National Conference



13 - 15 July
Newcastle

At our first blended in-person and virtual National Conference this summer we're looking forward to celebrating 30 years since the formation of **AMOSSHE The Student Services Organisation!**

Think differently

The theme of the conference is **Think Differently**. With over 40 in-person sessions to choose from, plus seven online virtual sessions and over 60 speakers, this is our richest conference to date, with plenty of opportunities to think differently about:

- How our services meet the needs of students, and how we can manage demand and expectations.
- The way we work as individuals and how our teams work together.
- Relationships between students, universities and the wider community.
- Culture and behavioural change.
- How we can make a difference - what can we do and what do we influence?
- Innovative ideas that we've undertaken or would like to take forward.
- Learning from failure - what lessons have we learned from things we tried, but that didn't work out?



Keynote speakers

Chris Andreou (Managing Director, Innersummit) explores how we can think differently as professional teams, and what we can achieve together. Chris has vast experience developing and managing teams from working with private and public sector organisations for over 20 years, including DVLA, Welsh Government, Ministry of Defence, NHS, further education, housing and the social care sector.



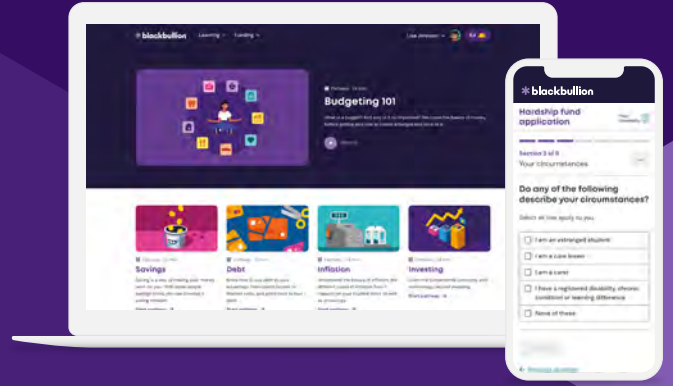
Banji Adewumi MBE (Director of Equality, Diversity & Inclusion, University of Manchester) discusses how we can think differently about creating diverse, inclusive cultures and supportive teams in fast-paced, stressful environments. Banji joined the newly created Directorate of Equality, Diversity & Inclusion in 2021. Previously, she worked for Barts Health NHS Trust in London where she led the diversity and inclusion agenda across five hospitals in one of the most diverse parts of the country.



Joy Ogeh-Hutfield (Transformation Coach and Leadership Consultant, Joy Transformation Coach) focuses on how we can think differently about ourselves as people and professionals. Joy has worked with some of the leading organisations on the international platform in the UK, Europe, USA and Africa, including the European Commission, the BBC, Federal Character Commission Nigeria, Welsh Government, Her Majesty's Court's Service, charities, schools and universities.

The financial wellbeing platform

Improving access to funds and equipping students with money skills for life.



92% of students feel more financially confident after using Blackbullion

850 working days saved last academic year for staff using the Funds Management System

Tens of millions of pounds of additional funding sources for students to discover

“We’ve heard nothing but positive feedback from students.”

University of Essex



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Specialist solutions for disabled students support

Delivering quality, flexible, and reliable support services to students.

We will attend AMOSSHE 2022 in Newcastle.

Get in touch to arrange a meeting!

>> **Flexible:** We provide NMH support services, including interim, ad hoc & apprenticeships support to students at **more than 300 HEPs in the UK.**

>> **In-house disability support teams:** Our specialist NMH support management solution - Connect - saves time, money, and costs **just £500 per year.**

>> **Student experience focused:** Our quality-focused service achieved **99%** student satisfaction for the 6th year running.



How can we help?

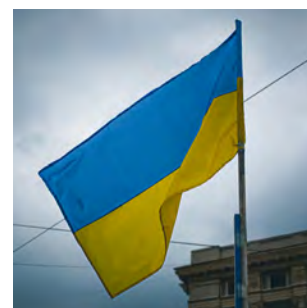
Clear Links
info@clear-links.co.uk
0114 278 68 66

Member priorities and discussions

Here are some of the priorities and hot topics that **AMOSSHE** members have been discussing this spring at our events and through our email discussion forums.

Supporting students impacted by the war in Ukraine

As soon as the conflict in Ukraine began, **AMOSSHE** members started discussing how to support students who are especially impacted. This was a concern for organisations across the higher education sector, so **AMOSSHE** collaborated with UKCISA (UK Council for International Student Affairs) to bring our members together to discuss ideas, opportunities and good practice for supporting Ukrainian, Russian and other students impacted by the war. It was helpful to share responses, advice and concerns with a view to enhancing support across the UK.

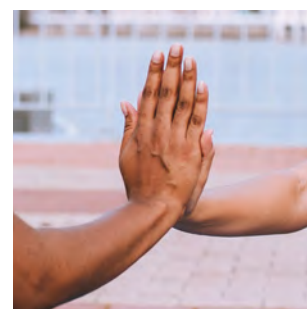


Coroner's inquests and decisions

In April **AMOSSHE** members met to share their thoughts and experiences about Coroner's inquests and Coroner's decisions in relation to university Student Services and counselling. They discussed Coroners' assumptions about student support and expectations of what universities and their services can realistically do, and considered ways of establishing understanding of actual responsibility and realistic expectations.

Women in Student Services leadership

To celebrate Women's History Month in March **AMOSSHE** hosted an online event for members about women in Student Services leadership. This was an opportunity to meet some inspiring women and **AMOSSHE** member peers to find out about their Student Services career journeys, the networks and resources that have supported them, and barriers and opportunities for women in Student Services leadership. Speakers included current **AMOSSHE** Chair Jill Stevenson and former Chair Julie Walking.



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Can you help your students even more?

The JS Group has refreshed and expanded its strategy, adding to its mission of delivering better student outcomes.

In addition to our long running bespoke schemes helping universities to provide study related resources to students, we are now in the process of providing four new services:

Student Engagement Portal

Our online student shop is being significantly expanded to offer a wide range of free resources to support the student journey. Designed to complement existing institutional resources, content is delivered in a range of ways including live events and student blogs. Launching September '22.

Aspire Cash

Provided in partnership with NatWest, this is a secure way of paying cash awards to students directly with significantly less administration, reduced cost, data insight regarding use and need, and improved student experience.

New Funders

We are now working with the charitable side of large corporate businesses to improve support for students. This includes Santander Universities where we are now able to offer opportunities for students to receive awards.

Diversity into Work

We are especially excited to be developing new services to support graduate employability for less advantaged students. Working in partnership with large corporate employers, universities and other experts we are developing ways to help students get the right skills, confidence and social capital to succeed in getting graduate jobs. We are delighted that **Chris Millward**, previously Director for Access and Participation at the OfS, has joined our Strategic Advisory Board to assist with this work.

We'd welcome the opportunity to talk more to you about this, do get in touch!



Julie Walkling,
Director of Academic Partnerships
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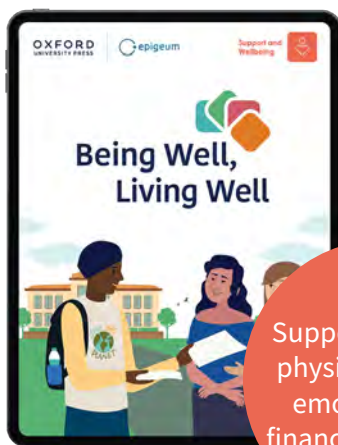
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www.jsgroup.co.uk



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Support students' physical, mental, emotional and financial wellbeing



Provide a comprehensive prevention and response approach across your whole institution



Equip international students with the skills to prepare for, and adjust to, university life



Find out more at www.epigeum.com

Professional development roundup

Here are some of the professional development events **AMOSSHE** has run this spring. **AMOSSHE** members can find all the event resources here: www.amoshe.org.uk/events-resources



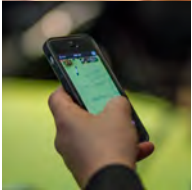
Diversity, inclusivity and cultural competency in Student Services

In April we hosted our first in-person professional development event since the pandemic. Over 60 delegates joined us in Birmingham to explore how to make Student Services responsive to the cultural diversity of our students, and nurture informed, inclusive and diverse staff teams.



Managing specialist services as a non-specialist

As part of our programme of events designed to enhance the skills and competencies of Student Services leaders, we hosted a webinar in May to explore the challenges and opportunities of managing services with teams of specialist practitioners that are outside your area of expertise.



Student mental health declarations and use of emergency contacts

Also in May we hosted an online event to discuss different approaches to the use of emergency contacts across the higher education sector, and also how we can encourage more students to disclose their mental health diagnoses before they arrive at university.

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Solving
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Protecting
Lives

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LIVE WEBINAR

What are you doing to welcome students to campus in September 2022?

A new wave of students will arrive on your campuses in September, struggling with move-in boxes and navigating to their accommodation - but their experience will be markedly different.

In recognition of this and recent developments on post-secondary student conduct and student mental health globally, we invite you to prepare for next year at with the Orbis and Symplicity Global Student Conduct Roundtable.

Moderated by **Dr Bill Henrich**, Director of Mindset
Our panellists include:

- **Lara Hof**, Founder, Hof & Associates
- **Dr Roxanne Khan**, Director, HARM and University of Central Lancashire
- **Dr Nicole Whitner**, Dean of Students, Holy Names University
- **Ryan Bunts**, Senior Campus Advisor, The JED Foundation

Wednesday, May 25
at 4pm BST

[REGISTER HERE](#)

Client Successes

The 2020 Advocate Client Results Survey highlights real-time results from 100+ student conduct clients who rely on the system to support student wellbeing and manage behavioral intervention.



For more information on Symplicity Advocate visit www.symplicity.com/uk

flexible support, tailored to your needs working with Randstad Student Support.

We offer supplementary counselling and mental health provision from the leading provider of additional support to students in Higher Education.

We can partner with your mental health and wellbeing teams, offering additional and flexible counselling and mental health provision to help overcome any strains on your service at any point during the year.

Our counsellors and practitioners can be utilised remotely or face to face, ensuring that students receive support irrespective of any university staffing and process challenges. They can be positioned on a temporary or permanent basis helping to alleviate any pressures faced during peak demand periods.

500+ qualified counsellors and mental health practitioners are ready to deliver vital support to your students today.

Get in touch
sam.graham@randstad.co.uk
07385413565
randstad.co.uk



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



AMOSSHE AGM

23 June 2022, online

The AMOSSHE Annual General Meeting (AGM) is the annual opportunity for members of AMOSSHE The Student Services Organisation to engage with the development and direction of our professional association.



AMOSSHE National Conference 2022

13 to 15 July 2022, Newcastle upon Tyne and online

AMOSSHE is dedicated to the professional development of Student Services leaders in UK higher education. The AMOSSHE National Conference is the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. Join us to celebrate the 30th anniversary of the formation of AMOSSHE The Student Services Organisation.



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