



# AMOSSHE

The Student Services Organisation

## Spring bulletin 2023

## Inclusivity and making connections

Here at **AMOSSHE** we're getting excited about our National Conference 2023, which takes place in July. In Belfast and online, over 40 sessions led by **AMOSSHE** members and sector organisations explore the conference theme **inclusivity and making connections**. Why not join us (and over 200 Student Services colleagues)?

Our in-person conference takes place over three days (**Wednesday 5 to Friday 7 July**) in Belfast, Northern Ireland. The event opens with a keynote from Dr Neil Buddel (Vice President, Student Experience and Success, Centennial College Canada), and every day there are a wealth of opportunities to explore different aspects of Student Services work. Places are still available to attend the Belfast conference – you can book up to **Friday 23 June**. Check out the full programme, with details of our speakers and sponsors here:

### Belfast National Conference

Can't make it to Belfast? No problem, we've created a separate online conference so that you can develop your Student Services expertise wherever you are. It takes place on **Thursday 6 July**, featuring sessions led by TASSO (Centre for Transforming Access and Student Outcomes in Higher Education), NADP (National Association of Disability Practitioners) and several **AMOSSHE** member higher education providers. You can book your place up to **Friday 30 June**. Check out the programme and book your place here:

### Online National Conference

Thanks to **Belfast City Council**, **Tourism Northern Ireland** and **Visit Belfast** for their support.



# working together to enhance your student support services.

## Randstad: who we are.

As the UK's leading provider of disability support, Randstad recognises the ever-changing landscape in relation to what students expect from their university experience and the support on offer; which brings new challenges for HE leaders.

We are rising to these challenges, and our solutions are proven to bolster your existing services.

## Key priority for higher education leaders.

- Inclusion and widening participation
- Mental health and wellbeing
- Employability and graduate outcomes

## Get in touch.

[stephanie.eardley@randstad.co.uk](mailto:stephanie.eardley@randstad.co.uk)  
[randstad.co.uk](http://randstad.co.uk)

## Our solution.

- We are working with HEI's to develop their inclusive support for disabled students - supporting almost 20% more students each year in accessing institutionally-funded support - crucially ensuring that disability is not a barrier to education.
- We support 20+ HEI's to deliver timely, high-quality counselling and mental health support to hundreds of students, who would often otherwise join lengthy waiting lists.
- 1,500 young people have been supported by Randstad to join apprenticeships with leading organisations in tech, automotive, engineering and digital industries.

“With Randstad arranging their students’ counselling support - one HEI saw over 90% of students seeing a counsellor that same week”



## Do you want to find out more about funding learning support for apprentices?

Join us for our webinar on  
Wed 7th June, 2023 - 2pm

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Webinars

Claiming Apprenticeship Support  
Funding from ESFA: An Overview.

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# Inclusion and support for disabled students

In April **AMOSSHE** published member research about service provision for disabled students, and hosted an event to promote resources and guidance designed to improve inclusivity for disabled students.



## Commitment, guidance and resources

Our event 'Joined-up university approaches to inclusivity for disabled students' introduced important guidance and frameworks for the higher education sector. Professor **Geoff Layer** gave an overview of the Disabled Student Commitment, which sets out the blueprint for disabled student support in higher education, and Professor **Carol Evans** and Dr **Xiaotong Zhu** provided an overview of the Disability Inclusion Institutional Framework, which emphasises a values and principles-driven approach, with shared responsibility among all members of the higher education community.

Also, National Association of Disability Practitioners (NADP) Advisers Dr **Gary McGladdery**, **Adam Hyland** and Dr **Nicola Martin** discussed guidance for disabled student support arising from the implications of the recent University of Bristol legal case. Finally, Dr **Kevin Merry** gave an overview of an embedded approach to Universal Design for Learning (UDL), exploring how to work with students and academic colleagues to design learning and teaching that responds to the accessibility needs of learners.

**AMOSSHE** members can find the event resources here:

## Event resources

## Service provision research

Twenty-one **AMOSSHE** member higher education providers contributed to our research about services that support disabled students. Here are some key findings from the research:

- ▶ The most **common areas of support** are advice to students, advice to applicants, assistance in applying for Disabled Students' Allowance, assistance in accessing non-medical helpers, and in-house non-medical helpers.
- ▶ The mean average **annual budget** for disability support in 2021/22 was £704,114 (£177,266 excluding staff pay).
- ▶ The mean average budget for **staff training** was £3,200 a year.
- ▶ Disability services have **13 staff** on average (headcount) or **10.7** (full-time equivalent).
- ▶ **1:207** is the average **staff-to-student ratio** in disability services.

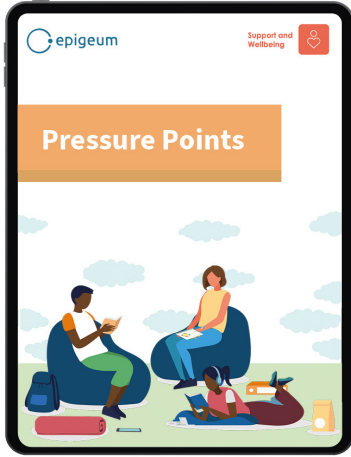
**AMOSSHE** members can read the full report here:

## Member research



# The Epigeum Support and Wellbeing Courses

Promoting healthy communities with research-based online learning and practical skills to build a supportive higher education environment



## Introducing Pressure Points

Our new course provides support for students struggling with the pressures of university life, addressing key issues students face in light of the pandemic.

This will enable university wellbeing teams to focus on supporting students in crisis.

### Modules

- Identifying and Managing Anxiety and Depression
- Stress and Student Life
- Understanding Self-Harm
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Our **prevention and response** programmes empower students and staff to raise awareness of harassment, violence and sexual misconduct on campus. These courses provide skills and confidence for first responses, evidence-based consent and bystander intervention training.

Find out more: [www.epigeum.com/courses/support-wellbeing](http://www.epigeum.com/courses/support-wellbeing)

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To find out more, please contact **Julie Walking**, Director of Academic Partnerships  
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# Helping students with the rising cost of living

Earlier this year **AMOSSHE** submitted evidence to an All-Party Parliamentary Group inquiry into the impact of the cost of living crisis on students. Our evidence drew on member surveys and discussions on the topic, and focused on what providers are doing for students.

**AMOSSHE** members have undertaken a wide range of practical measures to support students through the cost of living crisis. Here are some examples from across the UK.

## Funding

Many member organisations have increased their student support funds, including hardship funding, emergency payments, and undergraduate bursaries. Some provide automatic grants for students on unpaid placements, and grants to cover graduation costs. Others provide funding for students to borrow IT equipment such as laptops and software packages. Most members have simplified the application processes for applying for grants where possible.

## Subsidised resources

Member organisations have also subsidised services, or provided them for free where possible. For example, discounted gym memberships, free breakfasts and lunches, and establishing food pantries.

## Partnerships

Many universities are working in partnership with private and/or third sector organisations, for example with food banks, local businesses and charities.



## Accommodation

Several members have introduced flexible emergency accommodation in response to the cost of living crisis, and many provide other resources on campus, for example warm spaces and kitchens to cook food.

## Advice and information

Across our membership universities are providing cost of living advice and resources, covering support at both their institution and externally. Also, members provide content and classes to support students with their personal finances and budgeting, for example recipes for affordable meals, and advice about food preservation and cooking on a budget. Members have also run awareness campaigns to highlight support that's available and to tackle the root causes of why students don't seek help.

**AMOSSHE** members can read our full response to the inquiry here:

**AMOSSHE's APPG inquiry response**





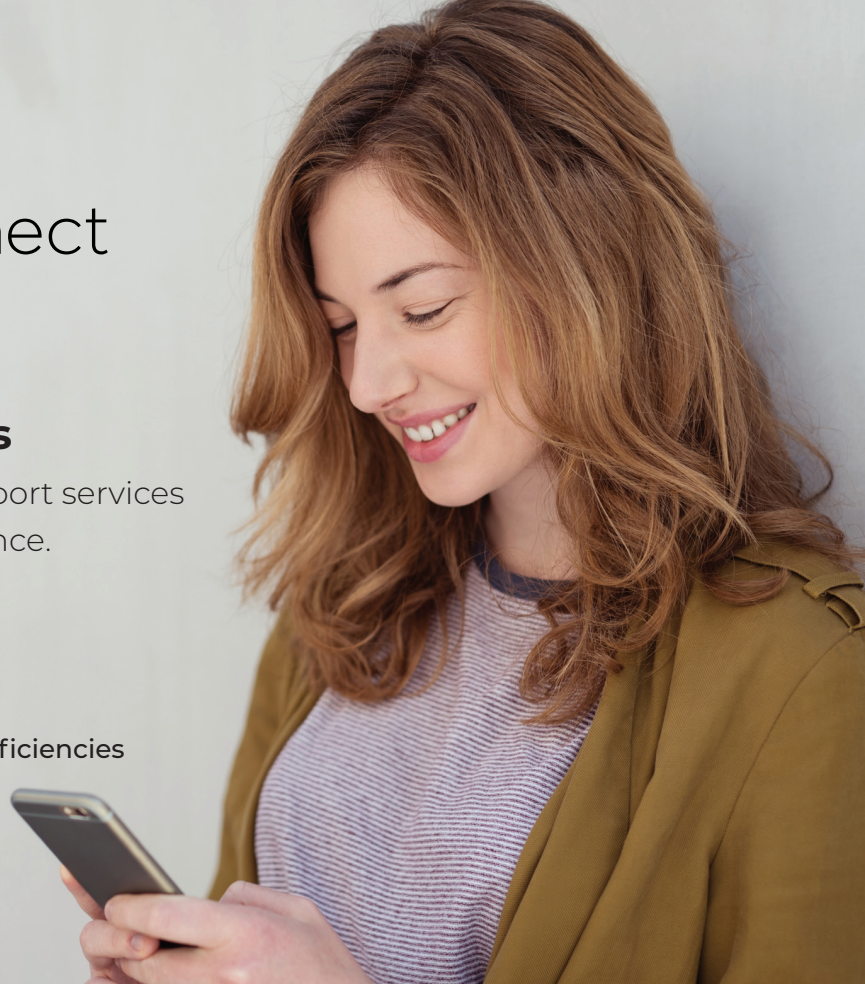
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# Regulating sexual misconduct and harassment

**AMOSSHE** has responded to the Office for Students (OfS) consultation on a new approach to regulating harassment and sexual misconduct in English higher education. We recognise the seriousness of harassment and sexual misconduct, and we're committed to supporting practical and well evidenced solutions. Here's an overview of how we responded.

## Consultation with members

We consulted widely with our members throughout the consultation process, and established member working groups, which informed the development of our key positions. Our response states that while **AMOSSHE** is prepared, in principle, to support a new condition of registration, the proposals need to be revised for it to be workable for the sector. Sensible regulation must strike the right balance between providing guidance on how higher education providers can achieve good practice, and ensuring that proposals aren't too prescriptive or 'one size fits all', given the diversity of institutions across the sector and the different contexts in which they operate.

## Revisions and recommendations

Our consultation response sets out what revisions are needed for **AMOSSHE** to support the condition and offers alternative solutions where possible. Here are some of our key recommendations:

- ▶ OfS should establish good practice toolkits that can be used and adapted across the sector, and additional support may be needed for small and specialist institutions.
- ▶ Higher education providers (HEPs) should have discretion to design resources for students that link to their existing policies and procedures, and OfS should consult with students to get a clear understanding of what formats would be helpful.
- ▶ OfS should conduct further research into establishing what works in student training, and given the resource-intensive nature of several of the requirements, OfS should also consider introducing targeted funding to support HEPs to procure additional resources.
- ▶ OfS should produce or commission guidance that sets out examples of how to take a proportionate approach to complying with the condition, and consider what additional funding is needed to support providers to comply.
- ▶ A more effective way to address the potential risks of staff-student relationships is through having clear policies on staff-student relationships, which are widely understood by staff and students. We recommend that HEPs should address the issue through the lens of professional conduct.
- ▶ We recommend that providers have no less than 12 months to comply with all of the revised proposals in the condition, with a phased approach where HEPs are required to comply with certain proposals in advance of the 12 month deadline. OfS should undertake further engagement with the sector to determine the best timescales for delivery against the condition as a whole and for specific proposals where a staggered approach is needed.

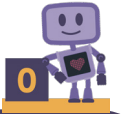
[Read our full response to the consultation here](#)

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Step ZERO's breakthrough technology:



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- **More than 80%** of individuals **prefer** to share their mental health concerns with an AI like **Charley**, rather than a human.
- Focuses on **prevention** and **proactive interventions** to develop **healthy behaviours**.
- Delivers **cost savings** by acting as the **first point of contact** offering **emotional** and **practical** support, freeing up human support for where it's really needed.
- Provides a **communication channel** that is more effective than intranets and emails.

# CPD-accredited staff training webinars

Earn a CPD certificate by attending one of Blackbullion's CPD-accredited training webinars! In partnership with Lynne Condell MBE, HE Sector Expert.

All staff across the higher education sector with an interest in student support and outcomes are invited to attend these online events (not just Blackbullion partners).

Join us on the 20th June for a Q&A panel about how staff can best financially prepare applicants for the reality of university life.

Hear from and ask any questions you may have to expert speakers, including award-winning GP Dr Dominique Thompson and Philip Bakstad, Associate Dean: EDI at Liverpool John Moores University.

Register your place: [bit.ly/cpd-webinar](http://bit.ly/cpd-webinar)





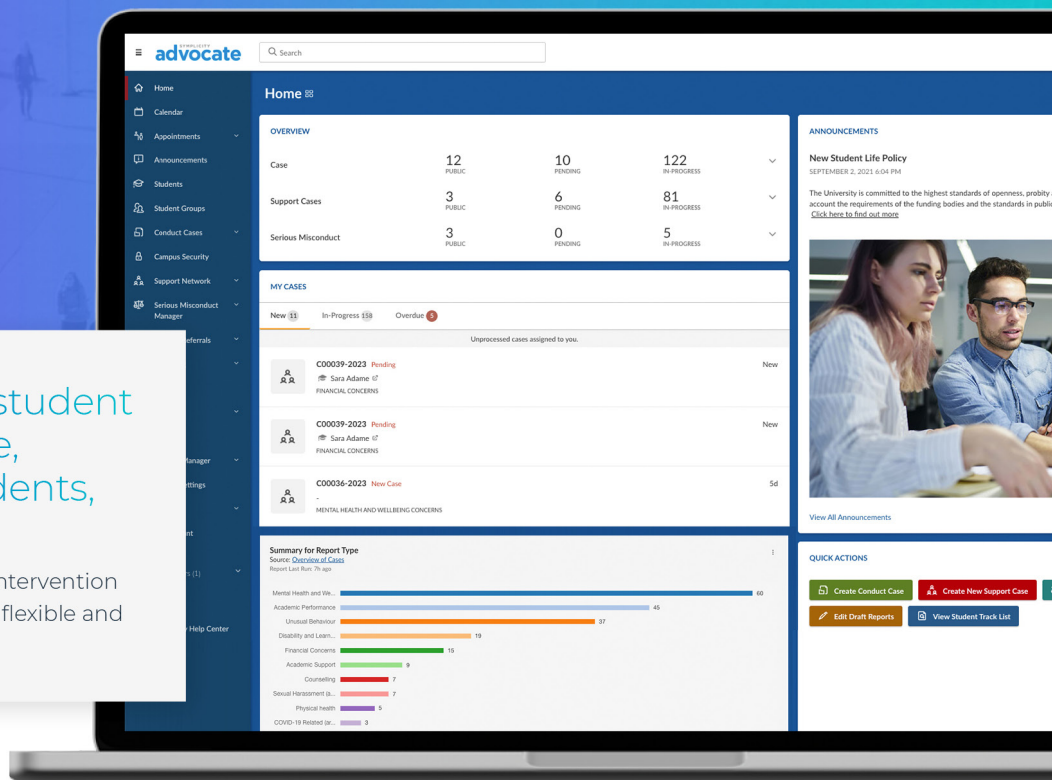
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**Suited to you** - Together, we can co-design a solution that is tailored to your institution's needs to ensure no one is left behind in a vulnerable time.

**Overflow Support** - Our student mental health solutions can work alone or can integrate with existing services to provide overflow counselling services.

**Crisis Management** - in a crisis, we can liaise with campus security or a main contact to arrange for emergency services/support for the student immediately (can be mobilized 24:7 or for out of office hours only).

**Reporting & Risk Management** - Report across referrals, engagement, outcomes and risk management to work seamlessly with your existing systems and team.

# International approaches to mental health support

In April **AMOSSHE** hosted a webinar in partnership with Togetherall to explore student mental health support practices in the USA and their relevance to the UK. **AMOSSHE** members can find all the event resources here: [www.amoshe.org.uk/events-resources](http://www.amoshe.org.uk/events-resources)



## Trends and outcomes

Dr **Ben Locke** (Chief Clinical Officer, Togetherall) started the conversation with an exploration of the development, work, and findings of the Penn State Center for Collegiate Mental Health (CCMH), drawn from more than 750 institutions. These include long-term trends in college student mental health, research on treatment outcomes based on institutional staffing choices, and guidelines for building mental health strategies at diverse institutions.

## Shared experience

Then a panel of colleagues from the USA and the UK discussed their different approaches to student mental health support, what services they do (and don't) provide, insights on how they've negotiated change, and more. The panellists were Dr **Jay E. Darr**, (Associate Dean of Students for Wellness, University of Pittsburgh), Dr **Connie Briscoe** (Executive Director of Campus Health and Wellness, Rollins College, Florida) and **Chris Warrington** (Vice Chair Professional Development, **AMOSSHE** and Head of Student Support, University of Leeds).

Attendees learned about trends and challenges in the US student mental health space and how these compare to the UK. The panellists shared ideas and solutions, and suggested new approaches to consider.

## AMOSSHE annual sponsors 2023

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# We all put on a brave face sometimes

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- Instant access to human centred support, no wait times or limits on coverage
- 24hr professional moderation and clinical safeguarding
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- Trusted by 400+ education institutions globally

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[Find out more about Togetherall](#)

[togetherall.com](https://togetherall.com)

## Supporting over half a million students with their mental health and wellbeing

Endsleigh's Student Assistance Programme, in partnership with Health Assured, supports students through their university, college, or accommodation provider with specialist, 24/7 BACP accredited wellbeing services.

- Unlimited access to BACP accredited 24/7 mental health, and counselling helpline, 365 days a year
- Interpretation service in over 240 languages
- Legal, financial, and medical information helpline

**1 in 4** students needed mental health support\*

**Top 3** concerns: anxiety, low mood and depression\*\*

**26%** increase in calls made out of working hours\*\*



Find out how we can help you support your students with their wellbeing

\*Endsleigh Student Happiness Index 2022  
\*\*Health Assured Dec 2022 – May 2023

📞 01242 866 453 ✉ [studentwellbeing@endsleigh.co.uk](mailto:studentwellbeing@endsleigh.co.uk)

Keep up to date with AMOSSHE events at  
[www.amoshe.org.uk/events](http://www.amoshe.org.uk/events)



## National Conference 2023 (Belfast)

**5 to 7 July 2023, Belfast**

The in-person AMOSSHE National Conference 2023 is the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. Booking for in-person places closes on **Friday 23 June 2023**.



## National Conference 2023 (online)

**6 July 2023, online**

The online AMOSSHE National Conference 2023 is an inclusive opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. The online conference features virtual speakers and all the sessions take place on Zoom. The programme for the online conference is different to the programme for the in-person conference. Booking for online places closes on **Friday 30 June 2023**.

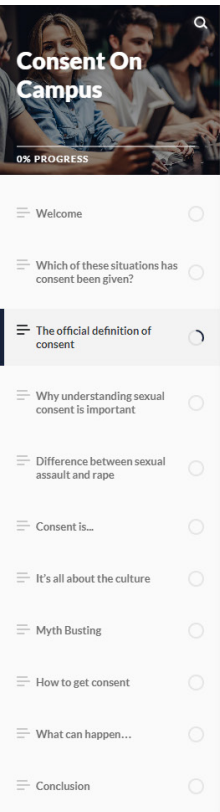




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