



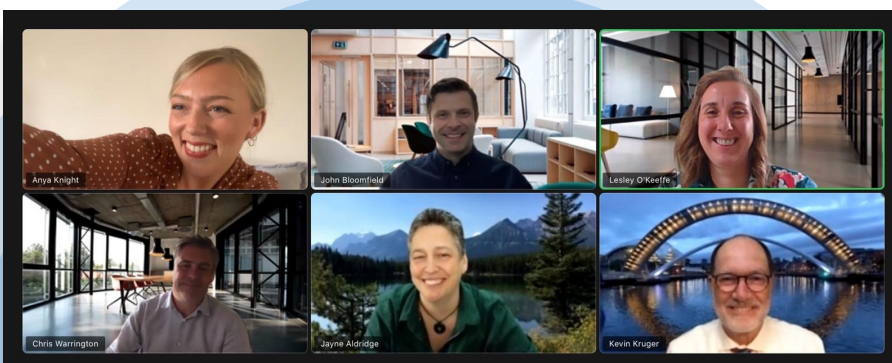
AMOSSHE

The Student Services Organisation

Summer bulletin 2020

Virtual reality

This summer we hosted the **AMOSSHE** National Conference 2020 online and for free. Our aim was to make our flagship Student Services professional development event as accessible as possible for sector colleagues across the UK and around the world. It was the least we could do for the amazing Student Services professionals everywhere working hard to support and enable students through the pandemic crisis.



AMOSSHE National Office team Anya Knight and John Bloomfield joined conference Executive leads Lesley O'Keeffe and Chris Warrington to welcome our opening keynote speakers Jayne Aldridge (Chair, **AMOSSHE**) and Kevin Kruger (President, NASPA).



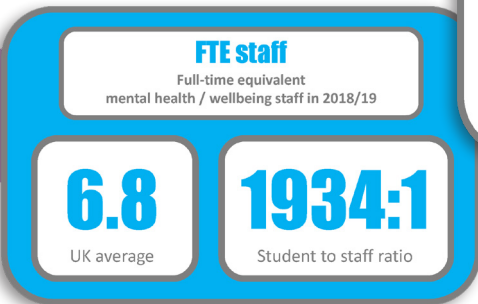
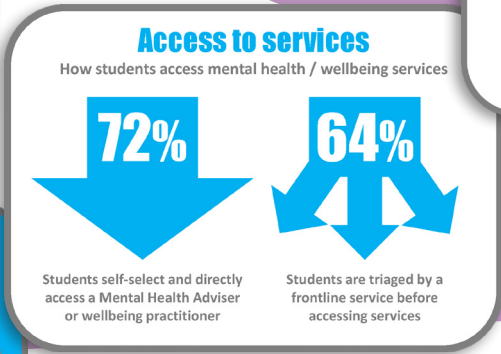
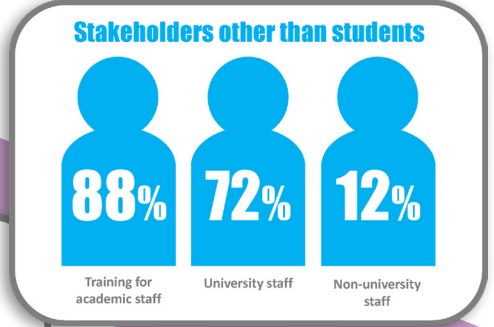
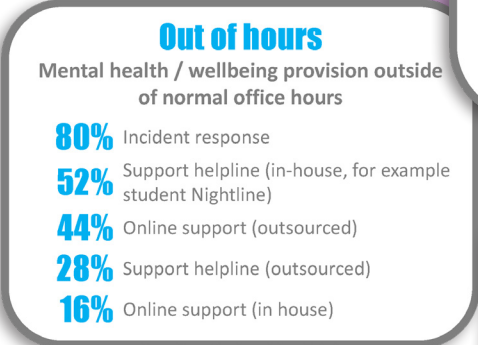
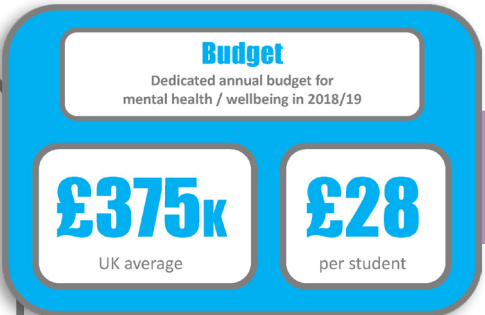
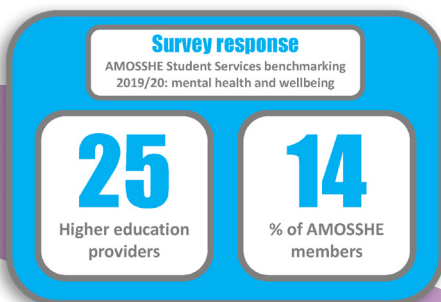
During a week of webinars, online workshops and virtual networking events in early July, over 625 Student Services professionals and sector peers from all over the world took part. That's officially our biggest conference ever! The sessions featured a broad range of expertise, research and insights on hot topics.

Thank you to everyone who helped to make our first online conference happen, and for contributing so much to the continuing professional development of our sector!

AMOSSHE members can access all the event resources here:
www.amoshe.org.uk/events-resources

Mental health and wellbeing services: AMOSSHE research

In January 2020 **AMOSSHE** conducted a survey of members to find out about mental health and wellbeing services in UK higher education. These infographics summarise some of the key findings from the survey. The full report will be published for members soon.



AMOSSHE members can access more survey findings here:
www.amoshe.org.uk/reports-and-guides#research

AMOSSHE annual sponsors



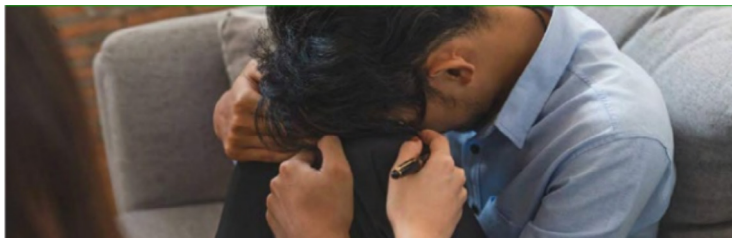
MARSHALL

E-LEARNING CONSULTANCY

We recently developed a new e-learning course: **Disclosure of a racial incident by students**. Issues raised by recent events suggest that students and staff want extra resources to understand and combat racism in their institutions. This course can help your organisation navigate this and can be purchased off the shelf or be customised for your institution.

This course was written by Michael Howard, senior consultant at Marshall E-Learning and formerly Head of Diversity at Middlesex University, with input from the Marshall scripting and design team.

This course guides education staff on the appropriate response when a student discloses a racial incident and on relevant sources of help.



After completing the course, learners will understand:

- What a racial incident may look like, in line with legislation and statutory guidance.
- How making a disclosure could impact on a student
- Different types of disclosures
- Appropriate responses to disclosures

Please get in contact and find out how we can help

contactus@marshallacm.co.uk

www.marshallelearning.com

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Support and
Wellbeing



New Case Study: Delivering *Consent Matters* as part of a pre-arrival induction programme at Keele University

Our ***Consent Matters: Boundaries, Respect, and Positive Intervention*** online course enables institutions to provide current, inclusive, and scalable training to students on sexual consent, communication and relationships, and bystander intervention.

In our new Case Study, we explore Keele University's integration of *Consent Matters* into their student pre-arrival programme, hosted on Keele's VLE, and the effective implementation of the second edition of the award-winning course, as part of an institution-wide consent initiative.

Click here to read the Case Study and find out more about *Consent Matters*



Join AMOSSHE in 2020/21

AMOSSHE, The Student Services Organisation is the UK's professional association for Student Services leaders in higher education (HE). As part of our community you can make the most of our network's expertise and a huge range of member benefits. For the 2020/21 academic year we've frozen membership rates in order to support our sector. Take a look at our membership opportunities for 2020/21: www.amosse.org.uk/membership

Rates

>50% HE provision:

- **Small and specialist - £400**
- **Tier 1 - £610**
- **Tier 2 - £761**
- **Tier 3 - £913**

Providers with >50% HE provision

For UK providers with at least 50% HE provision, membership is tiered depending on how many full-time equivalent (FTE) HE students your organisation has:

- **Small and specialist** (up to 3,000 FTE HE students) includes one named lead member.
- **Tier 1** (3,000 to 10,000 FTE HE students) includes one named lead and one named core member.
- **Tier 2** (10,000 to 20,000 FTE HE students) includes one named lead and two named core members.
- **Tier 3** (over 20,000 FTE HE students) includes one named lead and three named core members.

<50% HE provision - £550

International - £459

Non-profit - £700

Corporate - £1,200

Providers with <50% HE provision

UK education providers offering some HE courses, which account for less than 50% of the courses on offer. Includes one named lead member.

International HE providers

HE providers outside the UK. Includes one named lead member.

Non-profit organisations

Non-profit or charitable status organisations in the HE support sector. Includes one named lead member.

Student Services staff at corporate organisations

Staff at corporate organisations in the HE sector who are responsible for the direct delivery of services to students. Includes one lead member.

Additional members:

- **First three - £90 each**
- **Subsequent - £50 each**

Once an organisation is a member, more people can join as additional members. There's a discount for four or more additional members.

Individuals - £300

Students - £50

HE consultants / researchers

Freelance consultants working in the HE sector, or professionals undertaking research into Student Services.

Students studying in the Student Services sector

Students taking a course related to professional development in Student Services (for example, a postgraduate degree in Student Affairs or HE management) at an AMOSSHE member institution.

Our Promises

www.unitehepartners.com

UNITE
STUDENTS

Safe and Secure

- Safety is our top priority
- Five-star 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



discuss plans for September with other HEIs.

Randstad has supported over 9000 students to access their study skills and mentoring support remotely since universities moved to online learning in March.

With a significant shift in the higher education landscape, together we can ensure students are set up to get the support they need when the new term starts, and we are currently planning ahead to ensure that we can provide a blended support offering from September.

Join us for our virtual roundtables over the summer in which we will update on the current situation in higher education and discuss planning ahead to ensure that students have access to the support they need when they return in September.



Find out more:
anna.pylypczuk@randstad.co.uk
07788 368 416
randstad.co.uk/student-support

book your place >

 randstad

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

AMOSSHE is currently planning our continuing professional development programme for 2020/21. This aims to feature virtual and (some) in-person events. Topics include mental health, making Student Services budgets stretch, intersectionality, and more. Keep an eye on our website for more details coming soon!



UKAT



AMOSSHE

The Student Services Organisation

Personal Academic Tutoring and Student Services: never the twain shall meet or perfectly entwined?

4 September 2020, webinar

AMOSSHE is teaming up with UKAT (UK Advising and Tutoring) to host a free webinar about the relationships between personal academic tutoring and student support services, to consider what's working well and what could be improved. The session features a panel of UKAT and AMOSSHE professionals discussing their experiences of the interface between personal academic tutoring and student support services.



NATIONAL
conference

AMOSSHE National Conference 2021

14 to 16 July 2021, Newcastle upon Tyne

AMOSSHE is planning to host next year's National Conference in Newcastle upon Tyne, at our planned venue for 2020. The conference will feature presentations, workshops, discussions, social events and more, led by AMOSSHE members and sector organisations.



"You saved the management team numerous hours work carrying out the investigations....and your report greatly assisted the disciplinary process"

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Find out more here 

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How do your students want to be supported with their academic writing?

Building student confidence and skills is central to your institution's success. Academic writing is one area where students particularly struggle to progress – and not just those who are new to university.



From our survey of more than 1700 students, we found:

- **33%** feel they lack the ability to spot potential issues with their writing
- **37%** feel they lack the confidence to ask for the support they need

A reasonably high proportion of students simply **won't make use** of academic writing support that requires interaction with a member of staff.

How do you support students who won't reach out for help?



Out of hours, round-the-clock, on-demand. This is the type of support students want to be able to access – online and exactly when they need it. So how can you enhance your existing provision to provide **every student** with equal access to the support they want or need?



Free guidance

Our 'Removing the barriers' report provides findings from the research along with a checklist of possible ways to complement your provision.
Access the report and checklist at go.pearson.com/writingchecklist

