



AMOSSHE

The Student Services Organisation

Summer bulletin 2021

Reflections, connections, ambitions

This summer **AMOSSHE** rounded up the 2020/21 academic year with our National Conference 2021. The event was held online and featured 38 sessions of presentations, workshops and networking events over three days. The sessions were led by representatives of 50 organisations, including higher education providers, sector associations, charities and third-party providers.

Speakers and delegates joined us from all over the UK and around the world to explore our conference themes of reflections, connections and ambitions.

Our hosts for the conference were **AMOSSHE** Executive leads **Chris Warrington** (Head of Student Support, University of Leeds), **Lesley O’Keeffe** (Registrar, Brunel University London) and **Claire Slater** (Director of Student Life and Wellbeing, University of Bristol).

The conference was an inspirational, collaborative space for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks.



Photo by Caryn Thorogood (University of Worcester), winner of our conference picture competition

Event resources for AMOSSHE members:
www.amoshe.org.uk/events-resources

AMOSSHE National Conference

NATIONAL
conference
2021

14 - 16 July
Online

As well as a broad range of presentations and workshops led by **AMOSSHE** members and sector organisations, the **AMOSSHE** National Conference 2021 also featured four fantastic keynote speakers, and showcases by our conference sponsors.

Professor Julia
Buckingham



Our opening keynote speaker was Professor **Julia Buckingham** CBE (President, **Universities UK** and President and Vice Chancellor, **Brunel University London**), who gave a leadership perspective on some of the key challenges and opportunities facing the higher education sector, and the implications for Student Services in the UK.

Professor
Kalwant Bhopal



Then Professor **Kalwant Bhopal** (professor of education and social justice and Director of the Centre for Research in Race & Education, **University of Birmingham**, and author of *White privilege: the myth of a post-racial society*) discussed challenges for Black minority ethnic students, their academic voice, and considerations for impactful support for these students.

Diana Katoto



We were delighted to welcome **Diana Katoto** (Social Work Student, **University of Birmingham**) as our third keynote speaker. Diana shared her experiences of what taking action on social justice as a student looks like, and suggested ideas to students, institutions and Student Services on how we can promote social justice.

Phil Packer



Finally **Phil Packer** (Non-Paid Chief Executive, **The British Inspiration Trust**) shared his journey of mental health post-spinal cord injury and his experiences of leadership and collaboration within the UK higher education sector. This was a fascinating insight into how Phil has adapted to life with a disability, the mental health challenges he has faced, and how he has developed his style of leadership to unite the charity, education and sports sectors.

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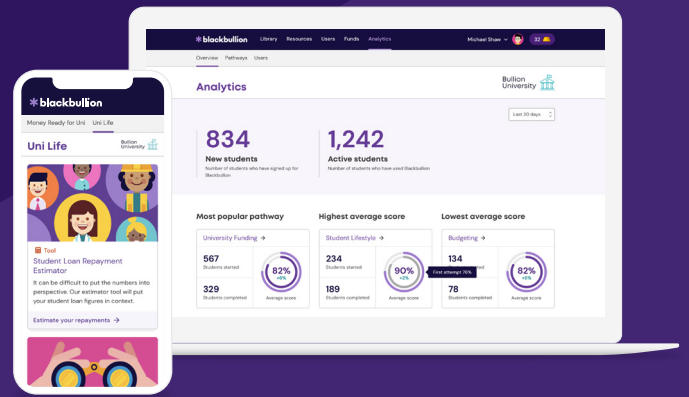
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Self-care for Student Services staff

In May **AMOSSHE** hosted an event to focus on the wellbeing of staff working in higher education professional services. This provided ideas, techniques and perspectives to help Student Services leaders support their own mental health and wellbeing at work, as well as that of their colleagues.

Focus on self-care

AMOSSHE Executive leads **Fay Sherrington** (Edge Hill University) and **Claire Slater** (University of Bristol) introduced the event, switching the focus from the wellbeing and welfare of students to the importance of our own self-care as support staff.

Looking after yourself when supporting others

The event featured a workshop led by **Bernie Ryan** from **LimeCulture**, which invited participants to consider the significant impact that the pandemic has had personally and professionally, and gave practical considerations and suggestions to begin to restore some sense of wellbeing.

Wellbeing through creativity

Paula Winzar and **Kate McBarron** from **WriteWell** introduced participants to a creative online learning community that aims to boost mental health, resilience and happiness through creative writing. Delegates explored how creative writing might be useful for colleagues and students, and took part in some practical creative writing exercises.

Redesigning our services and structures

Ian Munton and **Paula Dalziel** from **Staffordshire University** outlined the thinking behind a person-centred approach to the redesign of Student and Academic Services, focusing on the importance of authenticity, care, support and engagement with people throughout and beyond the process.

Event resources for AMOSSHE members:
www.amoshe.org.uk/events-resources

AMOSSHE annual sponsors

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2020/21: AMOSSHE's year in review

Speaking at the **AMOSSHE** Annual General Meeting in July, Vice Chair **Fay Sherrington** (Director of Student Services, Edge Hill University) gave an overview of **AMOSSHE's** work during the 2020/21 academic year.

Fay started with a review of the challenges created by the pandemic for all members, and thanked everyone for their ongoing efforts and commitment to supporting students. Then Fay discussed the reports and guidance that **AMOSSHE** produced during the year, including research about digital poverty and guidelines for supporting students abroad. Fay reviewed **AMOSSHE's** continuing professional development programme, and representation on sector groups and committees. Finally Fay gave an overview on progress with **AMOSSHE's** strategic aims.



Watch the presentation online:
vimeo.com/582504893

Improving mental health outcomes

Earlier this month **AMOSSHE** hosted free a webinar in which colleagues from the Office for Students presented key findings from the challenge competition *Achieving a step change in mental health outcomes for all students*.



Innovative and collaborative approaches to improving mental health outcomes for students

Estelle Kane – Access, Inclusion and Skills Manager
Suzy Allinson – Access, Inclusion and Skills Senior Officer
18 August 2021

Estelle Kane (Access, Inclusion and Skills Manager) and **Suzy Allinson** (Senior Officer) from the Equality, Diversity and Inclusion team at the **Office for Students** shared learnings and recommendations, focusing on project elements such as student co-production, partnership working, direct delivery and strategic approaches. Then they presented the successful projects from a new funding competition, due to begin in summer 2021: *Using innovation and intersectional approaches to target mental health support for students*.

Event resources for AMOSSHE members:
www.amoshe.org.uk/events-resources

a specialist approach to **blended support.**

Randstad Student Support has a national database of fully qualified specialist mentors, study skills tutors, counsellors, mental health practitioners, British Sign Language interpreters and noteakers that have capacity to provide face-to-face and full remote delivery of support. Our support can be tailored to each individual student's needs. Risk assessments, guidance and training for face-to-face support managed on a case-by-case basis including Covid awareness training and PPE.

mental health specialists.



Counsellors, wellbeing mentors and many more clinical and non-clinical roles can be supplied for 500 of our support staff hold the necessary qualifications and professional body memberships.



Supplying at speed
We have processes already in place that we can replicate.



Working in partnership
We can compliment existing services and can dovetail into current processes.



Helping to overcome specific challenges
Waiting lists, flexible hours, complex needs/requirements.

Get in touch if you would like to find out how we can assist with your student support.

Sam Graham

Higher Education Partnership Manager

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Today's student is a generation of tech savvy individuals who take for granted high-quality digital engagement. With Symplicity Advocate you can reach those students who want to be virtually self-sufficient before seeking in-person support.

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Join AMOSSHE in 2021/22

AMOSSHE, The Student Services Organisation is the UK's professional association for Student Services leaders in higher education (HE). **AMOSSHE** has frozen the cost of joining our network in the 2021/22 academic year. Membership fees at all levels are the same as they were in the last academic year, so you can make the most of our network and resources in the year ahead. Take a look at our membership opportunities for 2021/22:

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

International HE providers

HE providers outside the UK. Includes one lead member.

Non-profit organisations

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

Helping universities deliver student engagement and success

JS Group is passionate about supporting student success. Working in partnership with universities, our schemes provide students with the confidence and resources to engage, succeed and make the most of their time at university.

We develop, deliver and manage innovative student engagement schemes. We partner with universities to turn financial awards (such as bursaries, scholarships and general support for students) into tailored engagement schemes. These schemes enable students to acquire the key tools and resources for their study and significantly reduce barriers to learning for less advantaged students. Schemes are also used to address issues such as digital poverty, and allocation of Hardship Funds and can enable students to participate in a range of activities such as joining clubs and societies, attending events and using services such as the gym.

We also provide resources schemes which enable academics and key professional services staff to specify educational resources such as eBooks, tablets, and other

key materials which we then provide directly to cohorts of students ranging from the whole student body to specific subject based cohorts, or under-represented student groups. Some partners have a mix of engagement and resources schemes – we pride ourselves on being creative and agile and working to meet the individual needs of each institution.

"There are massive benefits to working with the JS Group. They think with us as we reimagine our student success offering. They work in close partnership with us using data, sector wide intelligence and a real understanding of Sunderland. They are now trusted experts who help us plan and deliver the right packages of services that best support our students."

Kirsten Black, Director of Student Services, University of Sunderland.

If you'd like to find out more, contact Julie Walkling,
Director of Academic Partnerships
julie.walkling@jsgroup.co.uk



or visit our website
www.jsgroup.co.uk

AVAILABLE NOW

BYSTANDER INTERVENTION

Helping keep university campuses safe

Free course available now

The Student Bystander Training module aims to foster safe, positive university and college campuses where all students feel able to achieve their very best educationally and also enjoy their university experience.

This online module raises awareness of what harassment and hate incidents are and how students can intervene when it's safe to do so.

By making the course freely available online, we hope it will raise awareness and get students thinking about their own experiences and what they see happening around them.

Higher Education institutions and universities can use the resource or develop their own bespoke version with Marshall E-Learning.

To find out more about the module or for a demo please get in touch at contactus@marshallacm.co.uk or call 0845 123 3909.



Forthcoming AMOSSHE events 2021/22

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



Working together to improve student outcomes for all students

16 September 2021, online

This free event, part of the ongoing collaboration between AMOSSHE, Action on Access and UKAT (UK Advising and Tutoring), features interactive discussions about how AMOSSHE and UKAT can work together to improve student outcomes for all students.



AMOSSHE National Conference 2022

13 to 15 July 2022, Newcastle upon Tyne

AMOSSHE The Student Services Organisation 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.

