



AMOSSHE

The Student Services Organisation

Summer bulletin 2022

Thinking differently

At the end of one academic year and just before the start of a new one, it's a good time to reflect on what we've achieved this summer, and what we aim to accomplish. **AMOSSHE** has big plans for 2022/23, aiming to think differently about the challenges Student Services must meet in their mission to support and enhance the experiences of all our students.

At the **AMOSSHE** annual general meeting in June, Executive members discussed the strategic progress of our professional association in the 2021/22 academic year, focusing on three strategic workstreams:

- ▶ Working harder to engage our members and enhance opportunities for networking and collaboration.
- ▶ Developing and expanding our online member resources.
- ▶ Cultivating relationships with higher education sector stakeholders and partners.

We've created a short film in which the Executive team, led by **AMOSSHE** Chair Jill Stevenson, summarise our strategic progress to date, and outline our plans for the academic year ahead.

[Watch the film](#)

The **AMOSSHE** National Conference 2022 took place in-person and online this July. It was wonderful to have so much enthusiastic participation from across our membership and the higher education sector, engaging with our theme 'Think differently'. Take a look at some of the pictures from Newcastle in this bulletin.

[Find out more](#)



Additional Learning Support For Apprenticeship Students

Our support service is easy to put in place and manage for degree apprenticeship providers and students.

Save time and resources using our management software to monitor and export data for evidencing support on Individual Learning Records (ILRs) and Earnings Adjustment Statements (EASs).

There is no complicated setup, no installation needed and no charge to use our software.

Clear Links

info@clear-links.co.uk

0114 278 68 66

Contact us



Easy and quick to set up

+

Specialist tutors
QA monitored and supervised

+

Free-to-use monitoring and reporting software

Students enjoy quality and flexibility of support.

99%

Student satisfaction



Combat Loneliness & Build Belonging at your University

The Umii app helps initiate worry free, 1-1 introductions between similar students.

81%

of students
felt less lonely
using Umii

88%

felt a greater
sense of
belonging



AMOSSHE National Conference



13 - 15 July
Newcastle

The AMOSSHE National Conference 2022 in July was an opportunity to celebrate 30 years since the formation of **AMOSSHE The Student Services Organisation**. Here are some highlights from the event in Newcastle upon Tyne.



Keynote speaker Joy Ogeh-Hutfield



Keynote speaker Chris Andreou



AMOSSHE Chair Jill Stevenson



Keynote speaker Banji Adewumi



Student panellists Sophia Hartley, Joseph Thompson, George Obolo and Oyinda Adeniyi



Conference leads Chris Warrington, Claire Slater and Craig Best

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

OXFORD
UNIVERSITY PRESS

epigeum

Support and Wellbeing



Epigeum's Support and Wellbeing Programmes



'The course is like having their own warm and friendly tour guide'
Anne Bentley - Reviewer

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



Our Prevention & Response programmes promote positive change by raising awareness of, and preventing, harassment and sexual misconduct

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



Delegates enjoying the **AMOSSHE** summer BBQ



How do YOU deliver on the Office for Students (OfS) 'Statement of Expectations'?

The OfS "statement of expectations for preventing and addressing harassment and sexual misconduct affecting students in higher education" identifies 7 key 'should do' recommendations to support higher education providers in England to develop and implement consistent and effective systems, policies, and processes to prevent and respond to incidents of harassment and sexual misconduct.

They can be read in full [here](#).

With their strategic partners, Intersol Global support universities to deliver on all those expectations whether by training, advising, or 'rolling their sleeves up' and delivering "an investigatory process that is demonstrably fair, independent, and free from any reasonable perception of bias" (OfS Expectation 6.3).

We are an international team of trauma-trained qualified investigators who train, qualify, advise, and investigate. We 'walk the talk' and:

- are a retained service for 11 Universities
- have trained over 600 university staff
- have completed over 100 serious and complex misconduct investigations
- support universities with (consistent) policy and strategy

The well-being of ALL university stakeholders, staff and students is paramount so our investigation advice and planning service is free to the point of commission.

If you see the value of 'investing to save' and want to deliver on the OfS statement contact the team at Intersol Global either by email at info@intersolglobal.com or call us for more information on +44 (0) 1925 982680.



INTERSOL GLOBAL

partnering with randstad how we can help your institution.



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.eardley@randstad.co.uk
randstad.co.uk





Delegates
enjoying the
AMOSSHE
Gala Dinner



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

Aspire Cash

A secure and efficient way of paying cash directly and improving student experience

New Funders

Opportunities for students to receive additional cash awards

Diversity into Work

In partnership with large corporate employers, universities and other experts we are developing new services to support graduate employability for less advantaged students

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



Julie Walkling,
Director of Academic Partnerships
julie.walking@jsgroup.co.uk

Visit our website
www.jsgroup.co.uk

*blackbullion

Improving the student experience of applying for financial support funds

The University of Essex is using the Blackbullion Funds Management System to improve the student experience of applying for hardship and other financial support funds.

10

funds currently managed through Blackbullion

3,254

applications received for one fund alone last academic year

3-4x

quicker (at least!) for staff to process applications

“

The most impactful thing about using the Funds Management System for me is the sheer volume of applications that we've been able to process while still improving the student experience. We've heard nothing but positive feedback from students.

Financial Support Officer,
University of Essex

Read Essex's story: business.blackbullion.com/stories/university-of-essex

Here are some of the winners of our conference sponsor competitions. The AMOSSHE National Conference 2022 was kindly sponsored by:



Symplcity



Brain in Hand



JS Group



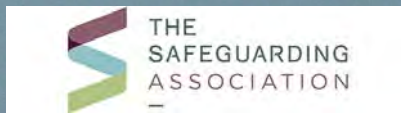
Keep.meSAFE



Blackbullion



Gecko



Join AMOSSHE in 2022/23

AMOSSHE The Student Services Organisation is the United Kingdom's professional association for Student Services leaders in higher education (HE). Join our supportive network of over 850 sector peers from more than 186 organisations across the UK and around the world. Membership gives you access to online resources, exclusive member events, networking forums and member discounts. Find out more: www.amoshe.org.uk/membership

Higher education providers

For UK provider organisations with at least 50% HE provision, membership is tiered depending on how many full-time equivalent (FTE) HE students your organisation has. Membership for one lead member is included for each kind of organisation, plus one or more core named members depending on the number of students.

- **Small and specialist (up to 3,000 students) – £430**
- **Tier 1 (3,000 to 10,000 students) – £650**
- **Tier 2 (10,000 to 20,000 students) – £815**
- **Tier 3 (over 20,000 students) – £975**

Additional member – £90

Once an organisation is a member, more people can join as additional members.

Other organisations

Membership for one lead member is included for each kind of organisation.

- **Providers with <50% HE provision – £590**
UK education providers offering HE courses, which account for less than 50% of the courses on offer.
- **International HE providers – £490**
HE providers outside the UK.
- **Non-profit organisations – £750**
Non-profit or charitable status organisations in the HE support sector.
- **Corporate organisations – £1,300**
Student Services staff at corporate organisations in the HE sector who are responsible for the direct delivery of services to students.

Individuals

HE consultants / researchers – £320

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

Students studying in the Student Services sector – £50

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.



targetconnect

DELIVERED BY 

For universities and colleges

Helping careers and student services deliver outstanding support and guidance.

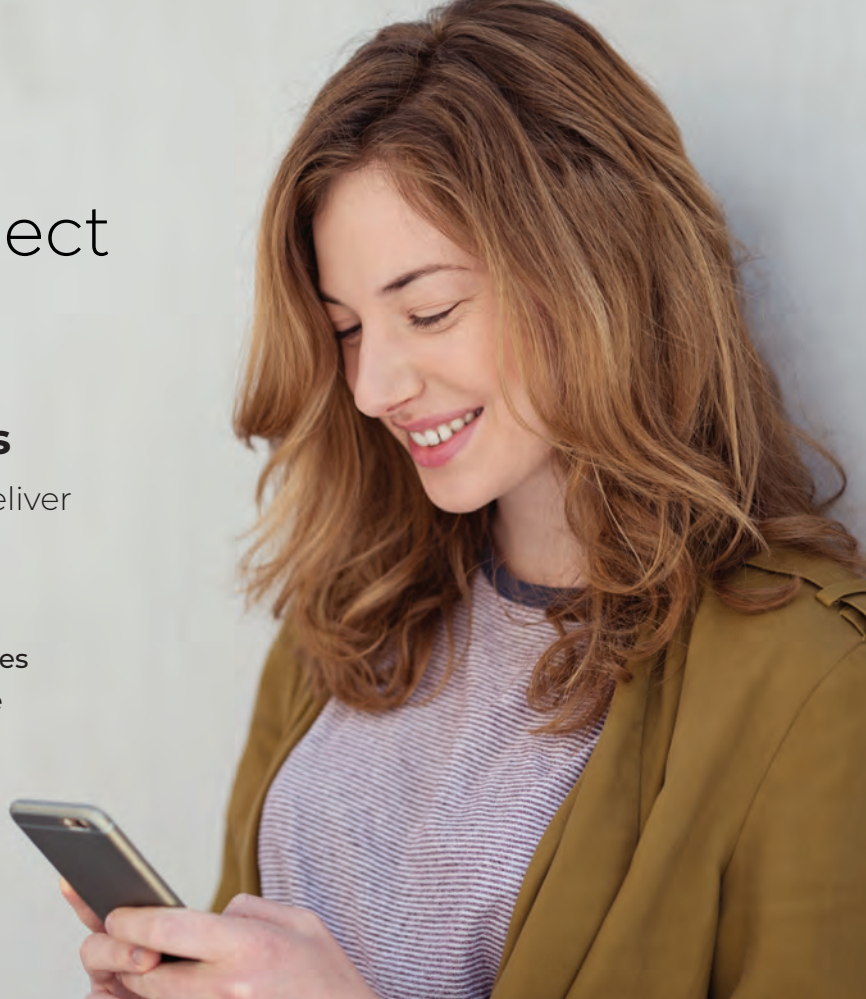
Largest network of employers and opportunities

Increase student engagement and self-service

Provide proactive interventions

Help teams manage their work

Advanced insight and reporting



targetconnect is a leading platform to boost employability and support wellbeing. targetconnect.com

AMOSSHE annual sponsors 2022

 **simplicity**

OXFORD
UNIVERSITY PRESS

 **epigeum**

 **blackbullion**

INTERSOL
GLOBAL
TRAIN • QUALIFY • ADVISE • INVESTIGATE

UNITE
STUDENTS

 **umi**

spectrum
.life

JS
GROUP Supporting Better Student Outcomes

 **Clear Links**

MARSHALL
E-LEARNING CONSULTANCY

 **targetconnect**
DELIVERED BY 

 **randstad**

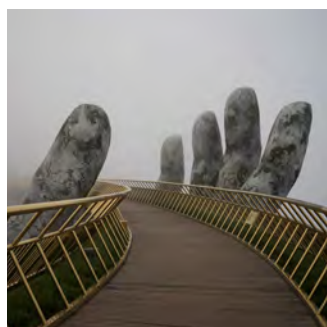
Keep up to date with AMOSSHE events at www.amosse.org.uk/events



Sexual harassment and misconduct: supporting students

4 November 2022, London

This in-person event discusses supporting students in cases of sexual harassment, violence or misconduct, focusing on how Student Services respond when cases arise. This event explores case study examples of current good practice, sector guidance, and what we can all do differently to improve.



Working with the NHS and other sector partners

18 November 2022, Manchester

This in-person event explores working relationships between Student Services and statutory health services, as well as other sector partners, particularly in relation to student mental health. Discover research and case studies about forging pathways and relationships with NHS services around the UK, as well as sector-wide initiatives and alternative collaborations with local partners.



AMOSSHE National Conference 2023

5 to 7 July 2023, Belfast

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.

