



AMOSSHE

The Student Services Organisation

Winter bulletin 2020

International outlook

AMOSSHE is the UK's professional association for Student Services leaders, but we are also part of a global community, with a shared focus on supporting and enabling students to fulfil their academic potential and enjoy an empowering student experience. Our members regularly engage with international expertise, research and innovative practice in Student Affairs and Services, and 16 higher education providers outside the UK are currently part of our membership network.

AMOSSHE collaborates with professional associations abroad to share learning. In November 2019 five **AMOSSHE** members from across the UK took part in an exchange visit to Michigan in the United States, hosted by NASPA, the US organisation representing Student Affairs administrators in higher education. The team visited several institutions to learn about Student Affairs stateside.

Then in December 2019 **AMOSSHE** Executive Member Lesley O'Keeffe travelled to Dunedin, New Zealand as part of our exchange agreement with ANZSSA (Australian and New Zealand Student Services Association), where she attended the 2019 ANZSSA Conference, exploring the theme "amplifying narratives for student success". **AMOSSHE** also has an exchange agreement with CACUSS (Canadian Association of College & University Student Services), and **AMOSSHE** Vice Chair (Professional Development) Nic Streatfield attended their June 2019 annual conference in Calgary, Alberta to share learning and strengthen our networks.

AMOSSHE is also a proud contributor to a forthcoming IASAS (International Association of Student Affairs and Services) publication, which will feature reports on Student Affairs and Services from a global and local perspective, offering a rich, textured, comprehensive and truly global reference book for our sector.

AMOSSHE members can find out more about our international activity here:
www.amoshe.org.uk/reports-and-guides

Student centre vs student centred

In December 2019 **AMOSSHE** hosted a professional development event to explore the key elements to consider when changing the structure of Student Services provision to integrate services.

Opening the day, Dr **Paul Redmond** from the **University of Liverpool** invited us to challenge our thinking about who our present and future students are, in order to understand their needs and expectations. Then **Gareth Hughes** shared how **Cardiff University** approached their ongoing service re-design to help inform the holistic design of their new Centre for Student Life.

Next, **Joanne Barnes** discussed how **Queen's University Belfast** is putting students at the heart of service delivery, to help them identify their personal resources and the support they can engage with when things don't go to plan.

Then a team from the **University of Exeter** discussed a programme to transform frontline Student Services, bridging the gap between academic and Student Services support. And finally **Al Rodgers** outlined the journey that the **University of Birmingham** took to develop their Student Hub, helping us to identify challenges and opportunities.



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

AMOSSHE annual sponsors

In 2020 AMOSSHE is kindly sponsored by:



AMOSSHE Winter Bulletin

In this, our first contribution to AMOSSHE's seasonal bulletins, written a few days in advance of the Winter conference, we'd like to address a couple of queries that have been raised in recent weeks; firstly the added value of external investigation support and, secondly, how to ensure independence from the commissioning institution. Both extremely relevant and topical when considered in conjunction with the OfS launch of a consultation on harassment and misconduct.

<https://www.officeforstudents.org.uk/publications/consultation-on-harassment-and-sexual-misconduct/>

Firstly, an evaluation of 25 external high-stakes complex investigations over 12 months reveals that they are delivered in half the time, for half the cost and with extraordinarily fair and reliable outcomes for ALL HE stakeholders. The average time to complete the investigation and submit the report being a total of 10.5 working days.

Secondly, the issue of independence. We never use the term 'independent', preferring the term 'external investigators'. The 'independence' of us as external suppliers relies heavily on our integrity, ethics, philosophy, and reputation. Conjoin those values with recognition that HE is but one of 8 markets in which we deliver 'sector agnostic' investigation skills, with many clients across each of those sectors and you will see that we are not reliant on one institution for work.

We are very proud to have supported 25 UK universities with professional services and very much look forward to extending that reach and support through our partnership with AMOSSHE.

Best wishes,

The Intersol Global Investigation Team. www.intersolglobal.com



37%

of students state that their mental wellbeing has declined since starting higher education.

55% of students surveyed have also considered leaving higher education in the last 12 months. What more can universities do to help their students' mental wellbeing and support them with continuing with their studies? We surveyed over 1800 students to find out.

for more insights...



download our report

about randstad.

As the UK's leading provider of non-medical help to students, Randstad also works in partnership with university counselling and wellbeing services to provide qualified mental health professionals providing much-needed counselling and wellbeing support. We work closely with our university partners to reduce counselling waiting lists, and ensure students remain engaged with their studies.

We are committed to supporting student mental health in higher education. Please get in touch to find out more.

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randstad.co.uk/student-support

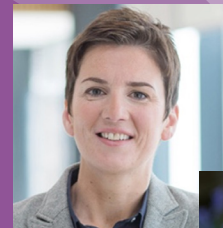
Mental health and wellbeing: our winter theme

Nearly 180 **AMOSSHE** members and sector colleagues attended the **AMOSSHE** Winter Conference 2020 in Bath, which focused on the theme of mental health and wellbeing for students and staff in higher education.



With mental health and wellbeing services on everyone's agenda across the sector, and demand for services at an all-time high, Student Services are facing unprecedented challenges and calls for change. This conference was an opportunity to ask: how do we respond to this 'new normal' effectively and proactively? How can we innovate? What are our opportunities for collaboration and influence? How can we think radically and do things differently?

Among the many speakers and session leaders at the conference, we were delighted to welcome **Cathy Gallagher** from **BUCS** (British Universities & Colleges Sport), who opened our pre-conference networking event with a discussion about the role of sport in enhancing mental health for students and staff.



Cathy
Gallagher

The full day began with a keynote by award winning GP and young people's mental health expert Dr **Dominique Thompson**, who set out the current context of student and staff mental health in UK higher education, what is happening, why it might be happening, and what we can all do to try to improve things.



Dominique
Thompson



Rosie
Tressler



Gareth
Hughes

Then we were delighted to welcome **Rosie Tressler** and **Gareth Hughes** from **Student Minds**, who explored what the new University Mental Health Charter really means for Student Services.

The conference featured 17 sessions overall, led by organisations including **Universities UK**, **Unite Students**, **University of Wolverhampton**, **Teesside University**, **UKCISA** (UK Council for International Student Affairs), **University of Oxford**, **University of St Andrews**, **UMHAN** (University Mental Health Advisers Network), **University of Worcester**, **University of Manchester**, and **USHA** (Universities Safety and Health Association).

Take a look at **#amossheCPD** on social media to get a flavour of the discussions happening throughout the day, plus pictures, interviews and more. Many thanks to everyone who took part, including our session leaders and sponsors!

AMOSSHE members can access the resources from all our events here:
[www.amosshe.org.uk](http://www.amosshe.org.uk/events-resources)
[/events-resources](http://www.amosshe.org.uk/events-resources)

Our Promises

www.unitehepartners.com

UNITE
STUDENTS

Safe and Secure

- Safety is our top priority
- Five-star 'Outstanding' 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



OXFORD
UNIVERSITY PRESS

epigeum

Being Well,
Living Well

Ensure that every student has access to practical, preventative wellbeing support throughout their university journey

- Help students to build self-insight and understand that they are not alone in experiencing challenges in their academic and personal lives
- Provide interactive resources that can be accessed anytime, anywhere to maintain mental, physical, emotional, and financial wellbeing
- Ensure students can identify when and where to seek further support and know how to help friends

Key features

- Flexible, modular structure
- Engaging animations and interactive activities
- Peer perspectives and real student voices
- Practice scenarios and action plans
- Regular signposting to further support

Lead Advisors

Dr Dominique Thompson
Dr Nicola Reavley



To find out more about the *Being Well, Living Well* online toolkit, visit:
www.epigeum.com/being-well-living-well

Forthcoming AMOSSHE events 2019/20

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



The **AMOSSHE National Conference 2020** is the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. In 2020 the conference takes place in Newcastle upon Tyne, UK, and will feature a range of presentation and workshop sessions led by **AMOSSHE** members and sector organisations.

Booking for the conference opens in April 2020 with discounts available for **AMOSSHE** members and their organisation colleagues!

