

Statement of Service

This Statement of Service is available on the UEA Student Support Service website, in hard copy, and, on request, in alternative formats such as Braille, disk or CD.

1. Introduction

UEA offers a wide range of services and resources centrally that aim to:

- enhance the UEA student experience by contributing to the ongoing development of a learning environment that is of high quality and appropriate to the requirements of a diverse student body;
- provide resources and opportunities to promote students' achievement in learning, the fulfilment of their potential and their future success;
- promote health and well-being;
- contribute to the development of relevant knowledge and understanding, and to debates on policy and practice at local, national and international level.

The Student Support Service is part of the Student and Academic Services Division which is co-ordinated by the Director of Student and Academic Services. The Student Support Service is headed up by the Director of Student Services and the Service is delivered by staff working in the Student Support Centre. Additional services are provided by the UEA Multifaith Centre, the Sportspark, the University Dental Practice and University Medical Services.

This Statement of Service focuses on the services offered centrally on campus through the Student Support Service. Outline details of, and contact information for, the full range of UEA provision can be found on the Student Support Service website and in the range of publications which can be picked up in the Student Support Centre.

2. What we offer

The Director of Student Services provides the strategic direction for, and overall coordination, management and support of the Student Support Service at UEA. Services and resources provided to students and to UEA staff who work with UEA students (for example, advisers and other School staff) are normally free of charge; those provided to external bodies may be charged at current market rates.

Information, advice and guidance

Staff members have expertise and experience in a wide range of aspects of student academic development, health and well-being, general support and guidance, and equal opportunities. Information, advice and guidance are offered to individuals, the institution, its partners and the HE community in a number of ways:

- individual responses to specific enquiries;
- committee membership (internal and external);
- consultancy (to individuals, groups, institutions or other bodies, internally and externally);
- design and delivery of training (workshops, training programmes)

- contributions to conferences and seminars.

Publications and other resources

Student Support Service staff members produce a wide range of information resources and guidance materials relating to their areas of expertise and experience. These include targeted self-help guidance leaflets and web resources (for example, on study skills, finance, and health and well-being topics) and more substantial documents and reports (for example, "Helping Students in Difficulty: a Guide for Advisers and Other UEA Staff"). Student Support Service staff members have also contributed to guidance and good practice documents published by organisations such as UniversitiesUK and the Association of Managers of Student Services in Higher Education (AMOSSHE).

Projects and other initiatives

From time to time Student Support Service staff members may be involved in inter- and intra-institutional student-related projects. Student Services staff are also members of a number of national committees including the UUK/GuildHE Committee for the Promotion of Mental Wellbeing in HE and the Executive Committee of the Association of Student Services in Higher Education (AMOSSHE).

Referral

Student Support Service staff members endeavour to respond positively to all enquiries but there may be occasions when we refer you to another source of information or help, either within the University or outside. Reasons for this referral will normally be discussed and adequate information given to help you to make effective contact with relevant services or agencies.

Services for external organisations

The Student Support Service at UEA also offers a range of services and resources to external organisations. For further information please consult the Student Support Service web site at: <http://www.uea.ac.uk/student-support-service>

Students, members of University staff and external enquirers who are unsure which of the Student Support Services is most likely to be able to respond to their query or request for information or guidance should contact the Director of Student Services in the first instance.

3. Student Support Service staff

All staff members are professionally qualified and/or trained and have experience relevant to their roles. All staff members are offered regular opportunities to develop their skills and knowledge through training and development activities.

4. Professional standards

The UEA Student Support Service operates within a set of local and national standards that provide the relevant professional, ethical and equal opportunities frameworks for their work. Student Support Service staff are active members of the Association of Student Services in Higher Education (AMOSSHE), the Association for University and College Counselling (AUCC), the British Association for Counselling and Psychotherapy (BACP), the Heads of University Counselling Services (HUCCS), the National Association of Student Money Advisers (NASMA), Skill: National Bureau for Students with Disabilities and the UK Council for International Student Affairs (UKCISA). These organisations all aim to seek out, promote and foster best practice and high quality in student service provision.

5. Confidentiality and data protection

Any information provided by clients will be handled with sensitivity, care and discretion and in accordance with the UEA Student Support Service Confidentiality and Data Protection Policy.

6. Feedback and evaluation

We value the feedback that we get from our clients, both formal and informal, and use it in regular evaluations of our services and to guide future developments.

From time to time we will seek feedback in the form of questionnaires on specific aspects of our provision; any feedback provided will be treated with discretion and no information about individual respondents will be made available to others. Those who wish to comment on any aspect of student service provision, either positively or negatively, should inform a member of staff, complete one of the feedback forms available from any of the Student Support Service reception desks, or email studentsupport@uea.ac.uk

If you are unhappy about responses to any requests or suggestions, you should write in the first instance to the Director of Student Services, Dr Jon Sharp, with more details. A written reply will normally be given within five working days of receipt.

Formal complaints should be made through the University's Complaints Procedures; these are set out in the UEA Calendar and also available on the UEA Intranet at: <https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Non-Academic+Complaints+Procedure.pdf>

7. Further information and contact details

The Student Support Centre is located on the Upper Street of the UEA campus, opposite the top floor entrance of Waterstones' Bookshop. The building is accessible to those with mobility difficulties.

Staff availability

Staff members are normally available during office hours (09.00 to 17.00) on weekdays throughout the year, except when the University is closed. Full details of opening hours are available from the website (<http://www.uea.ac.uk/students-support-service>) and are posted at the entrance to the building.

Further information about any aspect of our provision is available by contacting the relevant service directly. We endeavour to respond to any enquiry as soon as possible and, whenever feasible, within five working days of receipt.

Contact details

Student Support Service
University of East Anglia
Norwich Research Park
NR4 7TJ

Telephone: 01603 592761
Fax: 01603 591427

Email: studentsupport@uea.ac.uk
Website: <http://www.uea.ac.uk/student-support-service>

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