



The Dean of  
Students' Division



## Dean of Students' Division: Statement of Service

This Statement of Service, and the other policy documents mentioned in this document, are available on the UEA Student Services website, in hard copy, and, on request, in a range of alternative formats.

### 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.

This Statement of Service relates to the services co-ordinated by the Dean of Students and delivered by staff working in the Dean of Students' Office, the UEA Accommodation Office and the Multifaith Centre. Additional/related services provided by the University Medical Services and the University Dental Practice have their own service statements.

Further information and contact details are given on the Dean of Students' Office website (<https://portal.uea.ac.uk/dos>) and in the booklet *Student Support Services: information, advice and guidance*, available in hard copy from the Dean of Students' Office.

### 2. What we offer

The Dean of Students provides the strategic direction for, and overall coordination, management and support of key student services 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.

### **a) Information, advice, guidance**

Dean of Students' Division staff members have expertise and experience in a wide range of aspects of student academic development, health and well-being, student-focussed specialist and general information, advice, guidance (including counselling), and equality and diversity matters. Information, advice, guidance are offered to individuals, the institution, its partners and the HE community in a number of ways:

- individual responses to specific enquiries from UEA students and staff;
- 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 relevant institutional, national and international conferences and seminars.

### **b) Publications and other resources**

Dean of Students' Division staff members produce a wide range of information resources and guidance materials relating to their areas of expertise and experience for UEA students and staff. These include targeted self-help guidance leaflets and web resources (for example, on academic study skills, student finance, International student matters, health and well-being) and more substantial documents and reports (for example, *Responding to Students in Difficulty: a Guide for Advisers and Other UEA Staff*). Dean of Students' Division staff members have also contributed to books on student matters and guidance and good practice documents published by organisations such as UniversitiesUK, the Working Group for the Promotion of Mental Wellbeing in HE and the Association of Managers of Student Services in Higher Education (AMOSSHE).

### **c) Projects and other initiatives**

From time to time Dean of Students' Division staff members may be involved in local, inter- and intra-institutional student-related projects. Such projects have, for example, investigated transitions to HE study, the social and academic integration of international students, and mental health policy and practice. Dean of Students' Division staff are or have been members of a number of national committees including the UUK/GuildHE Working Group for the Promotion of Mental Wellbeing in HE, the Executive Committee of the Association of Student Services in Higher Education (AMOSSHE), and the BACP UC Executive Committee.

### **d) Referral**

Dean of Students' Division staff members endeavour to respond positively to all enquiries but there may be occasions when we refer the enquirer 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 make effective contact with relevant services or agencies.

### **e) Services for external organisations**

Staff in the UEA Dean of Students' Division may also be able to offer services and resources to external organisations, including conference organisers. For further information please contact the Dean of Students at [dos@uea.ac.uk](mailto:dos@uea.ac.uk) .

### **3. Dean of Students' Division staff**

All staff members are professionally qualified and/or trained and have significant 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**

UEA Student Services operate within a set of local and national standards that provide the relevant professional, ethical and equal opportunities frameworks for their work. These include:

- The UEA Student Services Code of Professional Practice  
<https://portal.uea.ac.uk/documents/6207125/6816233/codeofprofpractice.pdf/c3aef0b4-c2c7-4857-9923-e0ea0890858f>
- The UEA Equality and Diversity Policy  
<https://www.uea.ac.uk/about/corporate-social-responsibility/equality-diversity>
- The Quality Assurance Agency Code of Practice  
<http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-b>
- The BACP Ethical Framework  
[http://www.bacp.co.uk/ethical\\_framework/](http://www.bacp.co.uk/ethical_framework/) .

The Dean of Student's Division 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 (HUCS), the National Association of Student Money Advisers (NASMA), the University Mental Health Advisers Network (UMHAN), 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 Services Confidentiality and Data Protection Policy

<https://portal.uea.ac.uk/documents/6207125/6816233/DOS+Confidentiality+and+Dat>

## 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 via questionnaires or focus groups, 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 the Dean of Students' Division provision, either positively or negatively, should inform a member of staff, complete one of the feedback forms available from Division reception desks, or email [dos@uea.ac.uk](mailto:dos@uea.ac.uk).

If you are unhappy about responses to any requests or suggestions, you should write in the first instance to the Dean of Students, Dr Annie Grant, 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 Non-Academic Complaints Procedures, which are set out in the UEA Calendar and also available on the UEA Intranet at: <https://portal.uea.ac.uk/learning-and-teaching/documents/appeals-complaints> .

## 7. Further information and contact details

The Dean of Students' Office (<https://portal.uea.ac.uk/dos> ) is located on the Upper Street of the UEA campus, opposite the top floor entrance of Waterstones' Bookshop. The Multifaith Centre (<https://portal.uea.ac.uk/multifaith>) is located between the Square and the Arts Building. The Accommodation Office (<https://portal.uea.ac.uk/accommodation> ) can be found at the southern end of Nelson Court. All three buildings are accessible to those with mobility difficulties.

## 8. 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/dos>) and are posted at the entrance to each of the Division buildings.

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.

## 9. Contact details

Dean of Students' Office  
University of East Anglia  
Norwich Research Park  
Norwich  
NR4 7TJ

Telephone: 01603 592761  
Email: [dos@uea.ac.uk](mailto:dos@uea.ac.uk)  
Website: [www.uea.ac.uk/dos](http://www.uea.ac.uk/dos)