

Student Services: Who We Are and What We Do (Statement of Service)

1. As a shared service of Falmouth University and the University of Exeter, Student Services serves a wide range of staff, all undergraduate and postgraduate students, and other stakeholders in a broad number of ways.
2. This document is intended to help everyone understand what we do, where the boundaries of what we offer are, and how what we do relates to other support services.

What we do

3. We provide a range of specialist advice, information and guidance services in the areas outlined below (paragraphs 6-12), that help enable students to succeed by supporting them in making informed choices about their options. We do this as part of a network of service and support provided by Falmouth Exeter Plus, the university partners and the FXU, and external statutory and third sector services.
4. We also work alongside these services to provide appropriate responses and support in situations affecting students' safety, health, wellbeing and security.

Our services

5. **The Compass** is the first port of call for Student Service enquiries, as well as any aspect of student life. Student Information Advisors answer questions, provide solutions, and also signpost and refer to the most appropriate team or service.
6. **Living Support** provide a more in-depth assessment of students' concerns or questions. The team advise, refer and liaise with others to ensure that students receive effective practical advice and support, as well as understand their options. The team respond to concerns about welfare and behaviour across the student community.
7. **Wellbeing** provide self-help resources, counselling and advice for students who experience anxiety, stress and other mental health issues. The team offer short-term solution focused counselling, normally up to 6 sessions. The service is not a substitute for longer term psychological or therapeutic support, or support in relation to mental illness, which can be accessed through NHS General Practice. Our Wellbeing Practitioners help students to explore issues and concerns in a safe non-judgemental environment, and can support referral to external services such as the NHS.

8. **Accessibility & Inclusive Learning** provide advice, support and assistance for students with disabilities and long term health conditions, and with specific learning differences (SpLDs) including Dyslexia and Dyspraxia. The team advise on eligibility for Disabled Students Allowance (DSA) and support staff to ensure students receive the support they need both in their learning and wider student life.

Dyslexia Skills Tutors help develop students' study skills and make the most of their learning strengths.

9. **Multifaith Chaplaincy** provides pastoral and spiritual care and conversation, for students and staff of all faiths and none. Chaplains assist with meeting religious needs, engage in interfaith dialogue and debate about social justice and can offer links to faith communities in Cornwall. The Chaplaincy also provides spaces on campus for prayer, meditation and quiet.

10. **Healthcare**. We advise all students to register with a local GP practice. Penryn Surgery offer daily appointments on campus during term time. Information regarding healthcare services within the Falmouth and Penryn area is available from Student Services.

11. **Childcare**. The Little Wonders Nurseries at Falmouth and Penryn Campuses provides care and education for children aged 0-5 years in safe and stimulating environments.

When we are available

12. Staffed services are provided at Penryn, Falmouth and Truro campuses.

Penryn (during undergraduate term time)

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| The Compass | 0900–1700, Monday–Friday: Compass Helpdesk 0900–1700, Monday–Friday: phone and email 24/7: self service via Compass Online |
| Accessibility & Inclusive Learning (incl dyslexia / study skills) | 0900–1700, Monday–Friday: appointments. 0900–1700, Wednesday: drop-in service. |
| Living Support | 0900–1700, Monday -Friday: appointments. |
| Wellbeing | 0900–1700, Monday–Friday: appointments. |
| Chaplaincy | 0900–1700, Monday–Friday: Chaplaincy facility available. 0900–1700, Monday–Friday: Chaplaincy appointments available (some flexibility outside those hours by prior arrangement). |

Penryn (outside of undergraduate term time)

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| The Compass | 0900–1700, Monday–Friday: phone and email 24/7: self service via Compass Online |
| Accessibility & Inclusive Learning (incl study skills) | 0900–1700, Monday–Friday: appointments. |
| Living Support | 0900–1700, Monday–Friday: appointments. |
| Wellbeing | 0900–1700, Monday–Friday: appointments, subject to availability. |
| Chaplaincy | 0900–1700, Monday–Friday: Chaplaincy facility available. 0900–1700, Monday–Friday: Chaplaincy appointments available (some flexibility outside those hours by prior arrangement). |

Falmouth (during undergraduate term time)

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| The Compass | 0900–1700, Monday–Friday: Compass Helpdesk. 0900–1700, Monday–Friday: phone and email. 24/7: self service via Compass Online. |
| Accessibility & Inclusive Learning (incl dyslexia / study skills) | 0900–1700, Wednesday and Thursday: accessibility adviser appointments (other times and days by prior arrangement). 0900–1700, Monday–Friday: study skills' support appointments |
| Living Support | 1330–1700, Wednesday and Friday: appointments. |
| Wellbeing | 0900–1700, Monday–Friday: appointments. |
| Chaplaincy | 0900–1700, Monday–Friday: Chaplaincy facility available. 0900–1700, Monday–Friday: Chaplaincy appointments available (subject to availability). |

Falmouth (outside of undergraduate term time)

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| The Compass | 0900–1700, Monday–Friday: phone and email 24/7: self service via Compass Online |
| Accessibility & Inclusive Learning (incl study skills) | 0900–1700, Monday–Friday: pre-arranged appointments only. |
| Chaplaincy | 0900–1700, Monday–Friday: Chaplaincy facility available. 0900–1700, Monday–Friday: Chaplaincy appointments available (subject to availability). |

Truro (during UEMS term time)

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| Accessibility and Wellbeing | 0900–1700, Monday and Friday: appointments and drop-in service. |
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Support out of hours and in emergencies

13. Student Services is a day-time service, and does not provide a direct out-of-hours service for students to contact. Out of hours concerns should be directed to the Out of Hours team via (01326) 253503 or 07768 557779.
14. Senior Student Services staff are however usually available out of hours to provide information and advice to the Out of Hours team on student welfare matters.
(Note: at the time of writing, this is under review as part of a broader review of FX Plus out of hours support for campus activities and responsibilities).
15. The immediate management of serious incidents and emergencies is a responsibility of statutory services such as the Police and the NHS. Student Services does not provide an immediate emergency response function, although staff are normally involved in responding to the aftermath of welfare or discipline related incidents involving students, providing advice and assistance to those affected.

Support for off campus students

16. Whilst all services may be contacted by any student (see 'How to contact us' below), only certain forms of support are directly available for off campus students. These are currently limited to:
 - email, telephone and online enquiries and basic advice (all services);
 - online assessment for learning strengths and basic specific learning difficulty screening;

- access to online self-help wellbeing resources; and
- email counselling.

Support for interrupting or intermitting students

17. Compass offer a full, normal service, providing signposting and first line advice by phone, through Compass Online and by email.
18. Living Support, Accessibility & Inclusive Learning, Wellbeing and the Chaplaincy offer a reduced service based around:
 - making a plan to manage a temporary closure of any ongoing work / relationship with an existing service user, including agreeing a plan for return to study;
 - supporting a managed approach to return to study (in line with any agreed plan);
 - and responding to general phone and email enquiries.
19. Within the Nursery, a change of status to interrupting or intermitting, does not result in any change to service entitlement. If however a student's period of interruption or intermission bridges the start of a new academic session / fee year, the Head of Nursery Service has discretion to base Nursery fees on 'external' status until that student's status is returned to active engagement with study.

How we work

Our Values

- **Excellence.** We strive to deliver a high service standard for every person, every time.
- **Collaboration.** We create positive partnerships to support our goals.
- **Integrity.** We always try to do the right thing.
- **Innovation.** We challenge the status quo, are unafraid to try new things and learn from experience. We improve continuously.
- **In touch.** We stay connected to our environment, and anticipate the future.

How we work with students

20. We provide information, advice and guidance services and support and therapeutic services as part of supporting current students to undertake a higher education programme of studies. Our services do not replace the

services provided by statutory agencies such as the NHS, Police or Local Authority.

21. Our services are designed to support current and prospective students in making informed choices about their options in our areas of specialist expertise, outlined above (paragraphs 6-12).
22. It is our aim to foster independence, self-awareness and personal responsibility. In this context we expect students to take active responsibility and appropriate actions to manage the issues and concerns on which they seek our assistance.

Illustrative example 1: when we provide advice to a student regarding actions we recommend to improve their wellbeing, such as referring them to an external source of support, we will normally assume that the student has accepted and acted on this advice. We will not routinely check that the student has followed this advice, unless we have agreed this in advance with the student, or we have clear information indicating the student might reasonably be expected to be at risk of significant harm to themselves or others if they do not follow this advice.

Illustrative example 2: When we offer a student an appointment which they do not attend (whether they have given advance notice of this or not) we will not usually assume that this is an indicator of their being at risk. We will usually offer a further appointment which will normally be advised by email or text message. We will not routinely check on the welfare of the student, unless we have agreed to do so in advance, or we have access to information indicating that their non-attendance is a result of their being at risk of significant harm to themselves or others.

23. We base our work with students on their disclosure of need and consent to work with them. Where a student does not wish to make a disclosure, makes only a partial disclosure or does not give consent to share information with others, our support is necessarily limited.
24. We assume our students are adults with the capacity to make decisions, unless we are advised otherwise. Where we work with students who are under 18 years old, we do so in compliance with the relevant safeguarding policies and procedures.
25. We assume students are fit to study. We define a student who is fit to study as someone who can participate in study and broader student life in an appropriate manner (with reasonable adjustments where appropriate), without putting their own wellbeing or safety at risk and without putting the wellbeing or safety of other students, staff, or third parties at risk. In cases where a student is not able to demonstrate their ongoing fitness for study, we work to provide support alongside University partner staff under the relevant Health, Wellbeing and Support for / Fitness to Study procedure.

University of Exeter:

<http://www.exeter.ac.uk/students/administration/complaintsandappeals/hwssp>

Falmouth University:

https://sp2013.falmouth.ac.uk/public/stuadmin/Documents/Health,%20Wellbeing%20and%20Fitness%20to%20Study_201516.pdf

26. We do not take responsibility for making decisions on behalf of students except in defined, exceptional circumstances such as emergency situations where a student is unable to make a decision on their own behalf because of an impairment of, or a disturbance in the functioning of, the mind or brain and when it is judged on the balance of probabilities that to fail to make a decision would be contrary to the student's best interests (reference Mental Capacity Act, 2005).

How we work with staff

27. Student Services' teams provide training, advice and consultancy to all academic and professional services' staff on both an individual and team basis.
28. Certain senior staff are available out of hours to provide information and advice to staff operating service at these times on student welfare matters.

Our duty of care

29. **We ensure that our staff are sufficiently competent and skilled to carry-out their roles.** We do this by defining performance expectations, ensuring staff are qualified and maintain registration with relevant bodies where appropriate, and providing for ongoing training. We expect all our staff to operate only within the limits of their competency and in line with our policies and the relevant policies of the Universities.
30. **We take appropriate steps to avoid our services causing harm directly or indirectly where it is reasonably foreseeable.** We do this by risk assessing our key activities and implementing actions to mitigate risk, where it is effective and reasonable to do so.
31. **We are committed to confidentiality and take care of the personal data we are entrusted with.** We always comply with the Data Protection Act (1998). Specifically:
32. We keep secure the records we make regarding all our activities, and we make these available to students on request.
33. We may share information where appropriate with relevant staff and/or professionals in outside organisations. We do this as part of keeping students safe, and supporting their health, wellbeing, and access to the right services. We are open and honest about what information we share and with whom.
34. Wherever possible, we respect students' wishes regarding the use, storage and sharing of information about them. However, we may not ask for consent

in some situations. These include if it can be legitimately implied; if it is inappropriate or unsafe to seek it (e.g. legal duty to share or increased risk to a vulnerable person); if it would cause an unjustifiable delay in acting (e.g. investigating an allegation or risk of significant harm).

Further details regarding our use of data can be found in the Policies of the Universities:

University of Exeter:

http://www.exeter.ac.uk/media/level1/academicserviceswebsite/it/recordsmanagement/service/DP_Policy_v2.0.pdf

Falmouth University:

http://www.falmouth.ac.uk/sites/default/files/download/data_protection_policy_0.pdf

35. **We are transparent about the services we provide, and what we expect of students in order for us to support them.** We endeavour to also be clear with students about any specific limitations to the support we are able to provide them.
36. **We regularly seek feedback from student and staff users and non-users of our services to influence and shape their development.** We do this through a range of feedback methods including, for example, focus groups, surveys (including the National Student Survey and the FX Plus Shared Services Survey), and other user service reviews.
37. **We operate a complaints procedure** which we use to respond to any concerns regarding the provision of our services. This is fully detailed in the Student Complaints policies of our partner universities:

University of Exeter:

<http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/>

Falmouth University:

http://www.falmouth.ac.uk/sites/default/files/download/complaints_policy_v2-2015.pdf

How to contact us

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| Portal: | compass.fxplus.ac.uk |
| Email for students | studentservices@fxplus.ac.uk |
| Email for staff: | compassadmin@fxplus.ac.uk |
| Telephone: | 01326 370460 |
| Web and social media: | |

- www.facebook.com/compasscornwall

- @fxstudents
- www.fxplus.ac.uk/students

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