

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

As a shared service of Falmouth University and the University of Exeter, Student & Academic Services supports a wide range of staff, undergraduate and postgraduate students, and other stakeholders. 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.

Our Values

- People first.** We listen, value, and treat everyone with respect and consideration.
- Excellence.** We do our best. For every person, every time.
- Collaboration.** We get things done, together.
- Integrity.** We do what we say we will, and seek always to be trustworthy.
- Innovation.** We are proactive, open to change, adaptable and reflective about what we do.

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What we do

1. We provide specialist advice, information and guidance services in the areas outlined below (paragraphs 4-10), that help students succeed by supporting them in making informed choices about their options. We do this as part of a network of support provided by Falmouth Exeter Plus, the university partners and the FXU, and external statutory and third sector services.
2. We also work alongside these services to provide appropriate responses and support in situations affecting students' safety, health, wellbeing and security.

Our services

3. **The Compass** is the first port of call for Student Service enquiries, as well as any aspect of student life. Student Information Advisers answer questions, provide solutions, and also signpost and refer to the most appropriate team or service.
4. **Living Support** provide in-depth assessment of students' concerns and questions. The team advise, refer and liaise with others to ensure that students understand their options and receive effective practical support. The team respond to welfare and behaviour issues across the student community.
5. **Wellbeing** provide self-help resources, advice and psychological therapies (such as counselling) for students who experience anxiety, stress and other mental health issues. The team offer short-term solution focused support and 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.
6. **Accessibility** 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.
7. **Inclusive Learning** tutors work with students who have specific learning differences (dyslexia, dyspraxia, ADHD and Autistic Spectrum Condition) to help them develop appropriate study skills and compensatory strategies. The team offers SpLD screening and advice on assessment. Tutors also provide resources and advice to staff on inclusive teaching and learning.
8. **Library & Archives** provide library collections, study space and resources in two campus libraries and digital resources (which are available 24/7). The service covers all aspects of collections development, acquisition of resources, digital scanning of resources, management and use of online reading lists, inter-library loans, and a frontline Help desk enquiry service. Within the Library, the Academic Liaison Team provide academic support in areas such as research skills, information and digital literacy skills to courses and students through embedded support, InfoPerch drop-in sessions, online support and 1:1 appointments. The Library supports researchers and provides guidance on open

access and use of the research repositories for Falmouth and for the University of Exeter. Library Services can also be provided to collaborative partners.

9. **ASK Academic Skills** provides free and individual advice on the skills required for academic study as well as online resources. The team advise, refer and liaise with others to provide practical advice on completing academic work, meeting assessment expectations and maintaining academic integrity. A proof reading service is not offered. The team also work with academic teaching staff on embedded study skills programmes.
10. **Languages** comprise English for Academic Purposes (EAP) and Modern Foreign Languages (MFL). The EAP team deliver free, in-sessional Academic and General English courses and tutorials for students, researchers and staff for whom English is a second language. They advise on academic work, meeting assessment expectations and all aspects of language. They are not a proofreading service. The MFL team deliver a range of paid for, non-credit bearing evening language classes during term time.
11. **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.
12. **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 studentservices@fxplus.ac.uk.

When we are available

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

Penryn	during undergraduate term	outside undergraduate term
The Compass	0900–1700, Monday–Friday: Compass Helpdesk, phone and email 24/7: self service via Compass Online	1000–1600, Monday–Friday: Compass Helpdesk, phone and email 24/7: self service via Compass Online
Accessibility & Inclusive Learning (incl dyslexia / study skills)	0900–1700, Monday–Friday: Accessibility available by email / phone advice. Accessibility appointments: Mon pm, Tues all day, Wed am, Thurs am, Fri pm.	0900–1700, Monday–Friday: Accessibility available by email / phone advice. 0900–1700, Monday–Friday: Accessibility appointments.

Penryn	during undergraduate term	outside undergraduate term
	<p>Accessibility Drop-in service: Mon am, Tues pm, Wed pm, Thurs pm, Fri am.</p> <p>0900-1700, Monday - Friday Inclusive Learning study skills appointments (for DSA-funded students). Inclusive Learning screening and advice by email/phone or appointments by prior arrangement.</p>	<p>Inclusive Learning screening and advice by email/phone or appointments by prior arrangement. Study skills appointments also available by prior arrangement.</p>
Living Support	0900–1700, Monday–Friday: Living Support response and advice	0900–1700, Monday–Friday: Living Support response and advice
Wellbeing	0900–1700, Monday–Friday: appointments.	1000–1600, Monday–Friday: pre-booked appointments.
Library	<p>24 hours a day self-service and access to collections.</p> <p>Helpdesk 0845-2100, Monday–Friday 1000-1800 weekends.</p> <p>InfoPerch (Research & Study Skills) 13.00-15.00, Tuesday and Thursday, drop-ins.</p> <p>Ask A Librarian – Live Online Chat 09.00-17.00, Monday-Friday.</p>	<p>0900-2000 Monday - Friday 1000-1800 Saturday & Sunday self-service only.</p> <p>Helpdesk 0900-1700, Monday–Friday.</p> <p>Ask A Librarian – Live Online Chat 09.00-17.00, Monday-Friday.</p>
Archive	0900-1700, Monday – Friday Collections access: 0900-1700, Monday, Wednesday, Thursday, by appointment.	0900-1700, Monday – Friday Collections access: 0900-1700, Monday, Wednesday, Thursday, by appointment.
ASK	0900–1700, Monday -Friday: appointments, teaching and drop-in services.	0900–1700, Monday -Friday: appointments.

Penryn	during undergraduate term	outside undergraduate term
Languages	0900–1700, Monday -Friday: Teaching and tutorials	0900–1700, Monday -Friday: Teaching and tutorials.
Chaplaincy	0900–1700, Monday–Friday: Chaplaincy facility available (bookable outside those hours by prior arrangement). 0900–1700, Monday–Friday: Chaplaincy appointments available (some flexibility outside those hours by prior arrangement).	1000–1600, Monday–Friday: Chaplaincy facility available. 1000–1600, Monday–Friday: some Chaplaincy appointments available (some flexibility outside those hours by prior arrangement).

Falmouth	during undergraduate term	outside undergraduate term
The Compass	0900–1700, Monday–Friday: Compass Helpdesk, phone and email. 24/7: self service via Compass Online.	1000–1600, Monday–Friday: Phone and email 24/7: self service via Compass Online
Accessibility & Inclusive Learning (incl dyslexia / study skills)	0900–1700, Monday and Wednesday: Accessibility adviser on site all day; Drop-ins am, appointments pm (other times and days by prior arrangement). 0900-1700, Monday - Friday Inclusive Learning study skills appointments (for DSA-funded students)	0900–1700, Monday–Friday: pre- arranged appointments only. Inclusive Learning screening and advice by email/phone or appointments by prior arrangement. Study skills appointments also available by prior arrangement.
Living Support	0900–1700, Monday–Friday: Living Support response and advice	Service provided at Penryn Campus.
Wellbeing	0900–1700, Monday–Thursday, and Friday mornings: booked appointments.	Service provided at Penryn Campus.

Falmouth	during undergraduate term	outside undergraduate term
Library	0845-2100, Monday–Friday 1000-1800, Saturday 1300-1800, Sunday (self service)	0900-1700, Monday–Friday
ASK	0900–1700, Monday -Thursday: appointments, teaching and drop- in services.	Service provided at Penryn. Appointments at Falmouth via prior arrangement.
Languages	0900–1700, Monday -Friday: Teaching and tutorials.	Service provided at Penryn. Tutorials at Falmouth via prior arrangement.
Chaplaincy	0900–1700, Monday–Friday: Chaplaincy facility available. 0900–1700, Monday–Friday: Chaplaincy appointments available (some flexibility outside those hours by prior arrangement).	1000–1600, Monday–Friday: Chaplaincy facility available. 1000–1600, Monday–Friday: some Chaplaincy appointments available (some flexibility outside those hours by prior arrangement).

Truro

	during UEMS term time
Wellbeing	1000–1600, Monday and 0900-1700, Friday: appointments and drop-in service.

Support out of hours and in emergencies

14. Student & Academic 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 Night Services team via (01326) 253503 / 255875.
15. The immediate management of serious incidents and emergencies is a responsibility of statutory services such as the Police and the NHS. Student & Academic 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.
16. Senior Student & Academic Services staff operate a rota to provide information and advice to the Night Services team on urgent student welfare matters where necessary.

17. In certain circumstances we may communicate with a student's nominated emergency contact (see paragraphs 41-46 below).

Services for students studying at a distance

18. Students studying at a distance have a range of options for accessing Library Services:

- Ask A Librarian (live online chat), Monday-Friday, 9.00-17.00.
- Help with research from Academic Liaison Librarians (email, phone, Skype).
- Subject Guides on library website: <http://library.fxplus.ac.uk/subject-guides>.
- Bespoke induction materials and webinars (Falmouth Flexible).
- Access to online resources (including ebooks, electronic journals and databases).
- British Library On Demand (providing chapter scans from print books and journal articles).
- Access to Falmouth's online resources to Collaborative Partnership students on Falmouth's franchise courses.

19. Whilst all other support services may be contacted by any student (see 'How to contact us' below), only certain forms of support are directly available for students not based at one of the campuses listed above. 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;
- email counselling; and
- Academic English tutorials via skype or email feedback.

Support for interrupting / intermitting and withdrawing students

20. Students retain full Library accounts for a fixed period of time.

21. Compass offer a full, normal service, providing signposting and first line advice by phone, through Compass Online and by email.

22. Living Support, Accessibility & Inclusive Learning, Wellbeing, ASK, EAP and the Chaplaincy offer a reduced service based around:

- making a plan with a student who is commencing a period of intermission/interruption to manage a temporary closure of any ongoing work / relationship with them, 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.
23. Where a student seeks support after they have formally withdrawn from their university course, Living Support, Accessibility & Inclusive Learning, Wellbeing, ASK, EAP and the Chaplaincy will offer a reduced service based around making a plan with the student to manage the closure of any ongoing work / relationship with them, and supporting them to access appropriate external sources of support.

How we work with students

24. We don't replace statutory agencies

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.

25. We help students to make their own choices

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 4-10).

26. We aim to foster independence and self-responsibility

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.

27. We work on the basis of consent

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.

28. We assume legal capacity and fitness to study

We assume students are adults with the capacity to make decisions. Where we work with students who are under 18 years old, we do so in compliance with relevant safeguarding policies and procedures.

29. 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://www.falmouth.ac.uk/sites/default/files/download/health_wellbeing_and_fitness_to_study_12july2017.pdf

30. We do not take responsibility for making decisions on behalf of students except in exceptional circumstances such as emergency situations and where there is clear evidence that 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 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).

31. If a student does not respond to our offer of support

In normal circumstances, if a student appears disengaged or unresponsive to attempts to contact them, Services will take all reasonable steps to make 3 attempts to establish contact, using at least 2 different methods of communication, over a 2 week period.

32. Where there is evidence to suggest concern about the wellbeing of a student who appears to be disengaged, these normal attempts to establish contact may be supplemented through (i) face-to-face welfare check by Living Support; (ii) escalation to CRG for review, based on a completed pro forma; (iii) escalation to the Missing Student Protocol, depending on the circumstances of the situation.

33. A student may make an arrangement that there may be longer than 2 weeks between communications. If such an arrangement is in place, this will be noted on Compass as a case note.

34. Our service is available for all, but can be withdrawn

We work with all students irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil

partnership status. Our services are designed to support students in our areas of expertise, with equal regard, based on assessed need. However in some circumstances such as where there is a need to protect staff or other service users, or to preserve our ability to meet the needs of other students, we may reduce the availability of services to specific individuals.

How we work with staff

35. Student & Academic Services' teams provide training, advice and consultancy to all academic and professional services' staff on both an individual and team basis.
36. Certain senior staff are available out of hours to provide information and advice to staff operating service at these times on urgent student welfare matters.
37. Library & Archives work with staff to ensure the appropriate academic resources are available for Falmouth University and Exeter University modules.
38. Library & Archives offer support for research and repository deposits.
39. Library & Archives provide copyright advice and guidance.
40. Library & Archives staff offer relevant support for staff involved in establishing and operating collaborative partnerships.

Our duty of care

41. **We ensure that our staff are competent 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.
42. **We take steps to avoid our services causing direct or indirect harm** 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.
43. **We are committed to confidentiality** and take care of the personal data we are entrusted with. We always comply with relevant Data Protection legislation. Specifically:
44. We collect, store and use personal information about students who access our services, including:
 - Personal details.
 - A record of meetings and communications between the student and us.
 - A record of any actions we take as part of supporting a student.
 - Information provided to us by others for the purposes of supporting a student.
45. We may share this information with other people. This may include staff in a student's Academic Department, other Administrative and Student & Academic Services

departments, Health and Safety, Accommodation Services, Estates, IT Services, or Security. We may also disclose information about to a student's GP (doctor) or other relevant professional, and in certain circumstances to their nominated emergency contact.

46. Sharing is on a strictly 'need-to-know' basis in order to provide support or meet legal requirements. Wherever possible we respect a student's wishes regarding the use, storage and sharing of information. However, we may not be able to do so in certain situations such as disclosure of potential harm to self or others, or of criminal activity.
47. We store this information securely for up to six years after a student leaves university, and after that it is destroyed.
48. Where we receive, and determine it is appropriate to record information from or about a third party, we ensure that this is recorded in a way which clearly identifies this information as being from or about a third party.

Further details regarding our use of data can be found on the websites of the Universities:

University of Exeter:

<https://www.exeter.ac.uk/ig/dataprotection/>

Falmouth University:

<https://www.falmouth.ac.uk/data-privacy>

49. **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.
50. **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.
51. **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/cgr/student-cases-and-conduct/studentcomplaints/>

Falmouth University:

https://www.falmouth.ac.uk/sites/default/files/download/complaints_policy_2018-19_0.pdf

How to contact us

Web

compass.fxplus.ac.uk

library.fxplus.ac.uk

Email for students: support

studentservices@fxplus.ac.uk

Email for students: ASK

ask@falmouth.ac.uk or ask@exeter.ac.uk

Email for students: languages

languages@fxplus.ac.uk

Email for students: library

library@fxplus.ac.uk

Email for staff

compassadmin@fxplus.ac.uk

Telephone: library

Penryn 01326 370441

Falmouth 01326 213815

Telephone: support

01326 370460

Web and social media

- www.facebook.com/compasscornwall
- www.facebook.com/fxlibrary
- @fxstudents
- @fxlibrary
- instagram@fxunilibrary
- www.fxplus.ac.uk/students
- <http://library.fxplus.ac.uk>

Reviewed:	August 2018.
Next review:	August 2019 (annual update)
Circulation:	FXP Student & Academic Services staff, FXP SET, UoE Education & Student Experience, Falmouth QAE and Student Administration, FXU, students via FX Plus website