



STATEMENT OF SERVICE

1) Introduction

This statement sets out the service provided to users of the Student Support Officer provision at Manchester Metropolitan University. It also shows how service users can provide feedback on service performance. Student Support Officers are a part of MMU's Learner Development and Disability Service under Student Support Services and have access to central administrative support. Each faculty has a link to at least one Student Support Officer located on MMU campuses in both Manchester and Cheshire.

This statement can be accessed via the central Student Support Officer Webpage and in hard copy format from your Student Support Officer. It is available in other formats on request.

2) Our Aim

Student Support Officers aim to facilitate learning through the provision of an impartial, objective high quality service to all fully enrolled students and university staff. We seek to provide information and guidance surrounding; academic skills, pastoral and MMU Regulations matters to promote academic success and an enhanced learning experience for students.

3) Our Staff

All Student Support Officers have undertaken training appropriate to the role they perform and the service strives to achieve high standards of customer service. Staff participate in annual performance reviews and staff development planning processes that result in them having clear plans for development of their roles, skills, knowledge and careers.

All Student Support Officers adhere to the following codes and standards:

- QAA (Quality Assurance Agency) Code of Practice
- MMU Equality & Diversity Policy
- MMU Academic Regulations
- Equality Act 2010 and Data Protection legislation

4) Our Stakeholders

We provide services to the following groups of people and organisations:

- Fully enrolled students of Manchester Metropolitan University (see below definition)
- University staff

- Specific groups of prospective students who need the provision of pre-entry support (see 7.3 below)

Please note: Fully enrolled students are formally enrolled by and with the university and with whom MMU has created a direct contractual relationship. This includes franchise students who are enrolled students of MMU taught by other institutions or organisations. For further guidance on student enrolment status, refer online to the Centre of Academic Standards and Quality Enhancements, Policies, Regulations and Code of Practice document.

5) What we do

The primary focus of a Student Support Officer is to empower students to independently and confidently progress through learning through the provision of information and guidance on; study skills, pastoral care and MMU academic regulation, policies and procedures matters (e.g. assessment problems, time management, exam techniques, or personal).

The service is pro-actively promoted during induction, transition weeks and other awareness raising activities e.g. open days and welcome events. We offer high quality, in-depth one-to-one support through regular drop-in sessions and/or one-to one appointments and offer a comprehensive programme of practical study skills workshops on each campus during; term time, professional development weeks and the summer months (e.g. essay writing, critical thinking and writing, exam and revision techniques, referencing).

Through working closely with MMU's other Central Services e.g. Counselling, Health and Wellbeing, Disability and Careers, and Employability services across the University we ensure students who require specialist advice and guidance are referred for the appropriate support and assistance. As Student Support Officers are campus based, we work closely with faculty departments and academic colleagues, i.e. Student Experience Tutors and campus based administrative staff to offer a coherent service to students. Where necessary we signpost to external sources of help such as the Student Union, GP's etc.

In addition to offering policy, procedure and regulations advice i.e. withdrawal, suspension of studies, change of course etc, we provide support and guidance to students soon to be parents/and or students with children. We advise in line with MMU's Pregnancy and Health and Safety Policies through undertaking Student Personal Emergency Evacuation Plans (PEEPs) with pregnant students.

6) What students can expect from us:

Student Support Officers offer students the best quality service possible through relevant, valid and up-to-date information and resources. We undertake to treat all students with respect, to listen, and to provide services that are both impartial and objective. Students can also expect from us an honest appraisal of the extent to which we can help and that we will refer appropriately to other services within the University or external agencies, where necessary.

7) Our Services

To deliver a high standard of service and implement best practice methods we keep abreast of developments in specialist study skills areas through; networking with other universities, performing benchmarking research activities and working towards team and individual objectives, developed and monitored through regular staff performance development reviews.

7.1) Current students of Manchester Metropolitan University

What students can expect from us:

- A service that is well publicised and accessible to all fully enrolled students, regardless of the mode of delivery (full time, part time, distance, undergraduate, postgraduate)
- Access to regular drop-in sessions and/or one-to-one appointments on matters outlined in section 5.
- Access to a variety of relevant, practical study skills workshops (e.g. Essay Writing, Critical Thinking, Exam and Revisions Techniques, Time Management)
- The provision of up-to-date, online study skills materials to assist in the development of academic achievement
- Collaborative working between us so that there is a consistent standard amongst the team which is sustained throughout the year
- Referral to other support services both within and outside the university as appropriate e.g. Counselling and Wellbeing Services., Careers and Employability
- Pro-active contribution to the development of a genuinely inclusive learning and social environment within MMU
- Information on facilities and services available at Manchester Metropolitan University and in the local community

Please note: The Student Support Officers are unable to provide:

- A proof reading service
- A Counselling service. Students who may need counselling will be referred directly to the university Counselling Service
- An assessment of a disabled student's needs. A student who discloses a disability will be referred directly to the Disability Service.
- Careers and employability advice. A student who requires support in this area will be referred directly to the Careers and Employability Service.
- An advocacy service for students. The Students' Union provides this service.

What we expect from students:

In order that Student Support Officers can offer relevant, timely and high quality services, we ask that students:

- Ensure you are using your MMU e-mail accounts (as this is the address we use) and Moodle to check for information and announcements
- Keep appointments and attend events signed up for, where applicable. Where this is not possible, to inform us in good time and make alternative arrangements as appropriate

- Come prepared with any relevant information to make the most of your meeting with a Student Support Officer
- Accept that support may be provided by referral to other internal or external support services (e.g. Counselling Service) where this has been identified as appropriate by the Student Support Officer
- Show respect and courtesy to our staff, and be honest with us about your support needs
- Give feedback, when requested, about your experience of the service so that we can evaluate and improve our service to you

7.2) Services to University Staff

What university staff can expect from us:

- The provision of individual guidance and support in line with section 7.1
- The provision of access to your students named faculty based Student Support Officer as a first point of contact
- The development and dissemination of best practice in the provision and development of study skills techniques
- Representation on university committees and quality reviews where appropriate
- Collaborative working between us so that student issues are resolved in the best way possible
- Support for student induction programmes and other awareness raising activities, where adequate notice of 4 weeks has been given
- Information on facilities and services available at Manchester Metropolitan University and in the local community
- Regular attendance at committees/meetings/working groups which are relevant to our role e.g. The Faculty Student Experience Committee, in consultation with the Learning and Teaching Group Managers and Head of Learner Development and Disability Support
- Annual reports on the uptake of the service at programme and faculty/campus levels
- Updates on the delivery and development of the service.

What we expect from staff:

In order that the Student Support Officers can offer relevant, timely and high quality services, we ask:

- That your students are provided with opportunities to access our service through appropriate signposting, i.e. referral of student to Student Hubs or signposting to our webpage
- To publicise our service to students where necessary regardless of the mode of delivery (full time, part time, distance, undergraduate, postgraduate)
- To give feedback, when requested, about your experience of the service so that we can evaluate and improve our service to you and your students
- To provide us with adequate notice where support for induction or other awareness raising activities is required, normally no less than 4 weeks
- To follow instruction and support provided by Student Support Officers in relation to correct referral and signposting to our service

7.3) Services to specific groups of prospective students (and their carers) who require the provision of pre-entry support

- Telephone and email advice to care leavers and/or their support workers on support available if they choose to become students at MMU.
- Referral of care leavers to other specialist services within the University such as accommodation and Finance.

7.4) Provision of Information

We offer:

- Established links with other services within MMU e.g. Disability Service, Health & Wellbeing, the Library, the Counselling Service, Careers and Employability and the Student Hub/Student Life Office, Financial and Legal Services
- Provision of marketing materials via Moodle, e.g. workshop programmes, event announcements
- An accurate and up-to-date website with the details of our service and the contact details of each Student Support Officer
- Study Skills Online (in conjunction with the Centre for Learning and Excellence in Teaching and the Library), Podcasts, and other electronic resources
- Diagnostic tools and resource packs for delivery of essential study skills across the University

8) Confidentiality

All sensitive and personal information revealed to Student Support Officers without the express permission of the individual concerned is kept in line with the Data Protection Act 1998 and Records Management Framework within the University's Data Protection Policy.

Student information is stored either in electronic or paper format on individual campuses and is accessible centrally by the Learner Development and Disability Service between Student Support Officers, administrative staff and the Head of Learning Development and Disability Support. All stored information is handled in accordance with standard recommendations within the Records Management Framework. As such, student information is stored in lockable cabinets and destroyed 3 years from the point of course completion.

**University Disclosure of Information procedures apply, and personal information may be revealed to a third party on a 'needs to know basis' without permission, if there is a danger to self or others, or if it is in relation to complaints or a criminal investigation.*

9) Equal Opportunities

The Student Support Officers offer a service on an equal basis to all users regardless of gender, ethnicity, disability, race, sex, age, sexual orientation, religion or culture. Materials stored or published by the Student Support Officers will be monitored to ensure that they do not discriminate and will be available in different formats.

Student Support Officers are always happy to discuss your particular needs to ensure that you can make best use of the services described in this Statement of Service.

10) Comments, Feedback and Complaints

Feedback on all aspects of our service is collected and analysed at least annually. All feedback is used to inform our planning processes as part of our drive for continuous quality improvement. Any comments or suggestions on our service can be made through comment forms available at each Student Hub or in Writing to the Head of Learner Development and Disability Support.

If a service user is dissatisfied about any aspect of the service, an informal discussion should take place with the Senior Student Support Officer who will help resolve the situation or determine whether the complaint should be dealt with by a Learning and Teaching Group Manager or the Head of Learning Development and Disability Support.

If the response is not deemed satisfactory, the complainant may then write to the Head of Learning Development and Disability. If thereafter a response is considered unresolved, the complainant may then take the complaint to the Director of Student Support Services. All complaints at all levels will receive a response within 10 working days.

11) Full Contact Details

	Support Related:	Faculty Related:
Title:	Senior Student Support Officer	Learning & Teaching Group Managers
Address:	The Faculty of Humanities, Languages & Social Science Manchester Metropolitan University G17, Geoffrey Manton Building 4 Rosamond Street West Off Oxford Road Manchester M15 6LL	Contact address available for each Faculty Learning and Teaching Group Manager can be found here: http://www2.mmu.ac.uk/contact/
Tel. Number:	0161 247 6459	Contact via Student Hub Manchester: 0161 247 2747 Cheshire: 0161 247 5783
Email:	D.Peters@mmu.ac.uk	
Title:	Head of Learning Development and Disability Support Student Support Services	
Address:	Support Student Support Services, Manchester Metropolitan University, Employability Hub, Business School and Hub Building, Oxford Road, Manchester M15 6BH.	
Tel:	0161 247 3380	
Email:	n.shabbir@mmu.ac.uk	
Title:		

Address:	Director of Student Support Services Support Student Support Services, Manchester Metropolitan University, Employability Hub, Business School and Hub Building, Oxford Road, Manchester M15 6BH.	
Tel. Number:	0161 247 3492	
Email:	r.lewin@mmu.ac.uk	

12) Access to Services

Student Support Officers are available Monday to Friday through workshops, drop in or appointments. For information on Student Support Officer drop-in and appointment times or for workshop availability, either visit or contact your local Student Hub or contact your Student Support Officer directly. Contact details are located on the Student Support Officer central webpage <http://www.mmu.ac.uk/sas/studentservices/student-support-officers.php>

Please note that services are generally available Monday to Friday; you are advised to ring to check the Student Support Officers availability before making your journey as they may already have appointments, be running group sessions or attending staff training/meetings. Any changes to opening times will be posted on a notice outside the appropriate office or communicated to the Student Hub. You may also find that 'skills on-line' in the Student and Staff Resource Areas on Moodle addresses your requirements.