

# Student Support Team

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## Aim

The Student Support Team aims to empower students, helping them to fulfil their potential by providing a range of support services. These services will help to free students from their concerns and equip them to make informed choices so that they may focus on their studies and University life. Student Support liaises with academic staff, other University support services, and external agencies to ensure effective referral and to support an integrated approach to student welfare. Staff within Student Support work across the University to inform the development of policies and practices relating to student welfare and well-being.

## Housing Office

### Aim

To provide a one-stop shop for students' private sector housing needs/issues, providing them with the tools to make informed decisions and taking the worry out of house hunting.

### Objectives

Provide an up to date property search facility of properties who have registered with the University's Housing Office.

To encourage harmonious relationships between tenant and landlord and to advise on appropriate courses of action, should they break down

Through continuous professional development, keeping abreast of housing legislation and imparting that information to students and landlords.

## Money Support

### Aim

The Money Support Unit provides information, advice and guidance to potential and registered students on all matters relating to their finances. As part of Student Support Team, the Money Support Unit supports wider University aims in respect of recruitment, widening participation, retention, and progression, and is committed to facilitating confidence in students' ability to successfully manage their finances, to achieving their full potential and enhancing their student experience.

## Objectives

The Money Support Unit strives to enable students to take control of their finances before they run into problems. The Money Support Unit advisers are equipped with the knowledge, skills and resources to educate and help students and encourage preventative actions.

Ensure students are getting their maximum entitlements and assist with budgeting.

To effectively administer and allocate appropriately, the University's Hardship Fund.

Through liaison with the SLC and all the student finance organisation and other external agencies help students resolve their financial difficulties.

## Student Equality and Diversity Officer

### Aims

The Student Equality and Diversity Officer implements best practice across the University in the prevention of and support for student harassment, sexual violence, hate crime and racism. The service provides a specialised central contact of support for students wishing to disclose incidents and an accessible reporting pathway for those wishing to report formally. Through active partnership working, the Student Equality and Diversity Officer leads a strategic approach to the implementation of the University's Zero Tolerance to Harassment policy, supporting the University's wider strategic aims of retention of students and progression of study.

### Objectives

Provide specialist advice, guidance and support for all forms of sexual violence, harassment, hate crime and racism.

Provide informal interventions to challenge and address lower level forms of harassment, where it is the wish of the student.

Provide the University with expertise on current best practice in relation to support and prevention and lead on the continued development of an institution wide strategy.

Work with colleagues across the University to clearly communicate expectations of student behaviour and train and support them to respond effectively to all disclosures of harassment, sexual violence, hate crime and racism.

Lead on the co-ordination of bystander training to the student body.

Create and disseminate appropriate policies to underpin the wider strategic aims of the service.

## Interruptions to studies/withdrawals

### Aim

This one-to-one service provides all undergraduate students considering interruptions to or withdrawal from their studies, the opportunity to explore ways of staying on their courses where possible. Where continuation is not possible, the service aims to make leaving or interrupting studies as positive and burden free a process as is possible.

## Objectives

To empower students to make informed decisions by providing clear information on the financial and wider implications of leaving or interrupting studies.

To reassure students of the normality of unforeseen life events and the impact it can have on a students' ability to commit to their studies.

To provide a professional service to administer interruptions to, or withdrawals from, studies.

Ensure students are aware of the range of possibilities and constraints on what is available to them.

Through weekly statistical data collection, the team is able to identify any trends and address any issues promptly.

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