Recluting & Supporting Our Students.

A Guide for University Staff 2016-17
About Student Services

Student Services provide a wide range of services supporting the whole student journey, from initial enquiry to final award, with the aim of supporting the continuous improvement of the student learning experience. Our services are characterised by partnerships and collaborations across the campus and our teams value their strong links with departments throughout the University. The diagram below shows how Student Services is structured and gives a flavour of the work of each team. However in the rest of this booklet we have adopted a thematic approach to help you find the information you need – particularly focussing on the support we offer to staff across the University. In particular we would like to draw your attention to our development programmes for staff – full details can be found on the centre pages.

We hope you find this booklet useful - you can access more detailed information from our website at www.sheffield.ac.uk/ssd. And if you’re not sure who to contact, please get in touch with our Student Services Information Desk (SSiD) on 29867.

SSiD

The Student Services Information Desk (SSiD) is an important point of contact for all students. The office is a key central point for general information on many University services and aims to answer the majority of student-related enquiries from a single location. Services provided by SSiD include:

- Replacement Ucards.
- Transcripts of qualifications.
- Confirmation of student status.
- Visa extension queries.

Find out more at www.sheffield.ac.uk/ssid

1st!

In the latest independent Student Barometer Survey, SSiD came top of the joint home and international survey and scored a 98% satisfaction rate.

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www.sheffield.ac.uk/ssd/structure
Emergency contacts and useful resources

Emergency phone numbers
For emergencies requiring police, ambulance or fire brigade call 4444 from University premises. (From elsewhere call 999). For other emergencies, including at night, weekends or public holidays, call the University Central control room on 0114 222 4085.

Support and Guidance
The Central Welfare and Guidance team supports students experiencing personal difficulties which are having a significant impact on their student experience and ability to study. This extends to offering support and guidance to staff supporting or concerned about students.

The Central Welfare and Guidance team can help in a wide range of difficult situations offering support to staff in departments or central services who are dealing with serious incidents such as death, violent crime, accidents and non-elective hospitalisation.

www.sheffield.ac.uk/ssd/sg/cwag
support@sheffield.ac.uk
Phone 9.00am–5.00pm 24321 or for out of hours emergency call 0114 222 4085

Duty Doctor
During surgery hours there is always a doctor on duty at the practice. They cannot disclose patient information but can advise you on your support of a student and on next steps. Telephone 0114 222 2100 for help and advice. During evenings, weekends, and public holidays when the surgery is closed, call 111 for urgent medical assistance which cannot wait until the surgery re-opens. Calls will be answered by a trained adviser who will direct you to the appropriate service.

University Counselling Service
The University Counselling Service is able to offer general advice to university staff, family or friends who are concerned about a student. They cannot give information about a student’s use of the service but can discuss your concerns. www.sheffield.ac.uk/ssid/counselling or ucs@sheffield.ac.uk Phone: 24134.

Things Not Going Right (TNGR)
‘Things Not Going Right?’ is an information and signposting service to ensure students can find the support they need when they need it. If a student prefers to speak to someone face to face they can come and see one of the friendly support staff at the Student Services Information Desk (SSID): www.sheffield.ac.uk/ssid/sos. Topics covered include:

- study/exam worries
- death of someone close to you
- difficulties fitting in
- personal matters
- drugs and alcohol
- harassment
- hate crimes
- safety and security
- accommodation issues
- financial support
- worries about friends
- thinking of leaving?
- immigration

We Care
Recognising the great work done by our Student Transitions and Support, Financial Support and Outreach teams helping young carers in the city, the University was recently honoured by Sheffield Young Carers with a ‘Caring for Carers’ Award.
Recruitment Support for Faculties
Whether you are looking to recruit UK, EU or International students, to UG or PG courses, the Recruitment Support Team can offer advice on:

- Customer relationship management (CRM) during the student recruitment cycle
- Conversion of enquiries and applications into registrations
- Prospective student communications across the recruitment cycle
- Management information to support student recruitment activity and monitoring
- Market insight/intelligence to support new course development and evaluation of course portfolios

Contact your Recruitment Support Manager for more information: www.sheffield.ac.uk/ssd/student-recruit/recsupteam

Recruiting UK/EU Students
The UK/EU Student Recruitment team support a range of recruitment activities:

- UG, PG and Clearing Open Days, Postgraduate visits, weekly campus tours
- Web chats for different student groups on finance, accommodation etc
- Equipment/resources for departmental recruitment activities

Support for Schools/Colleges recruitment:

- Targeted recruitment activities in schools and at UCAS events throughout the UK and EU

EU Student Recruitment:

- Attendance at events, managing a network of recruitment agents across the EU and providing expert guidance to Faculties and academic departments on potential markets and qualifications

Support for conversion:

- Running central conversion campaigns involving putting current UK and EU students in contact with UK/EU enquirers, applicants and offer holders

Student Ambassadors:

- As our best ambassadors, current students play a key role in recruitment, participating in campus tours, school visits and conversion activities
- The Student Advocate programme sees current students going back to their old school or college to talk about their life at University

Contact the UK/EU Student Recruitment team for further details: ukrec@sheffield.ac.uk

Outreach and Widening Participation
The University has a strong commitment to supporting and improving access for students from non-traditional backgrounds and under-represented groups. The Outreach and Widening Participation team work across South Yorkshire and beyond, targeting those ‘least likely but most able’ to access higher education, engaging with them through aspiration- and attainment-raising activities, as well as offering subject- or professions-focused sustained activity, including:

- SOAMS (Medicine), ADOPT (Dentistry), Discover Law
- Discover Arts and Humanities, Discover Social Sciences, Discover STEM

For more information please visit www.sheffield.ac.uk/schools or contact the Outreach Team on outreach@sheffield.ac.uk

Our Widening Participation Research and Evaluation Unit can help with research and evaluation of WP activities - www.sheffield.ac.uk/als/wp

Recruiting International Students
For support with recruiting international students, please contact your Recruitment Support Manager www.sheffield.ac.uk/ssd/studentrecruit/recsupteam, who will be able to advise you and connect you with colleagues in the Global Engagement department.
Applicant Information Desk (AiD)
Located on Level 2 of the Arts Tower, AiD is the first point of contact for general enquiries from applicants, providing a 1-1 service and online resources covering issues such as progress with application, CAS status (for international students) and referral of enquiries to academic departments. Find more at www.sheffield.ac.uk/aid

Enhanced Admissions Service (EAS)
Academic departments can use the EAS to handle standard applications to their department (using previously agreed criteria), reducing their administrative burden and allowing more time to focus on conversion activities and borderline or non-standard cases.

Alternative Routes and Programmes (ARP)
We can offer support for applications and admissions to courses not administered through UCAS or the Postgraduate Online Application Form, and we can work with academic departments that want to offer a new study route to develop a tailored package of support.

Other admissions services include: advice and guidance on issues including managing targets and numbers, fee status assessment, entry requirements, immigration issues and criminal record checks.

Induction and Orientation
Student Support and Guidance co-ordinates student orientation across the University, providing support, activities and resources including Intro Week activities, welcome talks, Sheffield mentors, and orientation programmes. See the website at www.sheffield.ac.uk/newstudents.

The on-line toolkit for Learning and Teaching also has useful information and resources for academic departments on induction, transition and pre-arrival issues. Find out more at: www.sheffield.ac.uk/lets/toolkit/support/transitions.

Registration and Fees
The Student Registration Team supports new and continuing students through the pre-registration (new students only) and registration processes, ensuring that the student record is accurate and up-to-date. For support with a wide range of enquiries relating to registration, please visit: www.sheffield.ac.uk/registration

The Student Fees team provides tuition fee advice for new and continuing students. For supporting information relating to tuition fees, please visit: www.sheffield.ac.uk/registration/tuitionfees (new students) www.sheffield.ac.uk/ssid/fees (continuing students).

Ralph brings home silver!
The #GetRalphHome campaign designed to encourage students to keep their addresses and contact details up-to-date has not only succeeded in this aim but has also scooped silver at the 2016 HEIST (Higher Education Information services Trust) awards in the Best Low Budget Initiative category.

To find out more about the services highlighted here and to get full contact details please visit the recruitment website at www.sheffield.ac.uk/ssd/recruitment
**Student skills development**

**Employability and Careers Support**

Employability is a key concern for our students and, in addition to the extensive range of support available from our Careers Service, many of the services and resources now being delivered from 301 (see opposite) help to support and enhance student employability. Colleagues in the Careers Service can help you in supporting your students to make the most of their employment opportunities in a number of ways, including embedding career and employability skills within the curriculum in your department. The Service now delivers the accredited Career Management Skills module which could be offered to your students.

As well as expertise in relation to skills development, work-based learning, career planning and graduate opportunities, the Careers Service offers: centrally delivered employability seminars; targeted support for your post graduate researchers; the Sheffield Graduate Award and the Skills for Work Certificate, and the Degrees with Employment Experience initiative. See more at: [www.sheffield.ac.uk/careers](http://www.sheffield.ac.uk/careers)

The University has an employability strategy which aims to strengthen support for development of students’ employability skills. Find out more: [www.sheffield.ac.uk/careers/staff/employability](http://www.sheffield.ac.uk/careers/staff/employability)

**Recording Achievements with HEAR**

The Higher Education Achievement Report (HEAR) provides a comprehensive record of students’ university awards and achievements, including formal recognition of extra-curricular activities. HEAR will help to evidence student’s attainment of ‘The Sheffield Graduate’ attributes to employers and other third parties. Staff can use the HEAR to help support students in reviewing their achievements and progress as part of tutorial meetings and personal development planning, and will also find it helpful in compiling references. For further information for staff see: [www.sheffield.ac.uk/hear](http://www.sheffield.ac.uk/hear)

**301 Student Skills and Development Centre**

Based at 301 Glossop Road, the centre is home to a range of services providing skills development opportunities and specialist support for all our students, including:

- our Maths and Statistics Help (MASH) service, offering daily drop-in sessions and bookable appointments, diagnostic tests, workshops and online resources;
- our academic skills workshop programme, covering topics such as time management, presentation skills, working in groups and speed reading;
- our team of dyslexia support, academic writing and specialist learning support tutors;
- our daily study skills drop-in sessions;
- a range of online resources.

**Opportunities for Collaboration with Academic Departments**

The 301 team can work with you to introduce skills development activities at Faculty or departmental level. We have experience of delivering tailored academic skills sessions within modules: previous examples include in-curricular delivery of bespoke workshops on Presentation Skills, Working in Groups and Skills Audits as part of specific modules. Get in touch to find out how we can help you embed academic skills development into your course.

**Using our Facilities**

We are always happy to accommodate events with a student skills development focus. 301 offers light, modern and well equipped spaces, including: a fully staffed reception; 4 pool teaching rooms bookable through the University’s Timetabling team; a locally controlled workshop room for 40; and an exhibition space for 60, which has been used for launch events and an external conference. If you would like to explore the scope for collaborative activities or the use of our facilities, please email us at 301@sheffield.ac.uk or call us on 0114 222 9744. Find out more at [www.sheffield.ac.uk/ssid/301](http://www.sheffield.ac.uk/ssid/301)
Encouraging enterprise

University Sheffield Enterprise (USE) stimulates and encourages new ideas; and supports students and graduates of the University to make their entrepreneurial ideas happen.

Entrepreneurial students and graduates can join the Evolve entrepreneurship support programme; and get access to business coaching, advice, seedfunding and co-working space.

For those students who may not be looking to set up their own business, but still want to get involved in enterprising activities to boost their CV, develop skills, and meet new people; USE offers an enterprise skill development programme, as well as a 20 credit module: Making Ideas Happen.

For more information about these opportunities take a look at the website: enterprise.shef.ac.uk

USE Academy

The USE Academy works with academic staff to embed enterprise in the curriculum. This ensures our graduates are innovative and creative risk takers, with a positive attitude towards getting things done, and develops their leadership qualities. Find out more at: www.sheffield.ac.uk/enterprise-education

Your Global Sheffield

From learning a new language to studying abroad as part of their degree, our students have plenty of opportunities, whether here in Sheffield or further afield, for the sort of international experiences that broaden their cultural awareness and improve their employability.

www.sheffield.ac.uk/global/experiences-for-students

Global Campus

We work with a group of student ambassadors throughout the year to host events and workshops aimed at promoting student integration, bringing home and international students together for activities on the theme of our ‘Global Campus’. Many are drop-in sessions to help students settle into student life here and gain as much as possible from their experience, contributing fully to our multicultural campus community. Activities range from opportunities for international students to improve their social English through conversation, local history walks and vacation programmes to explaining British humour!

For more information check online:
www.sheffield.ac.uk/ssid/globalcampus
or contact Mark Collier m.collier@sheffield.ac.uk

Studying abroad

Many of our students also have the option to study, work or teach abroad. Colleagues in the Global Opportunities and Exchanges Team can help with enquiries on: Erasmus; Study Abroad programmes; outgoing summer schools. Find out more at www.sheffield.ac.uk/globalopps

Departmental Language Programme

The Departmental Language Programme from ELTC offers flexible, tailored English language support within your department to help your students familiarise themselves with the language and communication styles of their academic field. Find out more at www.sheffield.ac.uk/eltc/languagesupport/deptclasses

See Page 10 for more on language development and support, including the Languages for All programme.

In the latest independent Student Barometer survey our domestic students voted us first in the Russell Group for employability, careers advice and work experience!
Professional development, training and support for staff

Student Services provides four training and development programmes designed to meet the specific needs of staff in academic departments in the areas of recruitment, support, professional development and enterprise education. We also provide a number of on-line resources, publications and events aimed at staff to help keep you informed and supported in your role.

Recruitment Matters

Led by the Student Recruitment and Admissions team, ‘Recruitment Matters’ is a comprehensive suite of briefings, forums and training sessions on a wide range of topics to provide advice, support and guidance to staff engaged in student recruitment, admissions and related marketing activity. Sessions include: CRM training, International Market Briefings, New Admissions Tutor Training and topical discussion forums.

The Online Recruitment Support Guide gives practical advice and guidance on how to generate enquiries/applications and to convert Home and International offerholders to registrations. Each Faculty has a dedicated Recruitment Support Manager for one-to-one support. Find more at: www.sheffield.ac.uk/ssd/recruitment or email Jo Bower j.bower@sheffield.ac.uk

Supporting the Supporters

Led by the Student Support and Wellbeing team, we offer extensive support to staff in academic departments to help them deal with non-academic student issues. This support includes on-line resources, face-to-face advice and support, and tailored training sessions for your department.

We also provide the Supporting the Supporters Staff Development Programme, which offers regular sessions covering a wide range of topics, including: supporting disabled students and students with mental health difficulties; equality and diversity; exams and student administration; CIS (Corporate Information System); cultural awareness; registration; confidentiality and data protection.

For more information, see the website at: www.sheffield.ac.uk/ssd/support/training

If you would like to receive regular updates on upcoming sessions please email supsup@sheffield.ac.uk

Looking after Yourself

When your work involves supporting a vulnerable or distressed student there may be times when you need support yourself. We offer a wide range of support for staff including on-line advice and face to face support and guidance from experienced staff. Find out more at www.sheffield.ac.uk/ssd/support You can also access services provided by the Staff Counselling Service, including confidential 1-1 counselling and workshops. Find out more at www.sheffield.ac.uk/hr/wellbeing/counselling

Supporting enterprise education

Run by USE (University of Sheffield Enterprise), the University of Sheffield Enterprise Academy (USEA) is a central hub for the delivery of support and development opportunities in the field of Enterprise Education for those who teach at any level and who want to help their students become innovative and enterprising graduates. USE Academy can offer one-to-one support; resources, including financial support; networking and dissemination opportunities; and the chance to learn about and develop innovative learning and teaching methods associated with enterprise education. Find out more at: www.sheffield.ac.uk/enterprise-education

Find more information on training and support for staff at www.sheffield.ac.uk/ssd/welcome
Helping your professional development

Support for staff on learning and teaching in a research-based environment is provided by the Professional Development Team in LeTS through a range of initial and continuing professional development opportunities for groups or individuals covering a range of topics including assessment, feedback, designing new programmes, supervising research projects and teaching large groups. The team delivers the postgraduate Certificate in Learning and Teaching (CiLT) for staff who are new to teaching. Successful completion of this course provides Fellowship of the Higher Education Academy (HEA). The team also offers the modular based Sheffield Teaching Assistant for postgraduate research students and contractors who teach. The Learning & Teaching Professional Recognition Scheme is formally accredited by the HEA and provides a framework for staff who teach and/or support learning to achieve recognition by the Higher Education Academy to Associate Fellow, Fellow or Senior Fellow. Find out more: www.sheffield.ac.uk/lets/cpd/ltprs

One-off tailored staff development, such as workshops or sessions at away days, can be provided to Faculties or Departments on request. Find out more: www.shef.ac.uk/lets/cpd

Senate Awards for Excellence

The Senate Awards for Excellence in Learning & Teaching are your opportunity to gain wider recognition for excellence in learning & teaching through a formal award scheme. Guidance & support for the awards and for institutional nominees for the Higher Education Academy’s ‘National Teaching Fellow Scheme’ is available from LeTS. www.shef.ac.uk/lets/cpd/reward

Resources

The popular annual Learning and Teaching Conference is a great way to share good practice, network with colleagues with similar interests and discover new developments in this area. See www.shef.ac.uk/lets/cpd/conf for more information.

The Toolkit for Learning and Teaching offers on-line support, guidance & good practice examples for academics who teach and professional service staff who support teaching. Find more at: www.shef.ac.uk/lets/toolkit

The Toolkit for PGT Programme Innovation has more focussed guidance and advice for those developing taught postgraduate programmes: www.sheffield.ac.uk/lets/pgttoolkit

Support for English Language teachers

The English Language Teaching Centre provides a range of short and longer-term teaching training courses and workshops and guidance for English Language teachers on teaching international students and specific national groups. www.sheffield.ac.uk/eltc/tesol

Communications

Bulletin to Academic Departments

Circulated by email four times a year, the bulletin brings academic departments news of developments and activities across Student Services and beyond that will be of interest and relevance to day-to-day departmental life. Sign up and find out more at www.sheffield.ac.uk/ssl/publications/bulletins

Helping you to communicate with students

Based in SSiD, the Student Communications team delivers a range of communications to students, including the Student News MUSE page and a variety of social media channels. The team can help staff in academic departments with all projects or initiatives designed to communicate with the University’s current student population and can provide support and advice on a wide variety of communications methods with experts in social media, digital media and web design. Find out more: www.sheffield.ac.uk/ssl/ssid/how/communications/index
Learning and teaching: developing and reviewing your teaching

Introducing new approaches in teaching
We offer support for developments that aim to enhance learning and teaching, for example, projects to improve the way students receive feedback, writing multiple choice questions, developing international dimensions of the curriculum, and enhancing the use of learning spaces. We can help you implement these at departmental or programme level, and to do this we are happy to attend departmental meetings or to deliver tailored workshops. Our support for you will also draw upon networks and resources appropriate to the development, ensuring that you benefit from the latest thinking and developments. Contact the LeTS team for more information: www.sheffield.ac.uk/lets/about

Specific support for strategic developments
In terms of where the University’s current strategic priorities lie, Learning and Teaching at Sheffield, 2016-2021 provides a shared direction for learning and teaching at the University and serves as a framework to enable the highest quality education and student experience. We can provide guidance on current strategic developments, either on a one-to-one basis or as part of your away-days or learning and teaching committee meetings and workshops. For 2016-17, priorities include communicating learning and teaching, digital learning, embedding Achieve More and further developing outward-facing learning and teaching. Find out more at: www.sheffield.ac.uk/als/strategy

Researching and Evaluating Inclusive Learning and Teaching
Our Widening Participation Research and Evaluation Unit (WPREU) supports and delivers a wide range of research and evaluation projects focusing on inclusive learning and teaching and the success and progression of students from disadvantaged or under-represented backgrounds. For more information, or to discuss potential projects, contact the team via www.sheffield.ac.uk/als/wp or WPREU@sheffield.ac.uk

To find out more about the services from LeTS highlighted here and to get full contact details, please visit the website at www.sheffield.ac.uk/lets

Developing and Approving New Programmes and Modules
Support is available to help you work through the procedures involved in introducing new programmes and modules, as well as advice on curriculum development and examples of good practice to help inform the delivery of your programme. www.sheffield.ac.uk/lets/pp/qa

Support for Reflection and Review
If you have responsibility for learning and teaching developments at programme or departmental level, we can work with you to identify good and consistent practice, noting areas for improvement, and providing appropriate follow up support. Specific programmes of activity that we support include: the Annual Reflection, Periodic Review, and student evaluations such as the National Student Survey (NSS). Find additional information and guidance at www.sheffield.ac.uk/lets/pp

Collaborative arrangements
We provide support for the development and maintenance of UK and international partnerships. Find out more at: www.sheffield.ac.uk/lets/pp/qa/collab

Developing online learning
Our experiences developing online learning over the last three years for over 375,000 students has shown how we can reimagine, reuse and repurpose materials to support our face to face, campus-based students in a blended manner. So far, more than ten unique open online courses have been published on FutureLearn. The courses have attracted the attention of on-campus students and staff and online learning materials from courses have been integrated into modules to be used with students as introductory, preparatory and supplementary materials to those studying law, medicine, dentistry, health economics, play, English and many more subjects.
The innovation in delivery allows you to be more flexible in how you structure modules and courses and can lead to greater student engagement in the classroom but without diminishing the rigour of what and how we teach. We continue to offer support for academics and departments in designing and creating short, online learning material to meet a wide range of aims and needs.

Together with other Student Services teams, the online learning team work closely with academic leads for digital learning and colleagues beyond Student Services, including CiCS and the Library on cross-institutional projects such as the Digital Commons (which includes tailored support and networking opportunities related to digital learning), the new Digital Media Hosting service, and reviewing our Virtual Learning Environment.

www.sheffield.ac.uk/online-learning

Working Collaboratively with Students

Student engagement in learning and teaching is seen as a priority at Sheffield. Encouraging active student participation in the academic environment through involvement with their individual studies, and/or the structures and processes that underpin learning and teaching, results in an enhanced learning experience.

In addition to schemes such as SALT (Student Associates for Learning and Teaching) and SURE (Sheffield Undergraduate Research Experience), which engage students in focused learning, teaching and research projects, work is ongoing to further develop how students engage in curriculum development and quality management processes such as Annual Reflection and Periodic Review. The Projects and Student Partnerships Manager, along with LeTS faculty-facing colleagues can provide advice and support in engaging more of your students in learning and teaching development and review activities.

www.sheffield.ac.uk/als/students/studentengagement

Toolkit for Learning and Teaching

Online support, guidance and good practice examples can be found in the ‘Toolkit for Learning and Teaching’ – a resource for academics who teach & professional services staff who support teaching.

www.shef.ac.uk/lets/toolkit

Toolkit for PGT Programme Innovation

More focussed guidance and advice for those developing taught postgraduate programmes is available in the Toolkit for PGT Programme Innovation.

www.sheffield.ac.uk/lets/pgttoolkit

The quickest way to find more information about learning and teaching topics, from assessment to external examiners, is through the A–Z on the LeTS website: www.sheffield.ac.uk/lets/a-z

Personal and Academic Tutor Roles

Personal and academic support plays a huge role in students developing a sense of belonging and building their confidence to succeed in a higher education environment. The academic department or school is the student’s ‘home’ and the first place they should go to for academic and personal support. Every student should have a key academic staff contact who will support and guide them throughout their student journey and act as signpost to other support within the department and in Professional Services.

See the web pages for advice on:

- personal & academic support roles & responsibilities
- the learning and teaching environment
- managing student expectations
- information for new students on styles of learning and teaching
- induction activities in departments
- principles for personal and academic tutoring and baseline expectations
- good practice hints and tips for academics:

For academics: www.shef.ac.uk/lets/toolkit/support/tutor
For students: www.sheffield.ac.uk/ssid/development

University of Sheffield Policy: www.sheffield.ac.uk/lets/pp/support/tutors

Additional Support

For information on additional support in examinations for disabled students, see: www.sheffield.ac.uk/ssid/disability/exams or contact student.registration@sheffield.ac.uk

How to succeed...

A successful collaboration between Careers and the Online Learning Team resulted in the two online courses “How to Succeed at Interviews” and “How to succeed at Writing Applications” which were shortlisted for a 2016 Guardian HE Award in the Employability Initiative category. More than 240,000 learners have enlisted on the courses since their launch. Find out more at www.sheffield.ac.uk/careers/moocs
Recruiting & supporting mature students

Department for Lifelong Learning
The Department for Lifelong Learning (DLL) works closely with departments across four Faculties to deliver a range of full- and part-time degrees with foundation year. These programmes offer mature students without standard entry qualifications an alternative route into degree level study, as part of the University’s commitment to provide new forms of access for mature students. Students who successfully complete their foundation year with DLL at the required academic standard automatically progress onto level one studies within one of twelve academic departments.

DLL organises a range of recruitment and outreach activities which raise awareness of the opportunities for mature students available across the University. The department also offers a series of study skills workshops designed to support mature and part-time students across the University, as well as offering a small number of certificate level modules in the evening which are tailored to meet the needs of mature undergraduate students.

Find out more at www.sheffield.ac.uk/dll

Language development
Student Services provides a wide range of language learning, development and support services, from learning a new foreign language to support for students with dyslexia. Our language services are available to all students, from pre-sessional to postgraduate, and we also provide language opportunities and support for University staff and for members of the public.

English Language Teaching Centre
Based in Hoyle street and in 301 Glossop Road, the English Language Teaching Centre (ELTC) offers a wide range of English language courses and services for University students and departments, as well as the public. ELTC is one of the largest university English language centres in the UK and is accredited by the British Council. ELTC offers a range of language-based support for home and international students including: English language support for international students; departmental language support tailored to students’ specific academic areas; one-to-one tutorials giving advice on academic writing for students and study skills support, including dyslexia support. ELTC also provides a range of short-term and longer-term teacher training courses and workshops and guidance for staff on teaching international students and specific national groups. Find out more at www.sheffield.ac.uk/eltc

Modern Languages Teaching Centre
The Modern Languages Teaching Centre (MLTC) provides language modules for undergraduate and postgraduate students throughout the University of Sheffield, members of staff and members of the public in Arabic, French, German, Italian, Latin, Portuguese and Spanish. All these languages are offered at complete beginner’s level with a number of languages offered at a higher level such as post GCSE, post AS, or post A2 right up to near-native level. MLTC also offers Tandem Learning, Intercultural Awareness and Online modules in some of these languages. See more on the MLTC website at www.sheffield.ac.uk/mltc/index

Languages for All
Languages for All is a University-wide scheme that provides opportunities for all students looking to develop foreign language skills within or beyond their main degree programme either by learning a new language, or continuing to build on a language started at school or college.

www.sheffield.ac.uk/languages/lfa
Student and teaching administration

Support for Registration, Fees and Exams
Our teams are responsible for aspects of student registration, fees and examinations:
• the Student Registration and the Student Fees Teams ensure that all students are given the appropriate registered status, aiming to provide the University with the most current and accurate record of the student population throughout each academic session;
• the Student Examinations Team is responsible for the organisation and conduct of the University’s invigilated examinations, including those delivered online via MOLE. The service provided includes centralised timetabling and room booking, disability support, advice and guidance for staff and students, candidate conduct and incident reporting, paper printing, examinations overseas, invigilation and reassessment fee processing;
• our Helpdesk Services are responsible for managing enquiries and provide the reception service.

Support for Student Conduct and Appeals
The Student Conduct and Appeals Office (SCA) offer guidance and support, and administer the formal procedures, in relation to:
• the use of unfair means and plagiarism in assessments;
• student discipline matters (academic and non academic);
• student Case Reviews;
• progress and fitness to practice appeals;
• the final stages of the University's procedures in relation to student appeals;
• external review by the Office of the Independent Adjudicator for Higher Education (OIA).

SCA also offer advice regarding the managing of inappropriate behaviour by service users (see back page for further information). For more information see www.sheffield.ac.uk/ssl/sca

Administration Relating to Taught Students (UG and PG)
From 2016/17, help and advice in the following areas of administration relating to undergraduate and taught postgraduate students will be provided by the newly established Student Results & Awards Team, whose specific remit will cover:
• the processing of assessment and exam results;
• the production of statements of results;
• award of degrees and prizes;
• student records management including changes in student status, liaison with sponsors (SLC and NHS);
• individual student cases and special regulations;
• production of transcripts and replacement degree certificates;
• Higher Education Achievement Reports (HEARs).

From 2016/17, the newly established Student Progress and Engagement Team will be responsible for:
• student progress and progression monitoring, including Student Attendance Monitoring;
• reporting changes in student circumstances to the UK Home Office Visitor Immigration Service (UKVI);
• first stage formal student cases involving unsatisfactory progress (including Faculty Student Reviews; fitness to practise; and academic appeals (inc. PGR).

90%
In the latest independent Student Barometer Survey, our home and international students were 90% satisfied with our Registry services.

To find out more about all the services highlighted here and to get full contact details, please visit the website at www.sheffield.ac.uk/rs-sas
Supporting students’ health and wellbeing

Supporting students with non-academic issues
We encourage the development of independence and resilience in dealing with challenges and problems. Support offered to students, including in academic departments, should be focused and set within appropriate boundaries. SSiD provides a front-line information service for students and staff; the SSiD team are expert in signposting to appropriate sources of support: [www.sheffield.ac.uk/ssid](http://www.sheffield.ac.uk/ssid). One-to-one student support is available, but it is by no means the first or only option in every case. If you have serious concerns about one of your students or are dealing with a complex issue, please access support by sharing details (anonymously if necessary) with our Student Support and Wellbeing Team (see the website for contact points: [www.sheffield.ac.uk/ssid/sos](http://www.sheffield.ac.uk/ssid/sos)).

Counselling
The University Counselling Service offers triage (assessment) appointments to students. After this they may be referred to further services including on-line self-help, workshops, groups and/or one-to-one counselling. Find out more at [www.sheffield.ac.uk/ssid/counselling](http://www.sheffield.ac.uk/ssid/counselling).

Student Health
The University Health Service (UHS) is for our students living in Sheffield and, in some cases, their partners and dependants, offering support where health issues may have an adverse effect on study or fitness to practice: [www.sheffield.ac.uk/health](http://www.sheffield.ac.uk/health). To discuss special (medical and non-medical) circumstances, contact the Student Results and Award Team (see page 11).

Pastoral and Religious Support
The Multifaith Chaplaincy (for people of all faiths and none) offers: spiritual support and guidance; bereavement support; community and conversation. [www.sheffield.ac.uk/ssid/chaplaincy](http://www.sheffield.ac.uk/ssid/chaplaincy).

Money Management
The Financial Support Team administer schemes to support undergraduate, postgraduate and international students at the University of Sheffield. They also provide information and guidance on applying for student funding and managing money. Contact us: @UoSMoneyMatters, or email financialhelp@sheffield.ac.uk

Disability and Dyslexia Support
Support and information for disabled students, including those with long term mental health conditions, specific learning difficulties (e.g. dyslexia), Asperger syndrome, limited mobility, sensory impairments and long term medical conditions. [www.sheffield.ac.uk/ssid/disability](http://www.sheffield.ac.uk/ssid/disability).

International Student Support
The International Student Support Team helps with: ATAS; visa extensions and queries; university life and integration: [www.sheffield.ac.uk/ssid/international](http://www.sheffield.ac.uk/ssid/international).

Personal Circumstances
Help and advice with bullying, and/or harassment; hate crime, safety and security: [www.sheffield.ac.uk/ssid/sos](http://www.sheffield.ac.uk/ssid/sos).
Information on pregnancy and maternity: [www.sheffield.ac.uk/ssid/student/pregnancy](http://www.sheffield.ac.uk/ssid/student/pregnancy).
Students with children: [www.sheffield.ac.uk/ssid/student/with-children](http://www.sheffield.ac.uk/ssid/student/with-children)

Non-Traditional Students
The Student Transitions and Support Team can help and advise on matters relating to: mature students; care leavers; under-18s; local/commuter students; students with children. Find out more at: [www.sheffield.ac.uk/ssd/sts](http://www.sheffield.ac.uk/ssd/sts).

Equality and Diversity
The University of Sheffield is committed to the elimination of unlawful discrimination and to the promotion of equality of opportunity, for students and prospective students, in all its functions. For more information see: [www.sheffield.ac.uk/ssid/equality-and-diversity](http://www.sheffield.ac.uk/ssid/equality-and-diversity).

Preventing Radicalisation
We have a statutory duty to work with the Government’s Prevent Strategy. For information see [www.sheffield.ac.uk/ssd/safeguarding/prevent](http://www.sheffield.ac.uk/ssd/safeguarding/prevent) or contact debora.green@sheffield.ac.uk

Well Connected
Online resources and strategies to maintain and improve mental health and wellbeing. A self-check facility provides a personalised response, connecting students with support if appropriate. The site is also useful for staff supporting students. [www.sheffield.ac.uk/wellconnected](http://www.sheffield.ac.uk/wellconnected).
How can you respond to a student you think has Mental Health difficulties?

In an emergency, call emergency services*

* Security (x4444) will call the Emergency Services immediately on request. They may, in addition, seek further information from you or student services.

Is the problem urgent?

Do you think that:

- There is a potential risk of suicide?
- The student may be at risk of hurting her/himself or others?
- She/he has stopped functioning academically or in other areas of life?

Yes

No

Can you help?

- Do you have the time and/or the skills?
- Do you know who to consult for advice?

Yes

No

If the student will accept help:

- Call SSG (CWAG) x24321. We aim to respond to calls within a couple of hours
- Do not rely on emails, use the phone
- Alternatively, support the student in referring themselves to their GP or the Walk-in centre on Broad Lane
- Ask the student to give permission to the service to confirm to you that contact has been made
- You must not physically restrain a student
- In rare cases where there is immediate danger to self or others, call (0114 222) x4444 for ambulance/emergency services and to alert security staff*
- Out of hours (0114 22) x24085

If the student will not accept help:

- Contact SSG (CWAG) x24321 and seek advice
- In exceptional circumstances, GPs can visit without the patient’s agreement
- You must not physically restrain a student
- In rare cases where there is immediate danger to self or others, call (0114 222) x4444 for ambulance/emergency services and to alert security staff*
- Out of hours (0114 22) x24085

Offer targeted and appropriate support

This might include:

- Listening to the student’s concerns
- Offering practical advice
- Providing reassurance
- Arranging a network of support for the student through UHS, UCS, DDSS, SSG, and through the relevant academic department

If the student does not want any help make a note of your concerns in the appropriate files.
Contact SSG (CWAG) x24321 or email support@sheffield.ac.uk

Refer the student to a support service

This might include:

- If you are unsure which service the student requires, contact SSG (CWAG) x24321 for guidance

CWAG (Central Welfare and Guidance)
DDSS (Disability and Dyslexia Support Service)
SSG (Student Support and Guidance)
UCS (University Counselling Service)
UHS (University Health Service)
Useful things to know...

Confidentiality and Data Protection
You can share relevant information about a current or prospective student with appropriate staff within the University. If a student asks you to observe total confidentiality:

- you may need to inform them that there might be some limits to this (e.g. if you fear harm to them, to another person, to property, or think a crime might be committed)
- there will be limits to support they can access

You cannot disclose a student’s personal information or circumstances to another student or to anyone outside the University without the student’s permission. For further advice contact: SSiD on 21299.

See also the University’s statement on personal information www.sheffield.ac.uk/cics/dataprotection and information in the Students Admissions Policy at www.sheffield.ac.uk/undergraduate/policies/admissions.

Our Commitment (Students’ Charter)
Our Commitment is a partnership document between the University of Sheffield and its students, setting out individual rights and responsibilities to help students and staff work together in a spirit of co-operation.

www.sheffield.ac.uk/ssid/ourcommitment

Parents and Others
Staff must not give any information about a student either applying for a place at the University or a student currently studying at the University, to a third party, without that student’s express permission. This includes parents, spouses, siblings etc.

What you should do when communicating with parents and others:
- Consider whether the person you are speaking to is who they say they are
- Consider that the student may have a good reason for not talking to a parent
- Listen and take concerns seriously
- Provide information on general procedures
- Consider that including a parent in discussions and actions may not be helpful in developing the student’s resilience and sense of responsibility.

Find out more at: www.sheffield.ac.uk/parents

Guidelines for Managing Inappropriate Behaviour
Occasionally, University staff may encounter difficult situations and inappropriate behaviour while trying to help students/service users. Student Services has produced a set of guidelines for their own staff to use in these situations which bring together examples of good practice. You may find these guidelines helpful in your own work and they can be downloaded from www.sheffield.ac.uk/ssd/sca

You can also contact Sally Sutton (s.sutton@sheffield.ac.uk) or Emma Brace (e.brace@sheffield.ac.uk) in the Student Conduct and Appeals Office for more information.