



Statement of Service

This Statement of Service, and the other policy documents mentioned in this document, are available on the UEA Student Services website, in hard copy, and, on request, in alternative formats such as Braille, disk or CD.

1. Introduction

UEA offers a wide range of services and resources centrally that aim to:

- enhance the UEA student experience by contributing to the ongoing development of a learning environment that is of high quality and appropriate to the requirements of a diverse student body;
- provide resources and opportunities to promote students' achievement in learning, the fulfilment of their potential and their future success;
- promote health and well-being;
- contribute to the development of relevant knowledge and understanding, and to debates on policy and practice at local, national and international level.

UEA Student Services are co-ordinated by the Dean of Students and delivered by staff working in the Dean of Students' Office, the Counselling Service, the Careers Centre and Physical Education and Sport (Sportspark). Additional services are provided by the UEA Chaplaincy, the University Dental Practice and University Medical Services.

This Statement of Service focuses on the services offered centrally on campus through the Dean of Students' Office, the Counselling Service and the Careers Centre. Outline details of, and contact information for, the full range of UEA provision is given in the booklet "Student Services at UEA", available from the Dean of Students' Office.

2. What we offer

The Dean of Students provides the strategic direction for, and overall coordination, management and support of Student Services at UEA. Services and resources provided to students and to UEA staff who work with UEA students (for example, advisers and other School staff) are normally free of charge; those provided to external bodies may be charged at current market rates.

Information, advice and guidance

Staff members have expertise and experience in a wide range of aspects of student academic and career development, health and well-being, general support and guidance, and equal opportunities. Information, advice and guidance are offered to individuals, the institution, its partners and the HE community in a number of ways:

- individual responses to specific enquiries;
- committee membership (internal and external);

- consultancy (to individuals, groups, institutions or other bodies, internally and externally);
- design and delivery of training (workshops, training programmes)
- contributions to conferences and seminars.

Publications and other resources

Student Services staff members produce a wide range of information resources and guidance materials relating to their areas of expertise and experience. These include targeted self-help guidance leaflets and web resources (for example, on study skills, finance, health and well-being or career development topics) and more substantial documents and reports (for example, "Helping Students in Difficulty: a Guide for Advisers and Other UEA Staff"). Student Services staff members have also contributed to guidance and good practice documents published by organisations such as UniversitiesUK and the Association of Managers of Student Services in Higher Education (AMOSSHE).

Projects and other initiatives

From time to time Student Services staff members may be involved in inter- and intra-institutional student-related projects. Current projects include the promotion of volunteering opportunities for UEA students and staff and an internal "Transitions to Study" project. Student Services staff are also members of a number of national committees including the UUK/GuildHE Committee for the Promotion of Mental Wellbeing in HE and the Executive Committee of the Association of Student Services in Higher Education (AMOSSHE).

Referral

Student Services staff members endeavour to respond positively to all enquiries but there may be occasions when we refer you to another source of information or help, either within the University or outside. Reasons for this referral will normally be discussed and adequate information given to help you to make effective contact with relevant services or agencies.

Services for external organisations

Student Services at UEA also offer a range of services and resources to external organisations, including prospective employers of UEA students and graduates, and voluntary organisations. For further information please consult the Student Services web site at: <http://www.uea.ac.uk/students>

Students, members of University staff and external enquirers who are unsure which of the Student Services units is most likely to be able to respond to their query or request for information or guidance should contact the Dean of Students' Office in the first instance.

3. Student Services staff

All staff members are professionally qualified and/or trained and have experience relevant to their roles. All staff members are offered regular opportunities to develop their skills and knowledge through training and development activities.

4. Professional standards

UEA Student Services operate within a set of local and national standards that provide the relevant professional, ethical and equal opportunities frameworks for their work. These include:

- The UEA Student Services Code of Professional Practice
(http://www1.uea.ac.uk/polopoly_fs/1.19465!code_prof_practice.pdf)
- The UEA Student Services Diversity and Equal Opportunities Policy Statement
(http://www1.uea.ac.uk/polopoly_fs/1.19392!%252Fequal_opps.pdf)
- The Quality Assurance Agency Code of Practice
(<http://www.qaa.ac.uk/academicinfrastructure/codeOfPractice/default.asp>)
- The Matrix Quality Standard (<http://www.matrixstandard.com/>).

Student Services staff are active members of the Association of Student Services in Higher Education (AMOSSHE), the Association of Graduate Careers Advisory Services (AGCAS), the Association for University and College Counselling (AUCC), the British Association for Counselling and Psychotherapy (BACP), the Heads of University Counselling Services (HUCS), the National Association of Student Money Advisers (NASMA), Skill: National Bureau for Students with Disabilities and the Council for International Education (UKCOSA). These organisations all aim to seek out, promote and foster best practice and high quality in student service provision.

5. Confidentiality and data protection

Any information provided by clients will be handled with sensitivity, care and discretion and in accordance with the UEA Student Services Confidentiality and Data Protection Policy (http://www1.uea.ac.uk/polopoly_fs/1.19466!conf_data_protection.pdf).

6. Feedback and evaluation

We value the feedback that we get from our clients, both formal and informal, and use it in regular evaluations of our services and to guide future developments. Examples of the ways in which client feedback has been used to develop provision are given on the Student Services website and in each of the key student service locations.

From time to time we will seek feedback in the form of questionnaires on specific aspects of our provision; any feedback provided will be treated with discretion and no information about individual respondents will be made available to others. Those who wish to comment on any aspect of student service provision, either positively or negatively, should inform a member of staff, complete one of the feedback forms available from any of the Student Services reception desks, or email dos@uea.ac.uk or complete the online feedback form at <http://www1.uea.ac.uk/cm/home/services/units/students/1.17851>

If you are unhappy about responses to any requests or suggestions, you should write in the first instance to the Dean of Students, Dr Annie Grant, with more details. A written reply will normally be given within five working days of receipt.

Formal complaints should be made through the University's Complaints Procedures; these are set out in the UEA Calendar and also available on the UEA Intranet at: <http://www.uea.ac.uk/ltq/NON-ACCOMPLAINTSPROCEDURES.pdf> .

7. Further information and contact details

The Dean of Students' Office, the Counselling Service and the Careers Centre are located on the Upper Street of the UEA campus. The Dean of Students' Office is opposite the top floor entrance of Waterstones' Bookshop and the Counselling Service and Careers Centre are behind the DOS' Office, further along the walkway. All three buildings are accessible to those with mobility difficulties: the Dean of Students' Office and the Counselling Service are single storey buildings, and there is lift access to the lower floors of the Careers Centre (the main entrance is at walkway level) for those who are not able to negotiate the stairs.

Staff availability

Staff members are normally available during office hours (09.00 to 17.00) on weekdays throughout the year, except when the University is closed. Full details of opening hours are available from the website (<http://www.uea.ac.uk/students>) and are posted at the entrance to each of the key Student Services buildings.

Further information about any aspect of our provision is available by contacting the relevant service directly. We endeavour to respond to any enquiry as soon as possible and, whenever feasible, within five working days of receipt.

Contact details

Postal address:
Dean of Students' Office
University of East Anglia
Norwich
NR4 7TJ

Telephone: 01603 592761

Fax: 01603 5923454

Email: dos@uea.ac.uk

Website: <http://www.uea.ac.uk/students>