

The background is an abstract composition of overlapping circles and lines. The circles are in shades of yellow, light blue, and teal, with some appearing as soft, out-of-focus bokeh. The lines are thin, light blue, and radiate from various points, creating a sense of movement and connectivity. The overall color palette is cool and professional, with a mix of soft and vibrant tones.

Supporting Students

**Development Programme for staff
working in Higher Education**

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Supporting Students Staff Development Programme

Programme aim:

The Student Support training programme looks at how institutions can provide support to students wherever they come into contact with the institution.

Staff can be trained to perform specialist support roles or develop the skills as an adjunct to an existing role in academia, administration or other services.

It aims to enhance the student experience by giving staff the skills to look at the student journey in its entirety and provide support for each step of the way. It is part of a wider move to improve student retention, progression and student satisfaction results.

Institutional benefits

- Can contribute to enhancing the student experience
- Encouraging cross School/departmental working – breaking down the “silo” culture
- Improves staff/student relations – particularly of benefit to those with an international student body
- Strong personal and professional development focus for staff

Background

Public scrutiny over financial expenditure means that the pressure is great for academics to deliver excellence in teaching and learning. As student numbers rise, the luxury of a one to one relationship between student and tutor becomes more difficult to deliver.

This, together with financial constraints on students and widening participation initiatives, can mean that more students are left feeling isolated and struggling to cope in the Higher Education system.

Benefits to the individual

It enables participants to develop their own professional practice in relation to supporting, guiding and improving the student experience. It equips candidates with the professional skills needed to work in a supporting role.

Individual Learning Outcomes

By the end of the full programme participants will:

- Be equipped to better understand the student experience and student journey and have the skills to enhance it.
- Have an appreciation of diversity issues and the impact of adhering to guidelines when working with students
- Be competent in active listening and effective questioning skills
- Be able to apply structured supporting models to enable positive outcomes for students
- Appreciate the importance of applying boundaries in a supporting relationship.
- Hold up to date information about support services and know when to refer students on.

Who is it for?

It is aimed at any institution that currently employs staff in student facing support roles or has a goal to improve the student experience or student retention at their institution.

The programme teaching is aimed at any member of staff who plays a part in the non-academic or pastoral support of students. This can be staff in schools or in central support services, supporting students on taught or research based programmes.

What will the programme look like?

The teaching and learning takes place in a participative workshop format with a variety of skills based exercises, case discussion and group work. Depending on the needs of your institution, this can include sessions run by specialist support departments (eg DSO, Counselling) and the opportunity for some sessions to be co-facilitated or have visiting speakers from a body of experienced Student Support staff.

In addition to gaining knowledge of student needs and services available, interpersonal skills will be developed in line with a coaching framework of support, guiding the student towards a desired outcome.

The programme will be both practical and interactive and participants should be prepared to share views and opinions with colleagues in a confidential and supportive environment.

The course is supported by a comprehensive set of reading materials, handouts and recommended external reading from books and journals. It can be further enhanced by an optional e-learning module and an assessment process if desired to support the face to face workshops.

The topics we can cover include:

- Student Support in Higher / Further Education
- The student journey
- Transitions and change
- Diversity and students
- Raising self awareness
- The way we learn
- International student needs
- Interpersonal skills
- Confidentiality
- Building rapport
- Psychological contract
- Questioning skills
- Listening Skills
- Structuring conversations
- Giving feedback
- Student motivation Student retention
- Understanding Values
- Problem Solving
- Mental Health and Counselling Services
- Students and Disability
- Dealing with challenging behaviour
- Referrals and services available
- Plus any more you want to add

These topics can be selected according to your needs. They can be placed together to make full day sessions or delivered in shorter, bite-sized workshops to suit your needs. You could select them all or simply a few.

The full programme is 5 days in duration and involves a detailed review of content. Ideally it is best to be spread out over a period of a few months in order that participants can benefit from trying out new techniques in between sessions.

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What participants have said

“I have been able to implement changes which have benefited the students, department and myself”

“Exceeded my expectations”

“The course and the contacts made on the course are invaluable”

What to do next:

1. Select the topics you might want to see in your programme
2. Decide on what sort of timescale you might want to deliver this over
3. Talk to Inking Training and Coaching

For further information and to discuss how you might implement Student Support training in your institution contact **Yvonne McLean**:

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