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# Introductory Information

## 1. Introducing the course team

Welcome to the English UK Certificate in Student Services Management.

The course started in 1993, and until 2012 was called the Welfare Officer's Certificate Course. The course has evolved, reflecting changes in the roles and responsibilities of a 'welfare officer', and was renamed to reflect this.

Each year we have updated and tried to improve the course, drawing on course feedback, English UK member recommendations and other specialists in the field. If you feel at any time that you have any recommendations for improvement, please let us know.

- Dr Diane Phillips: One of two principal trainers for the Cert SSM, Diane is a British Council inspector, Open University lecturer and was head of academic management, UK schools, and of the young learners' department at Bell Educational Trust.
- Nigel Heritage: The second principal trainer for the Cert SSM, Nigel is a welfare expert with over 30 years' experience, as a teacher, manager, trainer and English UK consultant.
- Liz Granato: The course tutor and course assessor, Liz has many years' experience as an academic, centre and student services manager. She will support you with your assessed work, provide two online tutorials and will be on hand to give advice and support. Liz is also a British Council Inspector.
- Huan Japes: Huan is the membership director at English UK and the overall course manager.

## 2. What you can expect from us

- Teaching which covers both practical and theoretical aspects of your job.
- Support to enable you to pass the course successfully.
- Knowledge and tools to help you achieve a better quality of work life.
- Ideas and the confidence to improve the services provided by your organisation.

We will provide you with:

- Self-study materials: the 'course book', is divided into seven sections. The sections provide the essential 'building blocks' of the course. You must read the relevant section BEFORE the face to face session.
- Intensive training sessions: face to face sessions are the cement that holds the building blocks together. They provide an opportunity to discuss the various concepts and ideas and establish a network of peers with whom you can exchange views, difficulties and suggestions. It is critical that you attend the intensive sessions for successful completion of the course.
- On-going support: we can help you with your studies if you are having difficulties with the course. Please contact us immediately – it's better to tackle problems sooner rather than later.

## 3. What we expect of you

There is a lot of work, and you will probably find that it will take up a lot of your free time. Whilst we can provide you with support, the onus is on you – it is your responsibility to:

- be acquainted with the course before enrolling: you and another person (in a managerial position) at your centre must be sure the course is right for you. Replacements during the course will not be able to gain a certificate (see below), and refunds are not possible.
- read the study materials, completing the *Think Sheets* as you go.
- attend all the training sessions: the face to face element of the course is vital. Missing more than one session will result in not being awarded a certificate.
- be punctual: time is very limited, and we need to maximise our use of it.
- complete your assignments on time: you need to keep to deadlines to receive a certificate.
- become familiar with associated materials that you may come across.
- participate: student services are not an exact science, and your views are just as valid as anybody else's, so do question and be constructively critical of what you read and hear. Your contributions will be very welcome.
- communicate: not just with us, but with other members of the course. Networking is one of the keys to success on the course and beyond.

Remember that centres sponsoring applicants are making a considerable investment in money and time. If possible, why not meet your manager once a month to discuss how the course is progressing?

#### 4. Certification Criteria

To successfully complete the course, participants **MUST**:

- Attend at least six out of seven face to face sessions.
- Participate in two tutorials.
- Complete tasks and coursework to a satisfactory level.
- Meet deadlines for coursework and task completion.
- Participate actively with colleagues in the sessions and during collaborative tasks.

Failure to meet these criteria will result in a participant failing the course.

#### 5. Participant changes and late applications.

It is possible for a centre to change their participant (for example, if a participant leaves an organisation). However, please note the above criteria apply which may make certification impossible.

# Course structure and schedule

## 1. The course book

### 1.1 Function of the course book

The course book:

- provides structure and schedule for the learning process
- provides preparation for and follow-up after the taught elements
- provides research activities related to your own and each other's institutions
- provides a means for dissemination of information related to the course.

### 1.2 Contents

There is a module for each topic area in the syllabus.

- Managing within a team
- Care of under-18s
- Organising homestay accommodation
- Managing student accommodation
- Welfare and student services
- Legal responsibilities
- Customer service and quality assurance.

## 2. Assessment Guidelines

### 2.1 The Performance Criteria

The separate 'assessment guidelines' document contains criteria for assessing coursework which clearly describes the range of evidence needed to pass. Check this regularly to ensure that you have understood the requirements.

## 3. The Training Sessions

### 3.1 Overview of training sessions

Unlike the modules, the training sessions may cover a range of aspects or be very specialised. This will reflect the topic.

'Legal Responsibilities', for example, is such a huge topic it would be impossible to cover it all in one day; we will therefore cover what we consider to be the most important aspects of it. The training sessions will be designed as far as possible to have their own internal structure which will generally relate to the sequencing of course topics, but not slavishly so.

Sessions start at 10:30am and finish by 5pm.

## Calendar 2017-18

Date	Training Session	Coursework Completion
Friday 06 October 2017	Module 1: introduction and managing within a team (session 1)	30 October 2017
Thursday 02 November 2017	Module 2: care of Under 18s (session 2)	27 November 2017
Monday 20 November – Friday 24 November 2017**	Online tutorials with Liz Granato	
Thursday 07 December 2017	Module 3: organising homestay accommodation (session 3)	08 January 2018
Thursday 11 January 2018	Module 4: managing student accommodation (session 4)	05 February 2018
Thursday 08 February 2018	Module 5: welfare and Student Services (session 5)	05 March 2018
Monday 26 February – Friday 02 March 2018**	Online tutorials with Liz Granato	
Thursday 08 March 2018	Module 6: legal responsibilities (session 6)	02 April 2018
Thursday 05 April 2018	Module 7: customer services and quality assurance (session 7)	30 April 2018

\* all dates correct at time of publication. Any changes will be sent to participants.

\*\* participants will be able to choose a convenient time and day for tutorials. Tutorials last around 45-minutes.

### 3.2 The training session venue

We use rooms at Shelter, address below.

Teas, coffee, refreshments and lunch are included in the course fee - please remember to notify us of any dietary or mobility requirements.

Shelter  
4 Garrett St  
London  
EC1Y 0TY

[www.shelter.org.uk](http://www.shelter.org.uk)

Office: 0344 5151155

### 4. How to apply

Forms are available from the qualifications section of the English UK website at: [englishuk.com/en/training/qualifications/cert-ssm](http://englishuk.com/en/training/qualifications/cert-ssm). Alternatively, please contact [beth@englishuk.com](mailto:beth@englishuk.com).

Interest is extremely strong so please do not delay in reading, understanding and submitting the documents.