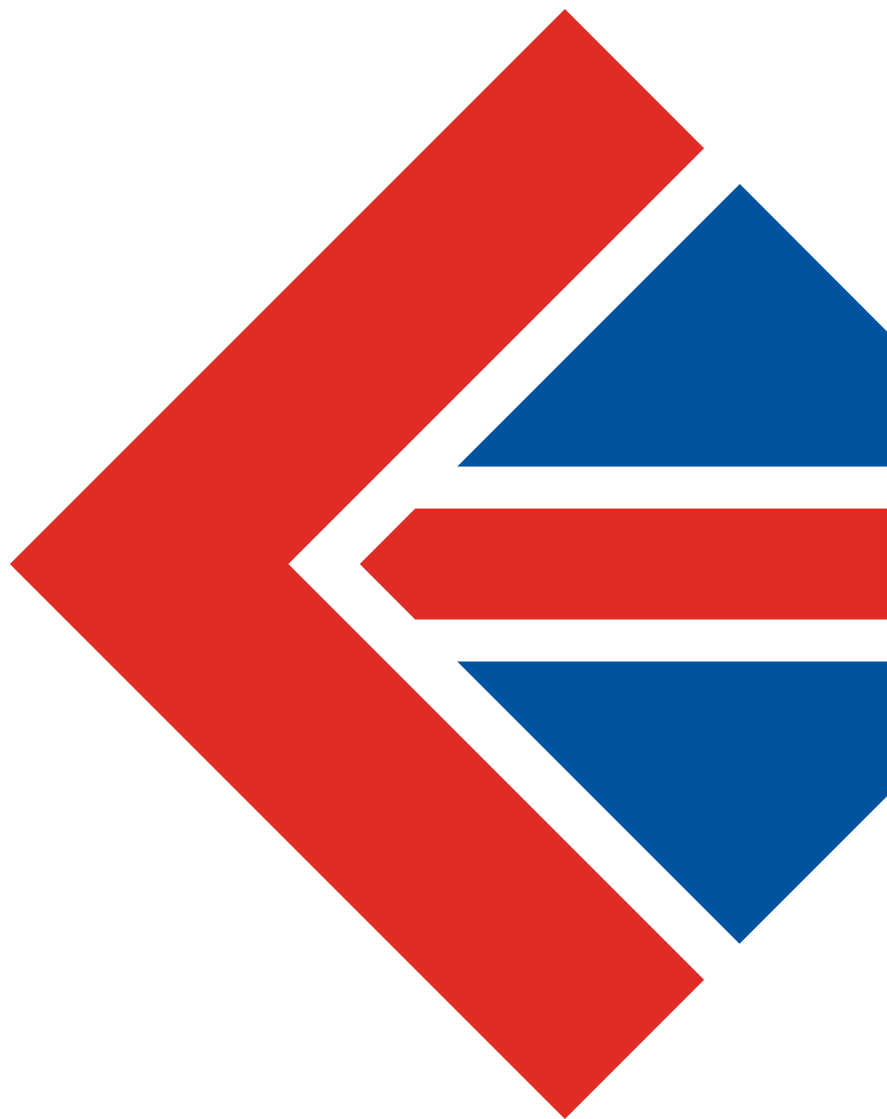


# CERTIFICATE IN STUDENT SERVICES MANAGEMENT (CERT SSM)

**Course information**  
**2018 - 2019**



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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, responding to 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 the trainers for the Cert SSM, Diane is a British Council inspector and Open University lecturer. She was head of academic management, UK schools, and of the young learners' department at Bell Educational Trust.
- Kevin O'Donnell: Kevin is a Safeguarding trainer and consultant for English UK, a member of the Accreditation Scheme Advisory Committee, and has managed adult and junior centres, activity departments, and homestay and residential accommodation.
- 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 accommodation
- Welfare and student services
- Legal responsibilities
- Customer service and quality assurance.

## 2. Assignment Guidelines

### 2.1 *The Performance Criteria*

The separate *Assignment 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 2018-19

Date	Training Session	Coursework Completion
Thursday 04 October 2018	Module 1: Introduction and managing within a team (session 1)	29 October 2018
Thursday 08 November 2018	Module 2: Safeguarding Under 18s (session 2)	26 November 2018
Monday 19 November – Friday 23 November 2018**	Online tutorials with Liz Granato	
Thursday 06 December 2018	Module 3: Organising homestay accommodation (session 3)	07 January 2019
Thursday 10 January 2019	Module 4: Managing student accommodation (session 4)	04 February 2019
Thursday 14 February 2019	Module 5: Welfare and Student Services (session 5)	04 March 2019
Monday 25 February – Friday 01 March 2019**	Online tutorials with Liz Granato	
Thursday 07 March 2019	Module 6: Legal responsibilities (session 6)	01 April 2019
Thursday 04 April 2019	Module 7: Customer services and quality assurance (session 7)	29 April 2019

\* 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.

### 3.3 The training session venue

We use a training room at David Game College, address below. They are close to Aldgate Station (Circle and Metropolitan) and London Fenchurch Street (National Rail). When entering you will need to sign in with their building security and will be directed to the training room.

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

David Game College  
31 Jewry Street  
London  
EC3N 2ET

DG Events team: 020 7221 6665

English UK Office: 020 7608 7960

#### 4. How to apply

Forms are available from the qualifications section of the English UK website at: [englishuk.com/en/training/qualifications/cert-ssm](https://englishuk.com/en/training/qualifications/cert-ssm).

Alternatively, please contact [eleanor.thomas@englishuk.com](mailto:eleanor.thomas@englishuk.com).

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

