We at Student Services focus on helping students achieve what they deserve; a student experience which develops their minds and offers the opportunity to fulfill their potential.

All students, all people, come across barriers in life where they are confused as to how best to proceed. They doubt themselves. They hesitate. This does not make them stupid. It does not make them failures. However they do benefit from guidance, a pointer, a chance to reflect on the options on offer and some assistance to get over a hurdle and back on track.

Our task is to reflect back, to suggest options, to support and open doors, to facilitate the progress, until students are back on track, heading to fulfill their potential. We do this through the whole student journey, night and day. The student is our partner, students work with us, and we develop together; staff, student and institution. What will we develop?


All hand in hand with respect and without prejudice.
To promote, support, empower and, where appropriate, uphold the right of each student to make their own choices and decisions and to take personal responsibility for their actions.

To maintain an open, friendly, courteous and welcoming environment for all students.

To provide support, both emotional and practical, wherever possible, to students in order to free them from concerns which may detract them from realising their educational potential.

To be proactive in being open and accessible to all students making reasonable adjustments to ensure no student is disadvantaged by the University and any of its services as consequence of disability, sexuality, gender, race or belief.

To provide all services to professional standards, delivered by staff and (where appropriate) volunteers who are qualified and trained for their role and under the direction of the University's policies.

To be the first point of call for help by undergraduate and postgraduate students in the university, both in chronic and acute emergency situations.

To partner students in finding strategies for independence and provide support strategies where appropriate, occasionally safeguarding those students who we, or others, may reasonably assess as being vulnerable.

To link in with external agencies in the local community and encourage those external agencies to develop their services with consideration of the needs of our students.