



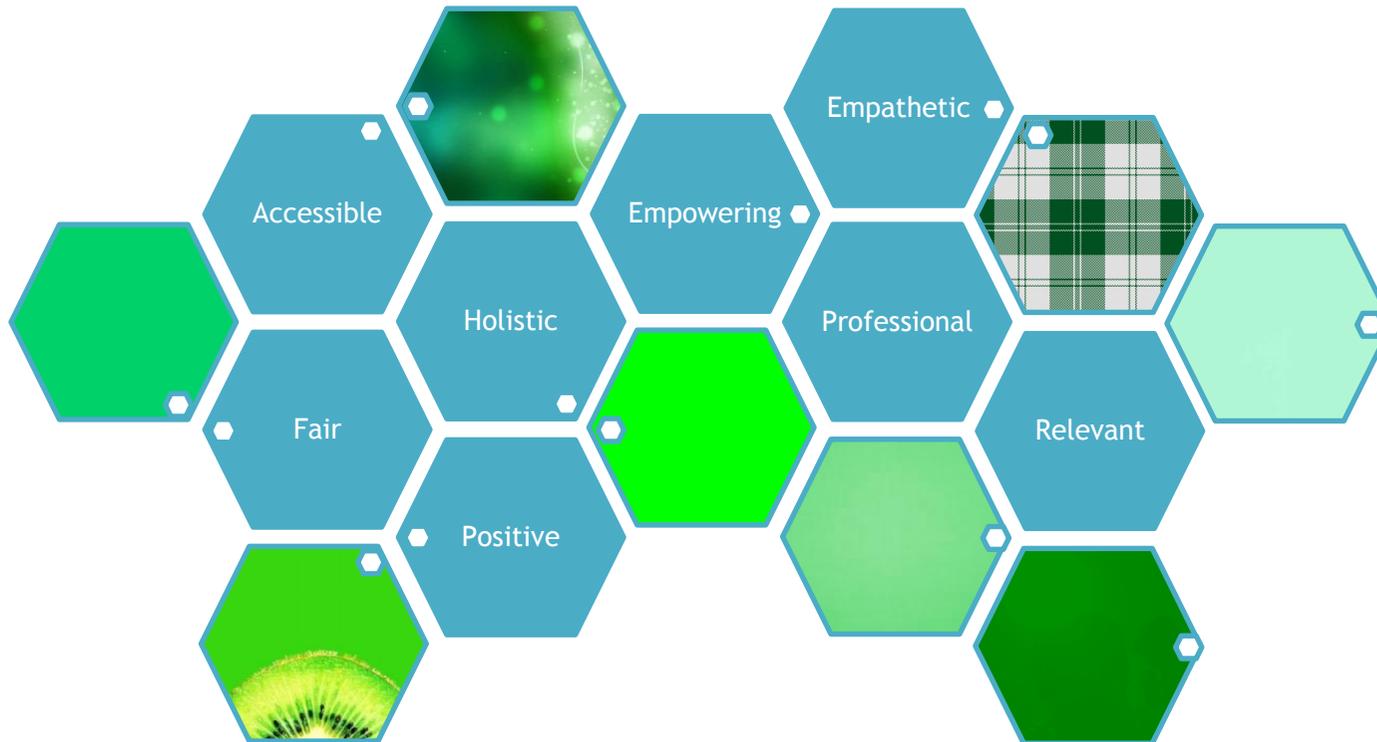
# The University of St Andrews

## Student Services Strategy

### Statement on Values and Beliefs

2015 - 2018

2015-2018



In response to demand and the developing expectations of students and staff at the University of St Andrews, Student Services has expanded and amalgamated various units over the past 20 years. The core unit has been careful to retain the integrity of the appropriate professional standard and tone of each of these previous services.

We have adopted a core set of values based on a shared belief system of the professional staff and embedded in all our staff/student interactions. These values and beliefs dominate our practice.

## Beliefs We believe that:

- ➡ All students have the right and the ability to strive for their individual potential.
- ➡ We can all make mistakes, face up to the consequences of these, and overcome them to find a way forward.
- ➡ Staff have neither the right nor the natural superiority to consider themselves as better people than students.
- ➡ People are more able to confront the truth when they are not deceived.
- ➡ Generally people know fundamentally what is best for them and their views are to be respected; others should not assume they know best for other people.
- ➡ Everyone has strengths. Everyone has talents. University is a uniquely appropriate place to explore opportunities and find that niche.
- ➡ Our role is to offer opportunities, empower students to choose and support them in their choice when it is constructive. It is not to choose for others.

## Value Statements To this end Student Services will:

- ➡ Create and maintain an open, friendly, courteous and welcoming environment for all students of the University; including undergraduates, postgraduates, international students, those living in halls and those living elsewhere. We shall actively reflect on our practice to ensure our environment is non-judgemental. **(Accessible)**
- ➡ Open our accessibility to other units to allow the possibilities of collaborative working to become actualities only in so far as it is to the benefit of the student body. We shall actively engage with students and other stakeholders in monitoring, reviewing and evaluating the services we provide, informing future development. **(Holistic)**
- ➡ Promote, support, enable and, wherever appropriate, uphold the right of each student to take personal responsibility for and make their own actions, choices and decisions. **(Empowering)**
- ➡ Safeguard those students who we or others may reasonably assess as being vulnerable, either as a consequence of their age or as a consequence of ill-health or disability, and over whom we have an appropriate duty of care in the context of our role. **(Empathetic)**
- ➡ Be proactive in making all reasonable adjustments to ensure no student is disadvantaged in either contacting or using our services as a consequence of disability, sexuality, gender, race, culture, age or belief. We shall respect each student as a unique individual with individual rights and responsibilities in an atmosphere of tolerance. **(Fair)**
- ➡ Deliver our services in an environment of trust and fun which encourages the staff to see the best in people and to work together to seek solutions. **(Positive)**
- ➡ Provide all its services to professional standards, delivered by staff who are appropriately professionally qualified and receive continued professional development. We shall ensure personal information and confidentiality is protected in compliance with the University Code. **(Professional)**
- ➡ Consult with the student body regularly, in order to create liaison opportunities, share collaborative ideas and projects and move forward with one eye on the ever-changing needs of our client group. **(Relevant)**