

INSTITUTE OF EDUCATION AND HUMANITIES

STUDENT STAFF COMMITTEE FOR ACADEMIC DISCIPLINE OF PSYCHOLOGY AND COUNSELLING: GRADUATE CERTIFICATE IN COUNSELLING SKILLS

AGENDA/MINUTES OF THE MEETING HELD ON TUESDAY 14th NOVEMBER 2023 AT 5pm via Microsoft Teams

PRESENT: Andrea Williams (Chair), Daniel Williams (Student Representative), Ruth Cook (Student Services), Gwennan Couch (Digital Skills advisor)

IN ATTENDANCE: Eirlys Griffiths (Administrative officer)

Agenda Item	Main Discussion Points	Action Points	Timescale
1. Welcome and Apologies	Chair welcomed all to the meeting. Apologies were received from Steve Morgan, I.T Services		
2. Minutes of the last meeting and update on action points <i>(using traffic light system to ensure feedback loops are closed)</i>	The minutes of the previous meeting held on 21/11/2022 were confirmed as an accurate record. All Action points from previous meeting had been completed.		
3. Chair's Update <i>Including: significant University news; Academic Discipline/Cluster or Programme events or information; Academic Discipline/Cluster Quality matters – updates on reviews, validations etc</i>	Chair has confirmed that the Graduate Certificate in Counselling Skills Programme has been approved for revalidation by Academic Office. The Graduate Certificate is a very popular programme and continues to thrive with excellent retention and pass rates. Feedback from the external examiner this year was that the programme continues to be delivered to a high standard, which is very encouraging. This is the first student-staff meeting for this cohort; students joined the programme in September 2023 and are all engaged and attending well. The first assignments were submitted on the 7 th November and the		

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	programme manager is extremely pleased with the high standard of the submitted work, again, this is very encouraging		
4. Review of Feedback Traffic Lights <i>Opportunity to review and update traffic lights and discuss progress.</i> <i>This should result in traffic lights altering, being added to, or removed.</i> <i>Note: If there's something that is noted as red in your traffic lights and it is not in your control then you should notify the Academic Office.</i>	Chair explained Traffic Lights system. Action Points from previous meeting: • AP1: Reading lists and scheme of work are emailed to students before induction. • AP2: Here is some information about walk-in access and the Libraries Together scheme which offers some access to resources for external borrowers: • https://uwtsd.ac.uk/library/help-and-support/external-borrower-guide/ There are also options for interlibrary loans through some public libraries, there is usually a charge for this service. As an example, here is some information from Swansea libraries: • https://www.swansea.gov.uk/librarycharges • AP3: The GradCert programme has recently been revalidated and will be delivered part-time over one academic year. • AP4: A reading week has been included in the scheme of work this year. • AP5: The Tawe Café is open until 7pm and vending machines are available.		
5. Progress on Surveys Action Plan <i>This is a live document which can be added to at meetings.</i>	Chair explained Surveys Action Plan. The Graduate Certificate in Counselling Skills programme is a popular programme and continues to thrive with excellent retention and pass rates.		

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<i>This document must be agreed in collaboration with elected Student Reps.</i>	Module reviews on Moodle are used to gather student feedback on modules.		
6. Annual Programme Reviews <i>Provide APR details for comment and review by student representatives as required by AQH Chapter 4.</i>	Chair explained the Annual Programme Review.		
7. Review of Module Feedback <i>Review collected module feedback with the student reps and identify action points and progress.</i>	Chair reminded students to complete the Module reviews on Moodle; student feedback is very important to us and informs our practice and programme development.	Student Rep to feed back to cohort	
8. Learning & Teaching Matters <i>An opportunity to discuss:</i> - Good practice - Annual Programme Reviews - Innovative projects - Resources (library, specialist software, equipment and facilities etc) - Assessments - Feedback mechanisms - Work placements / work experience - Learning spaces (to come before or after resources) - Inclusive teaching	Daniel Williams (Student Representative) fed back points raised by the cohort. The main concern from the group. Students felt the Car park has safety issues. Very dark, and ground uneven and unsafe in the dark also there is a lack of parking bays and no clear area to park. Canteen- some still want to pay cash. The Card machine was down yesterday, and everyone has to go back and pay once back working – which raises a debate for bringing back cash option. Students were happy café open late in the evening and vending machines. Prices were a little high. Felt that perhaps there should be a discount for students. All happy with resources. Although- some struggling to book a room in the library - some not sure of process. And also limited amount of specific learning resources.	This will be passed on to the estates team. The point about Card machine not working will be raised. Raise with catering. GC noted these points and look	

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	Pleased with building and space provided. Issue with water fountains. Very warm in the building at the moment- too hot. Clocks have vanished- they would be useful to be put back. On sight facilities- No evening area. No Bar- no social area. Nothing happening on campus. Nice to have a hang out area that is not a study area. Bar in Dylan Thomas only open for social events. Rooms- had nice comfortable chairs but these have now been swapped for less comfy chairs. Intensity of the course is now hitting but they appreciated it would be an intense course. The Chair noted that a ticket has already gone in regarding the heating issue. Gwennan Couch- Made a note of trouble booking room and also not enough books and can feed it back and look into this. Chair thanked GC for her quick response last time with issues raised. The Clocks are a mystery as they were bought and put up but they have vanished. Chair has already raised with operations.	into. Report the issue of non-working fountains. Raise with Estates. This will be raised with Estates team. This will be fed back to appropriate team. This will be raised with Estates team.	

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	The chair was happy to hear that students were generally happy about facilities and noted a good point was raised about the Social facilities and noted that it is something the new Vice Chancellor is aware of so hopefully it will be something that can be addressed. DW was warmly thanked for the feedback and for taking the time to dedicate to this role. Gwennan Couch gave a report on behalf of the Library team- see appendix A The Chair thanked GC and the Library for coming in early in induction to do the Digital skills- very useful. Some Questions on Resources- reflective practice. Not a lot of information on reflective writing. GC will speak to Alison Evans and follow up. Ruth Cook- gave a short report on behalf of Student services- see Appendix B Key message- if students hit any issues along the way- contact Student services asap. If unsure who to speak to- go to the Hwb and they can point the enquiry to the right person. Chair noted it was nice to have Jane come in and had clear guidance about where to get support- good to have a face. A report was received from IT Services- please see appendix C for full details.	GC to speak to Alison Evans.	
9. Enhancing learning <i>An opportunity to discuss:</i>	Chair explained session on last Monday of term will be informing students of the MA in Psychotherapeutic programme, students are advised to apply early as the MA is a popular programme and spaces are limited and are		

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- <i>Co-curricular opportunities</i> - <i>Enhancement projects</i> - <i>Student Development</i> - <i>Employability</i> - <i>Learning Community activity</i> - <i>Field trips, site visits</i> - <i>Student-led conferences</i>	filled quickly.		
10. Any other business	Chair thanked the student rep for their valuable feedback. Chair thanked everyone for attending and closed the meeting		
11. Date of next meeting	TBC		

Once confirmed, please send a copy of these minutes to studentvoice@uwtsd.ac.uk.

Appendix A

Library report

Y Fforwm and Carmarthen library opening hours:

Normal term-time hours until 17th December:

Monday – Friday: 8.30am – 12 (midnight)

Saturday – Sunday: 12 (midday) - 9pm

Library Tours

Library tours are available for individual students or groups of up to 15. Tours should be booked at least 3 days in advance and will last around 30 minutes. They will cover the basics of using library spaces and borrowing items. Tours can be delivered in person or online.

Virtual study space

Virtual study spaces allow you to dedicate time to study whilst being supported by library staff, recreating the library study experience in an online environment. Sessions are available to book through the calendar on the library website.

Library Chat

If you have any queries about using the library you can contact staff live through LibraryChat which is available on the website through the chat icon on the bottom right of the page.

Infoskills Sessions

Lecturers can book infoskills sessions for new and returning students. Please remember that smaller, more informal groups and 1-2-1 sessions can be booked by students. To make a booking, or if you have any queries, please contact **Alison Evans**.

Online InfoSkills Modules

There is a new programme of online units that allow you to develop your academic and information skills anywhere, anytime, to suit you. Modules include:

- Identifying, searching and evaluating information.
- Online resource lists.
- Academic integrity and referencing.

Digiskills

Lecturers can book digiskills sessions for groups of students and students can contact **Gwen Couch** directly to arrange 1-2-1 support. Support on:

- Office 365 - PowerPoint, Excel, Word, Teams etc.
- Tools for digital creation (videos, presentations, infographics etc.)
- Digital identity + wellbeing, online safety
- Digital productivity tips, e.g., tools for managing workload and collaboration

Use the Resource Finder to search for useful resources to develop digital skills - [Resource Finder - The DigiCentre UWTSD](#)

Dropins and Popups

Academic Liaison Librarians will be delivering a series of dropins focussing on individual databases over the next few months. Scroll down to the **Events** section on the library web pages and sign up. We will also be hosting popups across our Swansea and Carmarthen campuses. Keep an eye on social media to know where we are ... and come say hello!

Digital Skills Advisors will also be running some popups this term to encourage students to complete the JISC Discovery Tool - a questionnaire to evaluate digital skills. We are offering hot drinks vouchers as an incentive to those who complete the tool (on a first come, first served basis!)

As ever, all feedback on library services is welcome.

Links

- **Alison Evans:** Academic Liaison Librarian:
alison.evans@uwtsd.ac.uk
- **Infoskills Programme:**
<https://uwtsd.ac.uk/library/infoskills/>
- **General library queries:**
library@uwtsd.ac.uk

- **Gwen Couch:** Digital Skills Advisor
g.couch@uwtsd.ac.uk
- **DigiCentre:**
<https://digitalskills.uwtsd.ac.uk/>
- **Digiskills:**
digitalskills@uwtsd.ac.uk
- **Opening hours**
<https://www.uwtsd.ac.uk/library/opening-hours/>
- **Library web pages**
<https://www.uwtsd.ac.uk/library/>
- **Referencing: AI**
<https://www.uwtsd.ac.uk/library/using-our-libraries/online-library/referencing-handbooks/referencing-ai/>
- **Virtual Study Space**
<https://www.uwtsd.ac.uk/library/spaces-opening-times/virtual-study-space/>
- **Library Tours**
<https://www.uwtsd.ac.uk/library/using-our-libraries/library-tours/>

Appendix B

Student Services: An Overview

Student Services provides a wide range of services to support all students, including the Student Hwb, Learning Support, Wellbeing Support, the Careers Service, and Money Support. Student Services also provides a range of specialised support services for international students and students from a care background. Most services are available both in-person or remotely.

Full details of all services can be found at: <https://www.uwtsd.ac.uk/student-services/>

All queries to Student Services should initially be directed to the Student Hwb who will ensure your query reaches the best person to deal with it.

THE STUDENT HWB: <https://www.uwtsd.ac.uk/hwb/>.

The Hwb team provide front of house support for staff, students and external visitors to the University. The team works to ensure across campus cover and a one-team approach.

- ➔ **Live Chat-** Live chat is available via the Hwb App.
- ➔ **HwbCast-** Monthly hwbcasts focusing on key areas that impact or can support students such as Learning Support, Money Support and Wellbeing. The student bulletin will be developed as a weekly hwbcast which will also be available as a text version available on the Hwb App. The Hwbcasts are available in Welsh and English.
- ➔ **Hwb App -** The Hwb App remains as a source of information for students.
- ➔ **Social Media Engagement-** Follow us on Instagram and Facebook.

LEARNING SUPPORT: <https://www.uwtsd.ac.uk/student-services/learning-support/>

Learning Support provides specialist 1:1 academic and practical support for students in receipt of Disabled Students' Allowances (DSAs).

For all DSA queries, please contact: disability@uwtsd.ac.uk

- ➔ **Study Skills Support:** 1:1 study skills sessions are available to all students and offer support with planning and organisation, time management, researching, referencing, avoiding plagiarism, academic writing, critical thinking, presentation skills, assistive technology, IT support, and examination preparation and revision. Welsh-medium sessions are available.

Please note we are not able to offer a proof-reading service.

Study Skills sessions are currently being delivered remotely via Microsoft Teams but will hopefully also be available on campus/in-person next term.

For details of the sessions and how to make appointments, please visit:

<https://www.uwtsd.ac.uk/study-skills/>

or email: studyskillsdistance@uwtsd.ac.uk

➔ **PAL: Peer Assisted Learning:**

PAL is based on the concept of academic peer learning. Learning Support colleagues with responsibility for the scheme train and supervise L5 and L6 students as voluntary PAL mentors. The mentors run PAL sessions for the benefit of L4 students. PAL mentors do not teach; their training develops their facilitation and problem-solving skills and encourages them to pass on their experience of having completed the 1st year of study to L4 students.

Subject areas currently offering PAL are:

- Sociology
- Business and Management (Carmarthen & Swansea)
- Humanities (Lampeter)
- Cert HE Skills for the Workplace (Swansea, Carmarthen & Birmingham)
- Cert HE Skills for Health and Social Care
- Health and Social Care (Carmarthen & Swansea)
- Primary Education (Carmarthen & Swansea)
- Cert HE Employability (Cardiff)
- Psychology and Counselling (Swansea)

Any IEH enquiries about PAL should be directed to:

Jo Kelleher – j.kelleher@uwtsd.ac.uk

Margaret Gordan – m.gordon@uwtsd.ac.uk

→ SoCom: <https://www.uwtsd.ac.uk/hwb/>

The Social and Communications project (SoCoM) offers ideas and activities aimed at encouraging greater self-esteem, and the ability to understand and cope with issues related to social and communication difficulties, with the potential for a new friendship group and support network to develop. It continues to support autistic-spectrum students to adapt to university life however, all students are welcome. Participation in any activity is optional.

All initial enquiries should be directed to the Hwb.

THE CAREERS SERVICE: <https://www.uwtsd.ac.uk/careers/>

The Careers Service supports UWTSD students and graduates through the provision of high-quality professional careers information, advice and guidance covering:

- Generating Careers ideas
- Understanding options and making decisions
- Finding and securing quality work experience
- Understanding Postgraduate options
- Starting a business
- Effective Job-searching
- CVs, Applications and Personal Statements
- Interviews & Assessment centres

The team are available to support students and graduates with all aspects of employability, with in-person and Teams appointments available. All services are available through the medium of English and Welsh.

Appointments with the Careers Service can be made via the booking form on the Student Services webpages: [Careers Service | University of Wales Trinity Saint David \(uwtsd.ac.uk\)](#)

or by emailing: careers@uwtsd.ac.uk

→ **The Work Experience Project**

- Open to all Students - Regular Programme of Employer Talks
Presentation of approximately 30 – 45 minutes followed by the opportunity to ask questions. Tea and coffee usually available.
- Project EXCLUSIVE! - 'Meet the Professional'
Prepare a list of questions and put them to an expert in their field.

- Project EXCLUSIVE! - Work Experience
Up to 5 sessions – in-person or online.
Try out an occupation.
Gain transferrable skills.
Certificate on completion.

Financial assistance with associated costs may be available.

If you are interested in finding out more, please email: careers@uwtsd.ac.uk to arrange an informal chat.

To join the project students must:

- (1) *Be studying via a Welsh campus (on campus or distance) and*
- (2) *Meet one other criteria from an extensive list.*

➔ My Career:

All students are eligible to sign up for our employability platform, MyCareer: www.uwtsd.ac.uk/careers, a platform offering employability skills resources, CV building tools and access to a live jobs marketplace.

IEH Careers Service Contacts:

Chris Gentleman, c.gentleman@uwtsd.ac.uk,
All Welsh language queries: Esyllt George, e.george@uwtsd.ac.uk

THE WELLBEING SERVICE: <https://www.uwtsd.ac.uk/student-services/wellbeing-support/>

There are two points of entry to all wellbeing services:

1. [Support Request Form](#) – a self-referral process for students who feel they need advice, support or adjustments for study. Students should complete the form and will then made an offer of support from across the service.
2. [Cause for Concern](#) – the way anyone from across the University, or externally, can raise a safeguarding concern about a student.

Guidance, information and the links for these forms can be accessed via the Student Services webpages under 'Wellbeing Support'.

- ➔ **The Counselling Service** remains available for students and will also be accessed via the Support Request Form.
- ➔ The Wellbeing Unit will also be running a portfolio of **preventative and informative projects** over the course of the academic year.
- ➔ The Unit also houses the new **Academic Success Team**, which works with students and staff to support academic engagement.
- ➔ **CONNECT** is a wellbeing project which aims to reduce loneliness and isolation amongst students by helping to build supportive communities, working with staff and students to lay the foundations for lifelong positive and healthy behaviours.

CONNECT is currently training & equipping 'Connectors' with the skills to engage with and support students who are at risk of social isolation, experiencing loneliness or need help with developing social integration skills.

For further information about the project or about becoming a 'Connector', please contact Natalie Owens, UWTSD Project Coordinator:
n.owens@uwtss.ac.uk.

Please visit the [Connect website](#) or follow on social media for live updates and information:

- **Instagram:** [@connectwellbeing](#)
- **Facebook:** [CONNECT-Wellbeing](#)

CONNECT also sponsors the NHS app, *Feeling Good*.

➔ **Togetherall**

Togetherall is a joint initiative between Student Services and the SU, is an online anonymous mental health community that students can visit when they are feeling low, need support or simply need to talk.

Togetherall can help users learn practical skills to help them feel better and tackle a variety of issues and offers:

- Peer networks to discuss issues with people experiencing similar problems
- Self-assessment tools to monitor progress
- Group courses and discussion on common issues like negative thinking and stress

To sign up:

1. Visit the [Togetherall website](#)
2. Sign up with your UWTSD email address

3. Choose an anonymous username
4. Access the support you need

For further details please visit: <https://togetherall.com/en-gb/>

The service can be used by texting 85258. More information can be found on their website: www.giveusashout.org

➔ **Student Assistance Programme (SAP)**

We are pleased to offer students at UWTSD a self-help service called 'Health Assured' - accessible via an app or via an online portal.

This service – which includes videos, factsheets, four-week plan templates, and live chat and support from counsellors – is offered to you in addition to the services offered by our own University support services.

Students are welcome to make use of the services that the wellbeing team provides or the Health Assured self-help service, or both!

Live chat and support – via the free Health Assured telephone helpline **(0800 028 3766)** or online chat – via the online portal or via an app.

You can access it via the Health Assured online portal using a browser on your laptop or tablet. So that the online portal knows you are from UWTSD, you will need to log in using these details:

<https://healthassuredeap.co.uk/>

username: **wellbeing** password: **LoopMindTram**

ACCESS THE HEALTH ASSURED ONLINE PORTAL

Or you can download the Health Assured app, called “My Healthy Advantage”.

So that the app knows you are from UWTSD, you will be asked to enter the following unique code: **MHA154656**.

➔ **PREVENT**

Under the Counter Terrorism and Security Act (2015), UWTSD is required by law to have due regard to the need to prevent people from being drawn into terrorism.

Any queries about the programme should be directed to the **Student Hwb**.

THE STUDENT MONEY SUPPORT SERVICE: <https://www.uwtsd.ac.uk/money-support/>

The Money Support Team are available to provide guidance on issues relating to money management, advice around financial issues and all queries relating to funding from Student Finance.

Financial support is available to all students through the *UWTSD Scholarships and Bursaries Framework*.

Students experiencing financial hardship are also able to apply for financial support from the *Student Financial Support Fund*.

Full details of the financial support available to students for 2022-24 can be found at:

<https://www.uwtsd.ac.uk/student-services/financial-support/>

All finance queries should be directed to moneysupport@uwtsd.ac.uk

INTERNATIONAL STUDENT SUPPORT: <https://www.uwtsd.ac.uk/hwb/>

The Senior International Student Support Officer provides wide-ranging support for international students.

For further information or if you have any queries, please contact the **Student Hwb**.

STUDENTS FROM A CARE BACKGROUND: <https://www.uwtsd.ac.uk/hwb/>

The University has dedicated Officers to support students from a care background.

For further information or if you have any queries, please contact the **Hwb**.

Appendix C

IT&S Update Report

Useful information and Reminders

1. The Service Delivery Team is currently short staffed, and we are receiving a very high volume of requests, so there may be a delay in responding to tickets.
2. IT Service Desks are open on campus during normal working hours.
3. Remind staff and students to report issues when they occur. 24/7 365 days a year IT Service Desk Support via telephone - 0300 500 5055. The link is: <https://webhelp.uwtsd.ac.uk>
4. There are lots of IT guides on the University website along with information on what software is available for student use at home including Cysgliad. The link is: www.uwtsd.ac.uk/its
5. Remind staff and students about Statushub to view any updates ongoing issues and planned maintenance. The link is: <https://status.uwtsd.ac.uk>
6. Remind staff and students to be on guard about phishing / SPAM emails. For staff, there is a compulsory Information Security Awareness course available on Moodle, which can help spot suspicious emails and activity. Further information can be found on our webpage: <https://www.uwtsd.ac.uk/phishing/>

Recently completed work

- Moodle - Updating and modernising Moodle to Version 4 which offers additional features and a more intuitive interface has taken place.
- Attendance Monitoring - Extension of Celcat attendance monitoring pilot to include the whole university.
- Multi-Function Device (MFD) Procurement – A decision has been taken to extend the existing contract until Summer 2024. A tender process will start early 2024 to award and replace the fleet during summer 2024.
- Reporting - Creation of a new Monthly IT Service Desk Statistics & Performance Report
- Student Labs - Updated a number of computer labs with new equipment
- MS Teams - Reviewed and updated knowledgebase to support MS Teams creation, meetings, and other functionality <https://uwtsd.ac.uk/teams/>

Current and Planned Work

- Enterprise Service Management (ESM) - We're excited to announce we're currently implementing ServiceNow, our new Enterprise Service Management (ESM) system to provide a single point of contact for both staff and student service requests including where staff and students will be able to:
 - o Access self-service knowledge articles to answer your queries.
 - o Ask our AI Virtual Agent & Live Chat services for assistance.
 - o Report IT related issues & view updates on progress.
 - o Raise requests with IT, Student Hwb, Marketing & Web Services. Further details will be announced on the service and launch date.
- IT Service Desk SLA & Service Catalogue – As part of our ESM project, we are also creating a new and enhanced IT Services Catalogue and Service Level Agreement (SLA).
- JISC Learner Analytics - Roll out JISC Learner Analytics continuing.
- Moodle strategy and terms of reference currently being authored
- Computer Labs – We have recently upgraded a number of computer labs and continue to do so as part of our on-going computer refresh programme.

- Student Services IT Equipment – continuing to provide appropriate IT equipment including laptops and docking station setups for approximately 80 Student Services staff.
- Digital Skills – continuing push to focus on IT as part of formal staff inductions and looking at IT Digital Skills training for both staff and students.
- Customer Relationship Management (CRM) – a new system for student enquiries to enrolment and commercial engagement.
- Staff IT Equipment – review and plan the hardware refresh of staff devices.