



Study Skills Plus Statement of Service

Introduction

Study Skills Plus contributes to student development and achievement by providing a range of high quality resources, workshops and one to one coaching aimed at helping learners to increase their confidence and ability in a range of skills and techniques that are essential to academic success. We encourage and guide students at all levels of study, working with them to achieve their aspirations and academic potential.

Our staff

Study Skills Plus Coaches are welcoming, helpful and highly adept at guiding skill development in their respective areas. In addition to study skills, we also have specialist coaches in IT and Maths and Numeracy. Our staff update their skills and knowledge regularly through continuing professional development and through membership of professional networks.

What you can expect from us?

- A welcoming service that puts student development at the centre of everything we do.
- Access to quality resources through the Study Skills Plus website.
- Workshops providing quality information, advice and guidance on a wide range of study skills topics.
- Individualised one-to-one skills coaching for ARU core students. Students can access up to 6 appointments per academic year.
- We embrace and support equality and diversity in all that we do.

What we ask of you:

- Keep appointments and attend any events that you have booked. If you are unable to attend please notify us in advance so that your place can be offered to someone else. Missed appointments without prior cancellation will be taken from your allocation of 6 coaching sessions and you will be unable to book an appointment directly using the online booking facility.
- Please notify us prior to your appointment if you are unable to attend so that it can be offered to someone else.
- Please bring relevant documents to workshops and coaching sessions if requested to do so, and follow any advice and guidance that the Coaches give.
- Treat everyone politely and with respect.
- Please give us your feedback and recommendations to help us improve our services.

How you will benefit from using our services:

- Increase your confidence in your academic ability
- Apply the skills and techniques you develop with us to your next assignment, project or exam and maximise your chances of success.
- Enhance your critical thinking and ability to de-construct and challenge ideas and arguments in your specialist area.

We will refer you to further specialist support if:

- You need support in developing your language skills if English is not your first language.
- You need intensive support that is related to a disability.
- You need support or further guidance on the content of your assignment.

Feedback and comments

We run regular focus groups, surveys and evaluation questionnaires to ensure our service is continually improving, planned effectively and is responsive to student needs. We greatly value your participation and welcome any feedback and recommendations you may have.

Anglia Ruskin University's Policies and Procedures

We have a number of policies and procedures relating to Data Protection, Confidentiality, and Dignity and Respect at Work and Study. These policies are available on request from studyskillsplus@anglia.ac.uk

Please contact us if you require these policies in an alternative format.

Our contact details

Email: studyskillsplus@anglia.ac.uk

Visit: anglia.ac.uk/studyskillsplus

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