

Title: SSW Community of Practice – Terms of Reference

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1. Purpose

To provide a member-led forum for colleagues working directly with students to connect, share experiences and discuss student wellbeing in practice.

2. Objectives

- Share best practice and foster a sense of community among colleagues across departments and services
- Identify opportunities to enhance student wellbeing (e.g. shared events, coordinated messaging)
- Support staff development and wellbeing through peer learning and knowledge exchange

3. Scope

The CoP is focused on sharing approaches to student support and wellbeing, based on general practice and common themes. It is not a decision-making or governance body and does not replace existing processes for case management or safeguarding. Individual student cases should not be discussed in an identifiable way; all members are required to adhere to data protection and confidentiality procedures. Where concerns arise, these should be referred through appropriate channels (e.g. the crisis pathway, to the MHST and/or to A&R) and escalated to relevant managers. The CoP is to support peer learning and networking – not case escalation.

4. Membership

Frontline colleagues working in generalist support and wellbeing roles across Hubs, Faculties and Central Services. CoP meetings will be chaired by a member of the central Student Wellbeing Team or a nominated representative, with a light-touch facilitative approach.

5. Way of working

The CoP will operate primarily through a Microsoft Teams space for ongoing discussion, resource sharing and peer support. This builds on a similar model that has emerged organically through the widely used UoM Student Comms Updates Teams channel.

This will be complemented by quarterly meetings, alternating between online and in-person sessions, to enable deeper discussion, reflection and connection. These meetings are intended to sit alongside and enhance the networking element of the existing Student Support Network, rather than duplicate it.