

namss

**National Association for
Managers of Student Services**

Strategic Plan

2024-2029

Foreward //

NAMSS are the national voice for student services across post-16 education and training, with more than 220 member institutions, representing nearly 600 individual members across the UK. Established in 1987, we work cross-sector, lobbying and working with government departments and agencies, shaping policy, influencing decision-making, raising standards and informing practice.

For over 30 years NAMSS has continued to grow, develop and engage with its membership to ensure that sharing best practice, developing provision and advising the sector on support services remains at our core. Following my election as Chair of the Association in March 2023, the Executive Board have reviewed the strategic objectives of the organisation and considered what is next for NAMSS. The board focused on consolidating the current work of NAMSS, recognising the continued areas for strength for the organisation and exploring new areas of work that would benefit the membership.

We are delighted to bring you the strategic plan for the next 5 years that we hope will continue to facilitate support services working together, developing best practice and lead us into new areas of work that benefit our colleges, our communities and our students for a brighter future.

Lisa Humphries
Chair of NAMSS

Our Intent //

To be recognised as an **influential** organisation and **leading** provider of high-quality **support** and **professional development** for student services teams within the post-16 education and training sector.

Our Values //

Inclusive

// We will nurture a diverse and representative network of support which is responsive to the needs of our members, students and the sector

Collaborative

// We will seek to work with people who share our values and work together for the collective; driving improvement and innovation

Integrity

// We will strive to do the right thing with passion, for our members, for students and for the sector. We will draw upon skills, knowledge and expertise across the sector, to deliver high-quality and valued professional support services

Strategic Objectives //

Influence and Partnerships //

	Strategic Objectives	Our Ambition	Our Progress to July 2024
1	<p>Inform national agenda (policy and guidance), which shapes and impacts support services in the post-16 education and training sector.</p> <ul style="list-style-type: none"> - Governments - Inspectorates - Principals and Senior Leaders - Organisations / Professional Bodies - Commercial Service Providers 	<p>NAMSS to be positioned nationally:</p> <ul style="list-style-type: none"> ▪ As the authority on support services and the "Go to" organisation to have a clear understanding of what is happening in the sector ▪ To be the first point of call for any research within the support functions of FE ▪ Responsive to relevant consultations on behalf of members of the Association 	<ul style="list-style-type: none"> - Enhanced our relationship with AoC and increased our partnership working by involvement in: <ul style="list-style-type: none"> ▪ Valuing Enrichment Seminar ▪ Mental Health AoC conference ▪ EDI Charter ▪ Principal Strategy Group – student experience ▪ Student Leadership Programme - Further developed relationships with the ESFA, working on bursary issues and influencing future guidance - Partnership work with the Politics Project and funding to support the Democracy Classroom Toolkit made available to all colleges - Joined the FE Associates Funding Working Group - Published and provided commentary on articles for the AOC and FE Week
2	<p>Actively seek and explore relevant partnerships, aligned to our values and intent, for the benefit of our membership</p>	<p>Opportunities are analysed against values and intent, drawing out benefits and risks (due diligence)</p>	

- Developing relationships to enable joint research with Duke of Edinburgh (DoE) and the National Citizen Service (NCS)
- Increased exhibitors at our annual conference
- Guest articles in NAMSS News from DoE, TAC Access, Buttle Trust
- Raised our profile with Principals via press activity and involvement in consultations and discussions
- Principals and key players involvement in Annual Conference 2024
- Conversations with the DfE's FE Student Support Champion
- DfE Round Table in IAG for SEND Learners / Disability Rights UK

People //			
	Strategic Objectives	Our Ambition	Our Progress to July 2024
3	Responsive and agile to current issues, trends and emerging themes which affect our members and student support services	To create a breadth of opportunities for our members to connect, seek support and advice	<ul style="list-style-type: none"> - Established a Student Bursary Professional Network and NAMSS Online event in response to members needs - Responded to an EDI request for support - Carried out member research and work around student behaviour and attendance
4	Deliver an inclusive comprehensive offer, which enables people to share insight and practice and to develop their skills, knowledge and capabilities	Ensure that the Association has a programme of on-going professional development and support for our members	<ul style="list-style-type: none"> - Offered an enhanced programme of in-person and online events for members at all levels - An equality, diversity and inclusion network has been established, with plans underway to launch a one-day EDI conference in partnership with the AOC
5	To provide multiple touchpoints across multi-channels, enabling members to connect and share	To facilitate sharing and celebrating of practice through networking and connecting with others	<ul style="list-style-type: none"> - Newly launched Regional Leads - Developed more online Focus Groups in response to members needs - NAMSS News guest articles ie DoE, TAC Access, Buttle Trust

Growth //			
	Strategic Objectives	Our Ambition	Our Progress to July 2024
6	Appraise and develop full cost recovery development programmes	Shape the current and future workforce of student services, through the development and delivery of a leadership programme for student services managers and aspiring leaders	<ul style="list-style-type: none"> - Discussions have taken place and initial planning has been carried out - Workshops at annual conference
7	Explore and progress strategic alliance and acquisition opportunities	Identify and consider possible opportunities to merge and/or collaborate with other established sectoral networks, which could provide greater future sustainability and agility (resource and value for money)	<ul style="list-style-type: none"> - On-going discussions as an executive board to review horizons and potential opportunities - Developing our relationship with various organisations such as AoC, ESFA, DfE and DoE
8	<p>Membership Growth Routes</p> <p>Scope and appraise broader membership routes to develop support networks within the Association, to include:</p> <ul style="list-style-type: none"> • Independent Training Providers (ITPs) • Individual membership • Sixth Forms • Employer Providers • Adult Education Providers • British Council 	<p>Analyse growth routes and agree viable options</p> <p>Develop and agree a proposition for ITPs (and others), with a plan for rollout (the offer, the approach (e.g. JISCmail), policy influence and priorities)</p>	<ul style="list-style-type: none"> - Potential membership growth routes have been discussed and considered at length. Recognition that this may require more resource (expertise and time) to be able to comprehensively appraise routes. - Developed and launched an Individual Membership package.

- Specialist FE
- Private Education Sector with Sixth Form
- Offender Learning
- HE in FE
- Corporate / associate membership