

Your Guide to Student Support and Wellbeing





Welcome

As a student at Northumbria University we want you to get the most out of everything that life here has to offer.

Studying at university brings a wealth of opportunity to learn and meet new friends. At the same time, alongside your academic studies, you will be managing your day-to-day life including money, budgets, settling into a new city or country, relationships, friendships and new responsibilities.

Student Support and Wellbeing offers advice and guidance to support you during your time at university. Our services complement the support provided within your academic faculty which is an important source of advice about your course and studies.

“Without Student Support and Wellbeing, I would have left university. Instead, I am in my second year and managed to get a first on my assessment.”

Student, Faculty of Engineering and Environment

Student Support and Wellbeing encompasses specialist teams which offer free, impartial and confidential advice on the following:

- Disability and dyslexia support
- Counselling and mental health support
- Financial support
- Welfare and health support
- International student support
- Change of circumstances
- Chaplaincy and faith advice

Over half of all Northumbria students use one or more of our services during their time at university.

We are here to help, and our professionally trained advisers are also happy to talk to you before you commence your studies with us.

More information on all our services can be found in this booklet.

Student Support and Wellbeing was awarded the 2015 'Times Higher Education's Leadership and Management Award' for having the UK's most 'Outstanding Student Services Team.'



Disability and dyslexia support



If you have a disability or dyslexia, or if you think you may have dyslexia, we are here to help.

Our services are open to all disabled students and our Disabilities Advisers can provide you with advice and support if you have:

- A specific learning difficulty such as dyslexia or dyspraxia
- A long-term medical condition
- A sensory impairment
- A mobility impairment
- An autism spectrum condition

If you are unsure whether you are a disabled student, you are welcome to discuss this in complete confidence with a Disabilities Adviser.

Depending on your individual requirements, we can provide a range of services, such as:

- An early visit to the campus if you are a disabled person applying to study at Northumbria
- A discussion about study support requirements and individual study support strategies
- Advice on applying for Disabled Students' Allowances (DSA) to cover the costs of the disability support required during study
- Arranging individual or modified exam arrangements
- One-to-one specialist dyslexia tutorials or specialist mentoring

- Advice on adapted and accessible accommodation and on the physical accessibility of our buildings
- The use of our Support Worker Service if you require one-to-one educational support, such as the services of a notetaker in lectures or a personal assistant to assist with mobility around the campus
- Advice on assistive technology

"A 1st! I received my mark back and it was 72%! Thank you for your help. The mark would be nowhere near as high if it wasn't for the dyslexia study skills tutorials I had with you."

Student, Faculty of Arts, Design and Social Sciences

Contact Us

At City Campus

Student Support and Wellbeing Centre, near to the University Library and Students' Union

At Coach Lane Campus

Ask4Help desk, Coach Lane Library

At London Campus

Ask4Help desk, Ground Floor

Tel: 0191 227 4127

sv.disability@northumbria.ac.uk
northumbria.ac.uk/disability

Counselling and mental health support



We all have mental health, as we all have physical health and, like our bodies, our minds can become unwell.

Mental health difficulties can range from the worries and anxieties we all experience as part of everyday life at university to longer-term conditions which affect our daily functioning. These feelings often pass, but sometimes they are hard to cope with.

Counselling and mental health support is a free and confidential service available to all Northumbria students.

Our counsellors and mental health practitioners are here to help with a wide range of personal, emotional and mental health issues, such as:

- Anxiety
- Depression
- Homesickness
- Relationship difficulties or sexuality
- Feeling overwhelmed
- Struggling to engage with university work
- Not fitting in

We offer the following support services which we will tailor to meet your needs:

- Appointments with counsellors or mental health practitioners
- Guided self-help appointments
- Eye movement desensitisation and reprocessing (EMDR) appointments
- Therapeutic workshops, see: northumbria.ac.uk/cmhsworkshops
- Ongoing individual/online self-help support
- Referrals to other support in the University and to support services in the community

- Assistance in applying for Disabled Students' Allowances (DSA), to pay for additional academic support if your mental health condition is long-term

To arrange an appointment with us, please complete our short online registration form at: northumbria.ac.uk/cmhsregistration

We will get back to you within two working days with an appointment time or offer of support.

“Without the counselling sessions, I'd have left university. The counsellor helped me to talk about my situation without feeling embarrassed about it.”

Student, Faculty of Engineering and Environment

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as.counsellingandmentalhealth@northumbria.ac.uk

northumbria.ac.uk/counselling

Financial support



Studying at university brings new responsibilities. In addition to your tuition fees, there are many costs to consider.

You will need to pay for course material, accommodation, household expenses, food and drink, socialising and all the other things needed to make your time at university worthwhile and enjoyable. So what can you do to make your money go further?

Our professionally trained advisers offer information and advice on a wide range of issues relating to:

- The University's Access to Learning Fund (ALF) – a hardship fund for home/UK students

- Scholarships and bursaries
- Grants or loans to help with living costs
- Loans for tuition fees
- National Health Service (NHS) bursaries
- Benefits
- Budgeting
- Council Tax
- Postgraduate support

To discover more, visit:

northumbria.ac.uk/financialsupport

Welfare and health support



As well as studying, it is important to look after your health and to have an enjoyable time at Northumbria.

Our specialist advisers can give information to help with your safety and personal wellbeing, including:

- Registering with a doctor or dentist
- Health issues (such as prescription costs)
- Your personal safety and security
- Insurance

- Matters relating to the police
- 'Fast friends' - student trips and social events, see: northumbria.ac.uk/fastfriends
- Registering to vote

To discover more, visit:

northumbria.ac.uk/welfare

International student support



If you are an overseas student you may need help with immigration issues, settling into the UK and making new friends.

Our professionally trained advisers offer information and advice to all international students on a wide range of topics, including:

- Immigration and visa queries
- 'Meet and Greet' service (meeting students on arrival at Newcastle Airport)
- Permission to work in the UK
- Driving in the UK
- Registering with the police
- 'Fast friends' - student trips and social events, see:
northumbria.ac.uk/fastfriends
- Advice on living in the UK

To discover more, visit:
northumbria.ac.uk/internationalsupport

Contact Us

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Ask4Help desk, Coach Lane Library

At London Campus

Ask4Help desk, Ground Floor

Tel: 0191 227 4127

sv.welfareandinternational@northumbria.ac.uk

"Support from the service helped greatly as the stress from my financial situation would have caused me potentially to drop out of university."

Student, Faculty of Business and Law

"Since my visa issue was sorted, I have felt more relaxed and it has helped me concentrate more on my studies."

Student, Faculty of Health and Life Sciences

"As a result of the financial support and advice I received from Student Support and Wellbeing, I can focus on my studies a lot more now and my grades have improved."

Student, Faculty of Arts, Design and Social Sciences

Change of circumstances



If your circumstances change, or you are unsure about continuing on your course, we are here to help.

Our web-based student portal is available 24/7 if:

- You need to take time out (interrupt study)
- You wish to request a change of course (transfer)
- You wish to leave the University (withdraw)
- You are simply uncertain about continuing on your course

Once you have registered with the Change of Circumstances portal, we offer one-to-one support and advice and make referrals to other services within the University.

For your convenience, and to help to bring the process to a conclusion as swiftly as possible, the comments we send to you via the portal are also sent to your Northumbria e-mail address and your personal e-mail address.

“The support from Student Support and Wellbeing has been invaluable. It has motivated me to continue with my studies and made me feel a valued student. Thank you so much for accepting my ‘time out’. Looking forward to picking up my studies again.”

Student, Faculty of Business and Law

It is quick and simple to initiate a ‘change of circumstances’ request via the student portal. Simply follow the process below:

- Log on to ‘My Northumbria’
- Go to ‘My Records’
- From the Menu, click on the ‘Change of Circumstances’ link
- Select ‘Start Process’ to initiate your request

Our Student Transition Team will support and guide you throughout the process. We also offer appointments or a drop-in service from Monday to Friday (9.00am – 4.30pm) at City Campus.

“Although I still have taken time out as originally planned, the Student Transition Team have been very supportive, have answered my questions and ensured that I left correctly, without any added stress.”

Student, Faculty of Health and Life Sciences

Contact Us

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At London Campus

Ask4Help desk, Ground Floor

Tel: 0191 243 7500

northumbria.ac.uk/changeofcircs



For more information visit northumbria.ac.uk/ssw

Chaplaincy and faith advice



Our chaplains offer a listening ear and encouragement, prayer and advice for students and staff.

We're happy to talk to you in confidence, whatever your faith, belief or otherwise.

Our work includes:

- Offering opportunities for prayer, worship and spiritual exploration
- Helping you to explore existential questions of meaning and direction in life, through 'spiritual life-coaching' or help with finding 'spiritual direction'.
- Advising on quiet spaces and prayer places on campus, including the: Peace Room, Quiet Room and Muslim Prayer Facility
- Giving information on local places of worship, such as churches, synagogues, mosques, temples and gurdwaras
- Arranging for groups to meet in the Chaplaincy or other parts of the University

- Running events and activities, such as lunches, trips and discussion groups
- Acting as a link between the University and student faith societies
- Promoting understanding between people of different life-stances, encouraging dialogue and respectful exchanges of views
- Engaging with the University community on Facebook www.facebook.com/groups/faithinNumbi and Twitter [@NbriaChafa](https://twitter.com/NbriaChafa)

Contact Us

Tel: 0191 227 3284

**sv.chaplaincy@northumbria.ac.uk
northumbria.ac.uk/chaplaincy**



Confidentiality when accessing our services

We want you to feel comfortable when talking to us and all information provided to Student Support and Wellbeing will be treated sensitively and confidentially.

There may be occasions when it is important for us to share information within the University. For example, we may pass information on to other university staff to ensure your academic faculty knows about any disability-related study support that you require during your course. There are other exceptional circumstances in which confidentiality cannot be maintained, for example to ensure we comply with the law or the University's Duty of Care policies. We are happy to talk to you at any stage if you have questions or concerns.

To respect the privacy of all students and to comply with data protection law, university staff cannot discuss matters relating to

individual students with a third party, even where this third party is a close relative or friend. This extends to confirming the student status of an individual – in most circumstances, we cannot confirm to a third party whether a person is a current student or not. We realise that this may be frustrating, but hope you appreciate the reasons for this.

If you are a parent, family member or friend of a student, we may be able to contact the student and let them know that you have been in touch with us, or we may be able to provide you with some general information about student support issues at the University.

“Receiving support from Student Support and Wellbeing throughout my time at Northumbria has had a very positive impact on my self-esteem and the way I approach my studies. I consider it one of the most valuable things I have done throughout my time at university, and will take it with me through the rest of my life.”

Student, Faculty of Arts, Design and Social Sciences

“If there wasn't a Student Support and Wellbeing Service I probably wouldn't be at university still, as they have given me guidance on where to go to receive the help I need.”

Student, Faculty of Health and Life Sciences

Student Support and Wellbeing Contact Us

Visit us at one of the following Ask4Help points:

At City Campus

Student Support and Wellbeing Centre,
near to the University Library and Students' Union

At Coach Lane Campus

Ask4Help desk in Coach Lane Library

At London Campus

Ask4Help desk, Ground Floor

Tel: 0191 227 4127

Information and advice 24/7 on or off campus:



Tel: 0191 227 4646

ask4help@northumbria.ac.uk

northumbria.ac.uk/ask4help

Please contact us if you require a copy
of this publication in an alternative
format – such as braille or large print.

northumbria.ac.uk/ssw

