

# **Our Services to Academics and Support Staff in Faculties, Schools and Services**

Please contact us if you require further information on anything listed below.

## **Support in recruitment**

- talks at Open Days to prospective students and parents on student support provision
- advice on pre-admission procedures for students with disabilities
- timely review of needs for potential students with disabilities, in order to ensure reasonable adjustments are in place
- relevant handouts

## **Support for your tutorial and pastoral systems**

- impartial and confidential\* welfare advice, counselling and guidance for your students, at any stage of their course
- prompt appointments for students in crisis situations
- advice on accessing tailored study support for students with dyslexia
- tailor-made training for academic and support staff on issues relating to student support (ie. when to refer, disability awareness etc)
- consultation regarding referral/appropriate action for any student causing concern.
- advice, at any stage, for staff supporting students with specific issues, for example, mental health concerns, disabilities etc.
- facilitated group support for tutors to discuss relevant student issues
- annually published publicity material, detailing the provision offered by our Service
- provision of reports, summarising study support recommendations for students with disabilities
- an annual report providing statistical evidence regarding uptake of services by students and staff

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\* Our Confidentiality statement can be found on page 9 of this document

- year round support for students facing financial hardship and those in receipt of University Scholarships and Bursaries (home and international)
- support developing peer mentoring and befriending schemes
- access to external, specialist agencies
- on-line resources and guidance

**What we need from you:**

- that you publicise our Service materials and events appropriately
- that you nominate a welfare liaison person for each School
- a commitment to support agreed ongoing initiatives, such as mentoring schemes (specific initiatives to be agreed at annual SLA review meetings)
- that you invite our representatives to attend Faculty/School meetings, where agenda items include those concerning student welfare
- a willingness to share information with us, within the bounds of confidentiality, on matters to do with the provision of student financial support (eg. hardship and bursaries)
- that you seek out consultation for students causing concern or for those already identified with specific difficulties, to enable appropriate support to be actioned/re-assessed.
- that you act on any recommendations regarding study support for students with disabilities and to disseminate this information to relevant staff within the Faculty/School.
- that you will facilitate in-house assessment arrangements for students with disabilities
- that you will raise awareness and an understanding of the terms of our Confidentiality policy.

## Our Services to Students

In order to assist our students achieve the best possible experience of life whilst at Newcastle University, we offer a comprehensive range of services and expertise.

The services are free and confidential and available to all students (see our confidentiality policy, on page 9)

### Contact

Tel: 0191 222 8957  
E-mail: [Student.Welfare@ncl.ac.uk](mailto:Student.Welfare@ncl.ac.uk)  
Web: [www.ncl.ac.uk/welfare-service](http://www.ncl.ac.uk/welfare-service)

The student welfare service is organised into 3 main teams to meet your needs.

### Counselling and Wellbeing offers:

- A confidential one-to-one counselling service for students to help with a wide range of issues
- Consultation about mental health issues
- Training, support and advice to University staff
- Signposting of students to specialist services according to need
- A Mature Student Orientation Programme
- Peer mentoring schemes for undergraduate and postgraduate students

### Contact

Counselling related queries:

Tel : 0191 222 7699  
E-mail: [Student.counselling@ncl.ac.uk](mailto:Student.counselling@ncl.ac.uk)

Other student support queries:

Tel: 0191 222 3698  
E-mail: [Student.wellbeing@ncl.ac.uk](mailto:Student.wellbeing@ncl.ac.uk)

Web: [www.ncl.ac.uk/counselling-wellbeing](http://www.ncl.ac.uk/counselling-wellbeing)

### Disability Support offers:

- Advice and guidance to students with disabilities
- Specialist provision for students with dyslexia and sensory impairment
- Special examination arrangements
- Advice and guidance to academic schools, for example with regard to the University admissions policy for students with disabilities, accessible curriculum issues etc.
- A joint assessment centre with the University of Durham (J.U.N.A.C) , at which students' specific needs can be assessed prior to their application for financial assistance from the Disabled Students' Allowance

### Contact

Tel: 0191 222 7623

Email: [disability.support@ncl.ac.uk](mailto:disability.support@ncl.ac.uk)  
Web: [www.ncl.ac.uk/disability-support](http://www.ncl.ac.uk/disability-support)

### **Financial Support offers:**

- Advice to students on student financial support schemes
- Access to Learning Fund (UK students),
- Financial Assistance Fund (international students)
- Advice for student parents on childcare provision and childcare funding
- Information and advice about UK and international student scholarships and bursaries

### Contact

Tel: 0191 222 6152 or 0191 222 7247

Financial Support queries:

Tel: 0191 222 7247 and 222 6152

E-Mail: [Student.fin-supp@ncl.ac.uk](mailto:Student.fin-supp@ncl.ac.uk)

International scholarship queries:

Tel: 0191 222 5742

E-mail: [International-scholarships@ncl.ac.uk](mailto:International-scholarships@ncl.ac.uk)

Childcare queries:

Tel: 0191 3599

E-mail: [childcare@ncl.ac.uk](mailto:childcare@ncl.ac.uk)

Web: [www.ncl.ac.uk/financial-support](http://www.ncl.ac.uk/financial-support)

### **Initial Enquiries**

- immediate advice and/or information and appropriate referral to a specialist adviser can be made by telephone or email, or in person at one of our reception points.

### **Individual advice and counselling sessions**

- appointments with specialist advisers and counsellors can be made by telephone or email, or at the initial enquiries session.

### **Group sessions**

- can be arranged

### **On-line resources**

- self-help and study guides
- forms and guidance notes
- Frequently asked Questions
- out of hours emergency contacts

## **Confidentiality Statement for the Student Welfare Service**

Student Welfare Services offer a free and confidential service for all students at the University of Newcastle. This means that anything discussed with any staff of the Individual Support Service remains confidential to the Service.

Issues may be discussed with other members of the Service, if necessary, but to no-one else without the permission of the student concerned.

Exceptions to this may include:

- If a student discloses details pertaining to their involvement in child abuse, terrorism or treason
- If a student is considered to be at risk of harming themselves or others
- If a student requests that we pass on information to a third party and signs that he/she agrees to the release of information (e.g. information from students assessment of needs report sent to personal tutors)
- If a student discloses they have breached university regulations
- If a student discloses involvement in or intention to be involved in a criminal offence.

If the need ever arises for confidentiality to be breached every attempt will be made to discuss this with the student beforehand.

If a tutor, parent, friend or partner contacts us to ask for information about any student who may have visited Welfare Support Services we will not disclose this information. The enquirer should be advised to ask the student. An exception might be that we might confirm or deny the student's attendance to a tutor or health professional who has recommended the student's attendance. In exceptional circumstances we may disclose information with regard to a student if in our professional judgement the student is at risk of harm or may be harmful to others.

### **Confidentiality and Record Keeping**

Student Welfare Support Services provides a range of services for students and staff in their work with students. Each member of staff in the service, who has contact with students, will keep records of appointments or conversations with students in accordance with their professional judgement. Both paper and computer records are the property of the University which in practice devolves responsibility for them to the Head of Student Welfare and service managers. The University's obligation to maintain confidentiality, and the students right to decide who should have access to confidential information must be explained to the student and made clear to students on appropriate application forms.

### **Database record**

Students registered with the various Support Services may have their contact details and records of attendance kept on a database and are registered both with the University and under the Data Protection Act. The data currently kept on computer records includes name, date of birth, address and telephone number. According to the service further essential details will be recorded only as necessary.

All students should have access to such data relating to themselves and be provided with a printout on request. This is a legal right.

### **Paper records**

Paper records kept in the offices of the student welfare service include forms filled in by students, the notes made by Support Staff either during or after an appointment or if relevant information that needs to be added to the student record. All students can have access to such data relating to themselves and should be provided with photocopies on request within the terms of the University's Freedom of Information policy.