Student Health and Wellbeing Service 2018/19
Student Health and Wellbeing Service

Your personal tutor is your first point of contact for practical advice or direction on academic and non-academic matters.\(^1\) Alongside this, the Student Health and Wellbeing Service provides information, advice and guidance on a wide range of student support issues, allowing you to maximise your potential whilst at university. The Service is without charge and is available to all current students.

The Student Health and Wellbeing Service is located in King’s Gate – an accessible site at the heart of the campus. The Helpdesk for our service is on level 2 of King’s Gate and is managed by the Interaction Team. The team will be able to answer many of your questions directly, provide expert advice and signpost you to colleagues, if needed.

The Helpdesk is open 09.00 – 17.00 on weekdays (except on Wednesdays when it opens at 10.00). The service is open throughout the year, except on bank holidays and during the University Christmas closure.

To enquire about any of the information featured in this brochure please contact us:

\[\text{Tel: +44 (0) 191 208 3333}\]
\[\text{Web: www.ncl.ac.uk/students/wellbeing}\]

1. See Framework for Personal Tutoring: [www.ncl.ac.uk/ltds/student/tutoring/studentinfo](http://www.ncl.ac.uk/ltds/student/tutoring/studentinfo)
Contents

04 ... Help with your finances
06 ... Support for disabled students
06 ... Specialist learning support
07 ... Support for students with long-term mental health conditions
08 ... Disabled Students’ Allowances
08 ... Counselling
10 ... Religion, faith and spirituality
10 ... Support for exchange and study abroad students
11 ... Student Health and Wellbeing Service events
11 ... Healthcare
11 ... Other support for students at Newcastle
Help with your finances

The Student Finance Advisers can provide information, advice and guidance to students at all stages of your university career. The range of support includes help with budgeting and money management, assistance with student finance issues and information about sources of university funding. One-to-one appointments can be arranged and weekly drop-in sessions are available. The Advisers can also provide group sessions and workshops upon request.

The Student Finance Advisers do not offer debt management advice or advice about benefits. If you require help managing debts or information about benefit entitlement you should contact the Student Advice Centre in the Students’ Union.

Student Financial Support Fund

The Student Financial Support Fund is provided by the University to give discretionary financial assistance to UK students. It can help if you are experiencing unexpected financial difficulties, ensuring you can participate in higher education regardless of financial circumstances. Funding cannot be awarded to assist students with the payment of tuition fees and postgraduates must be able to show they had adequate funds in place when they commenced their course. Successful applicants may receive either non-repayable awards or repayable loans depending upon circumstances.

Financial Assistance Fund

The Financial Assistance Fund is provided by the University to allow discretionary financial assistance to be given to International and non-UK EU students who experience unexpected financial difficulties due to circumstances outside their control. Applicants must be able to demonstrate that they had adequate funding in place at the start of their course. Funding cannot be awarded to assist students with the payment of tuition fees. Successful applicants may receive either non-repayable awards or repayable loans depending upon circumstances.
Short-term emergency loans

Short-term emergency loans are available on a discretionary basis to assist registered students who experience a delay in funding or who suffer an immediate financial crisis. Usually only a small sum will be loaned to cover essential living costs but the loans are interest free. If you wish to apply for an emergency loan contact us by calling 0191 208 5679 or 0191 208 3760.

UK Undergraduate parents

Full-time UK undergraduate students who have children and a household income of £35,000 or less are eligible to receive an income assessed bursary to help with the extra costs associated with being a parent and a student. To be eligible you must have applied to your assessment authority (Student Finance England or equivalent) and be income assessed. You will be required to complete a short application form and also provide supporting evidence.

Other financial support

The University is approved to participate in the US Federal Loan Program and the Canadian Loan Program, enabling eligible American and Canadian students to access financial support. A range of bursaries and scholarships of differing values are offered to both UK and EU undergraduate students. The University also has a number of postgraduate scholarships available.

For more details on the loan programs and the University’s bursaries and scholarships, please see www.ncl.ac.uk/students/wellbeing

“I can’t begin to thank you (and the team) enough for everything this year. The difference in level of mental well-being as a result of the financial support has been staggering.”
Support for disabled students

Advice, information and guidance is available to disabled applicants and current students. This can include students with a physical disability, a long-term medical condition and students with a sensory impairment.

Disability Advisers will help you identify your learning needs and offer guidance on how to access appropriate resources, software and support. Some support will be provided directly by Newcastle University whilst some other specialised equipment or assistive software may be funded through Disabled Students’ Allowances (DSAs) for eligible UK students. Disability Advisers can also offer assistance with the application process for DSAs. See Disabled Students’ Allowances section for more detail.

Disability Advisers can liaise with academic schools over students’ support requirements and also with the Exams Office regarding additional examination arrangements. Disabled applicants can get advice on accommodation issues and campus accessibility.

Specialist learning support

Advice and information is offered to students and applicants who have a specific learning difficulty (SpLD) such as dyslexia/dyspraxia, Autism Spectrum Disorder or AD(H)D. Students with a SpLD will require a full diagnostic assessment, which was conducted at age 16 or over. Specialist Learning Advisers will help you identify your learning needs and offer guidance on how to access appropriate resources, software and support. Some support will be provided directly by Newcastle University whilst some other specialised equipment, assistive software or mentoring may be funded through Disabled Students’ Allowances (DSAs) for eligible UK students. Advisers can also offer assistance with the application process for DSAs. See Disabled Students’ Allowances section for more detail.
The Specialist Learning Team liaises with the Exams Office regarding additional examination arrangements and with academic schools over students’ support requirements. Specialist Learning Advisers also offer specialist one-to-one study skills support. These sessions can include strategies to improve organisational/time management skills, as well as techniques to improve essay writing, reading and revision. Please note that there is a high demand for specialist one-to-one support and although every effort is made to allocate tutors as quickly as possible, there may be waiting times.

Email: specialistlearning@ncl.ac.uk

Support for students with long-term mental health conditions

Students who have a long-term mental health condition may be eligible to access input from our Mental Health Team. If you disclose a long-term mental health condition, supported by medical evidence, you may be able to have access to reasonable adjustments and support to help you engage in your studies. This could include liaising with academic schools regarding student support plans and also with the Exams Office regarding additional examination arrangements.

If you’re a UK student, you may also be eligible to apply for Disabled Students’ Allowances (DSAs). See Disabled Students’ Allowances section for more detail. The Mental Health Team doesn’t offer specialist treatment for students with long-term mental health conditions but can offer you advice about how to access external mental health services.

Email: mentalhealthadvisor@ncl.ac.uk

“Thank you so much for all your help over the years. I couldn’t have done it without you. I really appreciate all the support and encouragement you’ve given me. From essays and speeches to postgraduate applications. I can’t thank you enough.”
Disabled Students’ Allowances

Disabled Students’ Allowances (DSAs) are aimed at helping eligible UK students to access higher education. You can apply for DSAs if you have a disability, a long-term health condition, a long-term mental health condition or a specific learning difficulty.

DSAs are provided in addition to other student finance and can help pay for additional study-related costs you may have because of your diagnosis including contributions towards specialist equipment, such as assistive software. Disabled Students’ Allowances do not have to be repaid and the support awarded is based on your individual needs rather than your household income.

You won’t automatically get DSAs – you will need to provide medical evidence of your long-term condition and how it impacts upon your studies. When you apply for DSAs, your funding body may ask you to have an assessment to establish exactly what support is required. This assessment will be carried out by an assessor with specialist experience at a designated centre, the cost of the assessment will be met through DSAs.

Counselling

The aim of the service is to support your academic success through provision of brief counselling and to facilitate access to specialist mental health care, when necessary.

To establish whether counselling with us will best meet your needs, we ask you to attend an assessment appointment with one of our therapists. The wellbeing of students is a priority at Newcastle University and, as such, schools are supportive of students accessing appointments with the service.

Assessment appointments

During the assessment appointment, we’ll discuss the range of support available to you and which option might best suit your particular needs. This could include brief counselling, attending a group or signposting to other specialist services, either within the University or externally. Sometimes the assessment appointment can resolve the current concern and you may not need any further support.

You can request an assessment appointment by phoning us on 0191 208 3333, by web form or in person at the Helpdesk on level 2 of King’s Gate.
One-to-one sessions
Talking to a counsellor can help with a variety of problems from the past or present (for example, stress, loss, depression, eating distress, anxiety and relationship difficulties). Counsellors don’t give advice but the counselling process can enable an increased understanding of yourself and the choices you have. One to one counselling can be provided either face to face or over the telephone. More information is available at www.ncl.ac.uk/students/wellbeing

Group work
We offer a changing programme of group work including, for example, Butterflies and Knots – how to cope with anxiety. This group is psychoeducational, based on Cognitive Behavioural Therapy (CBT). We use a blend of information-sharing and exercises to bring the theory to life and stimulate discussions.

Self-help resources
You can access a wide range of information and resources, including self-help workbooks and mobile apps via our web pages; we also provide links to specialist national and local services. Visit the Counselling and Mental Health pages at www.ncl.ac.uk/students/wellbeing for more details.

Support for family and friends
If you’re a parent, family member or friend of a Newcastle University student and have a serious concern about their wellbeing, and you feel they’re unlikely to engage with the Student Health and Wellbeing Service themselves, you can contact a member of the team during office hours for advice.
Religion, faith and spirituality

Chaplaincy
Chaplaincy is the term given to a group of Chaplains – representatives of a variety of faiths. It also describes what we do – offering support, encouragement and challenge, both practically and spiritually. Our support is open to students of any faith or none.

Places of worship
All of the major world faiths have places of worship in Newcastle. We are well placed to signpost students to appropriate faith communities; see our guide for more details www.ncl.ac.uk/chaplaincy/places

Faith and spirituality
Among other things, the Chaplains offer opportunities for prayer and worship, confidential listening and support, faith exploration, spiritual accompaniment, mindfulness, meditation and discussion.

For further information about the chaplaincy please telephone 0191 208 6341 or email chaplaincy@ncl.ac.uk

Support for exchange and study abroad students
Academic exchange co-ordinators, based in each school, are your first port of call if considering an exchange activity. Alongside this, the Student Mobility Team supports students throughout the process. Student exchange programmes are a great way to learn about different cultures and experience life in a different country – all while continuing your studies. We have exchange programmes that allow international students to study at Newcastle for up to a year as well as opportunities for our current students to go abroad.

More information is available at www.ncl.ac.uk/mobility

International integration
The International Student Integration Officer is responsible for organising a programme of events, activities and initiatives throughout the year to support the integration of non-UK students on campus and in the wider community. Activities include International Welcome Week, International Community Day, the Study Abroad Buddy Scheme and events over the Christmas and New Year period.
Student Health and Wellbeing events

We run a number of events to help with the transition to university life and to support you whilst you are here, including the Register with a Doctor campaign and an awareness-raising drive on meningitis. For more details, visit www.ncl.ac.uk/students/wellbeing

Healthcare

All new students must register with a local GP as soon as possible after arriving in Newcastle. Go to www.nhs.uk to find your nearest GP or dentist. A range of health information is available at www.ncl.ac.uk/students/wellbeing including an explanation of healthcare for international students and information on who to contact in an emergency outside normal working hours. Please note that all students should have received the Men ACWY vaccine (which protects against meningitis and septicaemia), if you have not, please contact your GP.

Other support for students at Newcastle

**Academic Exchange Co-ordinators:** responsible for providing you with the academic advice to make sure that your exchange activity meets the requirements of your degree programme. Contact your school for further information.

**Accommodation Service:** residents are supported by on site staff during the day; an emergency out of hours service is provided by Accommodation staff and University Security staff when offices are closed. Web: www.ncl.ac.uk/accommodation

**Visa and Immigration Team:** answering visa queries from prospective and registered non-EEA students. Web: www.ncl.ac.uk/international/visa

**Student Advice Centre:** advice, guidance, information and representation on academic, finance and housing issues, as well as legal information, employment, health and consumer. Tel: 0191 239 3979

**Students’ Union:** includes a team of Sabbatical Officers and Part-time Officers who represent students and offer support on a range of issues. Tel: 0191 239 3917

**Nightline:** student-run listening service providing emotional support and information, open every night during term time by phone (8pm-8am) and IM (8pm-midnight). Tel: 0191 261 2905 Web: www.nusu.co.uk/nightline

**Security:** available 24 hours a day, 7 days a week for emergencies on campus and if worried about your own safety or a fellow student (including physical and mental health concerns). Tel: 0191 208 6817

For details of external support and out of hours help, visit www.ncl.ac.uk/students/wellbeing
Contact

Student Health and Wellbeing Service
Newcastle University
Level 2, King’s Gate
Newcastle upon Tyne
NE1 7RU

Tel: +44 (0) 191 208 3333
Web: www.ncl.ac.uk/students/wellbeing

This brochure is available in alternative formats.
To request additional copies of this brochure please call the number above.

Details contained in this brochure are for information and guidance purposes only.

Designed by Smith Creative,
Newcastle upon Tyne.
Printed by Statex Colour Print.

© Newcastle University, July 2018.
The University of Newcastle upon Tyne trading as Newcastle University.

The details in this brochure were correct at the time of going to print.