

Student Wellbeing Services



Student Wellbeing Services

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

Student Wellbeing Services are located in King's Gate – an accessible site at the heart of the campus. The Helpdesk for our services 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). All of the services are 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:



Tel: +44 (0) 191 208 3333



Web: www.ncl.ac.uk/students/wellbeing

1. See Framework for Personal Tutoring: www.ncl.ac.uk/itds/student/tutoring/studentinfo





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04 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 and external 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.

 [Follow us on Twitter @NCLMoneyMatters](#)

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. 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.

“Thank you so much for deciding the outcome so quickly and for helping me in my time of need. I really appreciate your efforts and the funding I was awarded. One of the best student services for its efficiency and helpfulness.”



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**.

Student 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 a birth certificate for each of your children.

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 received disabled student support. The level of consideration and thoughtfulness was particularly good and professionally handled.”



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Support for disabled students

Advice, information and guidance is available to disabled applicants and current students. This can include students with a 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, assistive software or mentoring 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 examinations office regarding additional examination arrangements. Disabled applicants can get advice on accommodation issues and campus accessibility.

In addition to one-to-one appointments, drop-in sessions are offered to disabled students. For students

with mental health issues an alternative appointment system is available, please see pages 7-8 for details.

Email: disabilityadvisor@ncl.ac.uk

Specialist learning support

Advice and information is offered to students and applicants who have a specific learning difficulty (SpLD) such as dyslexia/dyspraxia, Autistic 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, mentoring or tuition 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 examinations office regarding additional examination arrangements and with academic schools over students' support requirements. Specialist Learning Advisers also offer one-to-one study

“If it hadn't been for the support you gave me, I wouldn't have been able to do this Masters. Your understanding of what it's like to be dyslexic is a very rare quality and I will be forever amazed at your ability to understand my thoughts even when I had not written them clearly!”



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 one-to-one support and although every effort is made to allocate tutors as quickly as possible, there may be a waiting list.

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 Adviser 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 may include liaising with academic schools about student support recommendations and also with the examinations' office regarding additional examination arrangements.

If you are 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 Adviser Team does not offer specialist treatment for students with long-term mental health conditions as these are provided by specialist mental health services in the NHS. If you are accessing input from the Mental Health Adviser Team then you may be offered advice about how to access external specialist mental health assessment and treatment services.

Email: mentalhealthadvisor@ncl.ac.uk

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 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.



“Therapy has been incredibly helpful for me and it has actually had a great impact on my university experience in a very positive way. I feel like I can finish my studies now and continue my life having a whole new understanding of who I am. I am incredibly thankful for this experience.”

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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.

University Centre for Assessments at Newcastle (UCAN)

This is an accredited assessment centre set up to meet the assessment needs of disabled students to enable them to access Disabled Students' Allowances (DSAs). UCAN provide a professional assessment service to students with, for example, visual/hearing impairments, medical conditions, mobility issues, mental health and specific learning difficulties. To arrange an appointment contact UCAN by telephone on **0191 208 3799** or by email at assessments@ncl.ac.uk

Counselling and therapeutic support

The aim of the service is to support your academic success through provision of short-term therapeutic interventions and to facilitate access to specialist mental health care, when necessary. During the assessment appointment we will discuss the range of support we offer and which option might best suit your particular needs. This could include individual or group work, signposting to other specialist University services or referral to services outside the University. Sometimes the assessment appointment can resolve the current concern and you may not need any further support.

Assessment appointments

You can make an assessment appointment by phone, by web form or in person at the Helpdesk on level 2 of King's Gate. It is important that you arrive 15 minutes before your appointment time in order to complete the necessary forms.



Self-help resources

You can access a wide range of self-help leaflets and factsheets via our web pages; we also provide links to specialist national and local services. Visit the 'resources' section at www.ncl.ac.uk/students/wellbeing for more details.

Group work

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

One-to-one sessions

Talking to a therapist can help with a variety of problems from the past or present (for example, stress, loss, depression, eating distress, anxiety and relationship difficulties). Therapists do not give advice but the therapeutic process can enable an increased understanding of yourself and the choices you have. We offer up to six individual sessions. Various types of therapy are available for students experiencing mental

health difficulties; more information is available at www.ncl.ac.uk/students/wellbeing

Online counselling

Online counselling is provided in addition to our face-to-face counselling service.

You may choose online counselling if you find it easier to write about thoughts and feelings in an email or via instant messaging.

Support for family and friends

If you are a parent, family member or friend of a Newcastle University student and are concerned about their mental health, you can contact Student Wellbeing during office hours for advice.

More about this consultancy service is available on our web pages.

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. Students are welcome to visit the chaplaincy at any time.

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, 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

Going abroad

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 and support for HOST (an organisation that links international students with UK residents).





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

Student Wellbeing events

We run a number of events to help with the transition to university life and to support you whilst here, including an orientation programme specifically for mature students, an information event for students who are parents and an awareness-raising session on meningitis. We also provide a programme of events if you're staying in Newcastle over the Christmas period. 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.

Contact

Student Wellbeing Services
Newcastle University
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.

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