



**Northumbria
University**
NEWCASTLE

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.

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
- 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
- A diagnosed mental health 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

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



"A 1st! Thank you for your help. My 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

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
- 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



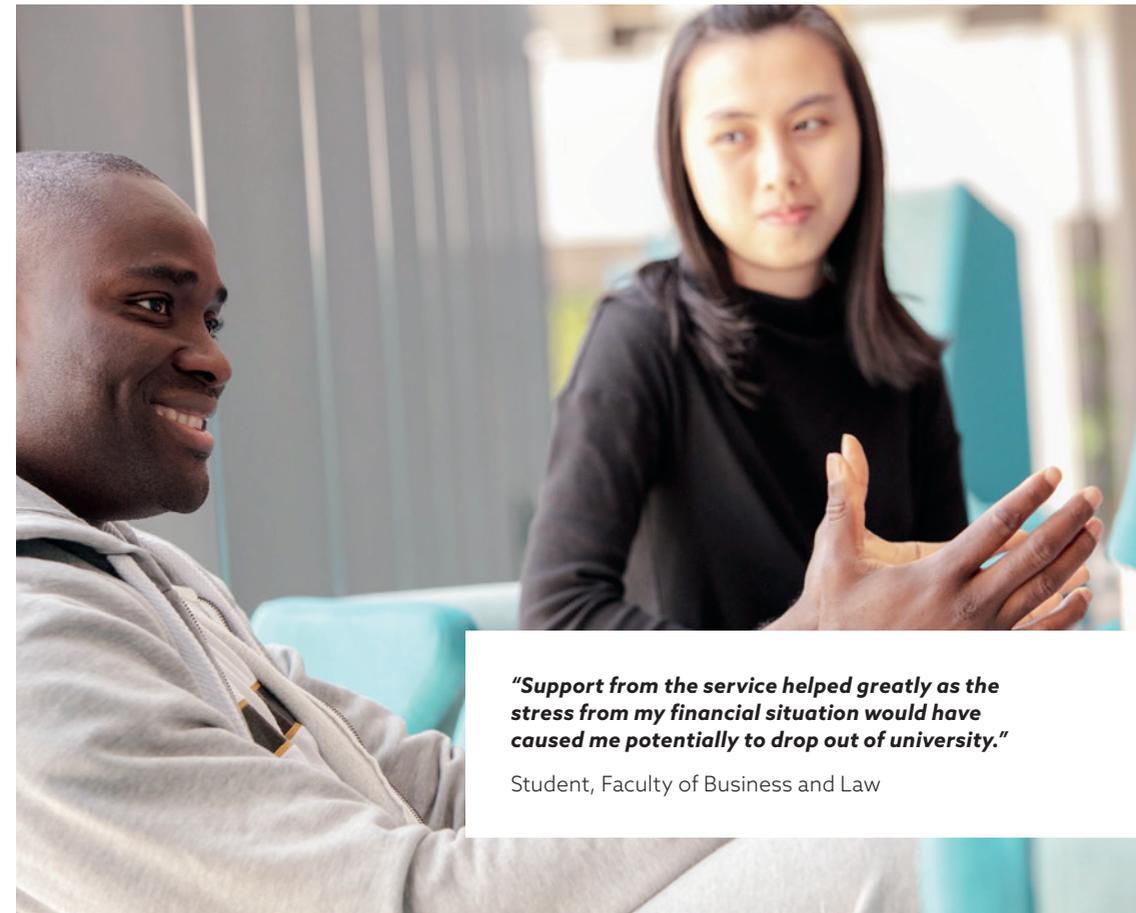
If you are an overseas student you may need help with immigration issues, settling into the UK and making new friends.

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
- Student trips and social events, see: northumbria.ac.uk/fastfriends
- Advice on living in the UK

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



"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

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
- Eye movement desensitisation and reprocessing (EMDR) appointments
- Therapeutic workshops, see: northumbria.ac.uk/cmhsworkshops
- Individual/online self-help support
- Referrals to other support in the University and to support services in the community

To access support, please complete our short online registration form which can be found at: northumbria.ac.uk/cmhsregistration

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

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

“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

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 your direction and sense of meaning in life through spiritual life-coaching or help with finding accompaniment on your spiritual journey
- 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)

To discover more:

Tel: 0191 227 3284

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





Confidentiality

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



Contact Us

Visit us at one of the following Ask4Help points

At City Campus

Student Central, City Campus Library
Student Central, City Campus East

At Coach Lane Campus

Student Central, Coach Lane Library

At London Campus

Ground Floor

At Amsterdam Campus

First Floor, Fraijlemaborg Building (Tel: 020 703 8280)

Prospective students can email us at:

- Disability and dyslexia support:
sv.disability@northumbria.ac.uk
- Financial, Welfare and health, International student support
sv.welfareandinternational@northumbria.ac.uk
- Counselling and mental health support:
as.counsellingandmentalhealth@northumbria.ac.uk

Current Northumbria students:

Please enquire via the Student Portal:

myportal.northumbria.ac.uk

Tel: 0191 227 4127

northumbria.ac.uk/ssw

Please contact us if you require a copy of this publication in an alternative format.



Tel: 0191 227 4646

ask4help@northumbria.ac.uk

northumbria.ac.uk/ask4help

