Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

STUDENT SERVICES: AN UPDATE ON CURRENT PROVISION – Autumn Term 2023

Student Services: An Overview

Student Services provides a wide range of services to support all students, including the Student Hwb, Learning Support, Wellbeing Support, the Careers Service, and Money Support. Student Services also provides a range of specialised support services for international students and students from a care background. Most services are available both in-person or remotely.

Full details of all services can be found at: https://www.uwtsd.ac.uk/student-services/

All queries to Student Services should initially be directed to the Student Hwb who will ensure your query reaches the best person to deal with it.

THE STUDENT HWB: https://www.uwtsd.ac.uk/hwb/.

The Hwb team provide front of house support for staff, students and external visitors to the University. The team works to ensure across campus cover and a one-team approach.

➔ ***Live Chat***

Live chat is available via the Hwb App.

➔ **HwbCast**

Monthly hwbcasts focusing on key areas that impact or can support students such as Learning Support, Money Support and Wellbeing. The student bulletin will be developed as a weekly hwbcast which will also be available as a text version available on the Hwb App. The Hwbcasts are available in Welsh and English.

➔ **Hwb App**

The Hwb App remains as a source of information for students.

➔ **Social Media Engagement**

Follow us on Instagram and Facebook.

.

LEARNING SUPPORT: https://www.uwtsd.ac.uk/student-services/learning-support/

Learning Support provides specialist 1:1 academic and practical support for students in receipt of Disabled Students' Allowances (DSAs).

For all DSA queries, please contact: disability@uwtsd.ac.uk

➔ **Study Skills Support:**

1:1 study skills sessions are available to all students and offer support with planning and organisation, time management, researching, referencing, avoiding plagiarism, academic writing, critical thinking, presentation skills, assistive technology, IT support, and examination preparation and revision. Welsh-medium sessions are available.

Please note we are not able to offer a proof-reading service.

Study Skills sessions are currently being delivered remotely via Microsoft Teams but will hopefully also be available on campus/in-person next term.

For details of the sessions and how to make appointments, please visit:

https://www.uwtsd.ac.uk/study-skills/

or email: studyskillsdistance@uwtsd.ac.uk

➔ **PAL: Peer Assisted Learning:**

PAL is based on the concept of academic peer learning. Learning Support colleagues with responsibility for the scheme train and supervise L5 and L6 students as voluntary PAL mentors. The mentors run PAL sessions for the benefit of L4 students. PAL mentors do not teach; their training develops their facilitation and problem-solving skills and encourages them to pass on their experience of having completed the 1st year of study to L4 students.

Subject areas currently offering PAL are:

- Sociology
- Business and Management (Carmarthen & Swansea)
- Humanities (Lampeter)
- Cert HE Skills for the Workplace (Swansea, Carmarthen & Birmingham)
- Cert HE Skills for Health and Social Care
- Health and Social Care (Carmarthen & Swansea)
- Primary Education (Carmarthen & Swansea)
- Cert HE Employability (Cardiff)
- Psychology and Counselling (Swansea)

Any IEH enquiries about PAL should be directed to:

Jo Kelleher – j.kelleher@uwtsd.ac.uk

Margaret Gordan – m.gordon@uwtsd.ac.uk

➔ **SoCom: https://www.uwtsd.ac.uk/hwb/**

The Social and Communications project (SoCoM) offers ideas and activities aimed at encouraging greater self-esteem, and the ability to understand and cope with issues related to social and communication difficulties, with the potential for a new friendship group and support network to develop. It continues to support autistic-spectrum students to adapt to university life however, all students are welcome. Participation in any activity is optional.

All initial enquiries should be directed to the Hwb.

THE CAREERS SERVICE: https://www.uwtsd.ac.uk/careers/

The Careers Service supports UWTSD students and graduates through the provision of high-quality professional careers information, advice and guidance covering:

- Generating Careers ideas
- Understanding options and making decisions
- Finding and securing quality work experience
- Understanding Postgraduate options
- Starting a business
- Effective Job-searching
- CVs, Applications and Personal Statements
- Interviews & Assessment centres

The team are available to support students and graduates with all aspects of employability, with in-person and Teams appointments available. All services are available through the medium of English and Welsh.

Appointments with the Careers Service can be made via the booking form on the Student Services webpages: Careers Service | University of Wales Trinity Saint David (uwtsd.ac.uk)

or by emailing: careers@uwtsd.ac.uk

➔ **The Work Experience Project**

- Open to all Students - Regular Programme of Employer Talks
  Presentation of approximately 30 – 45 minutes followed by the opportunity to ask questions. Tea and coffee usually available.

- Project EXCLUSIVE! - 'Meet the Professional'
  Prepare a list of questions and put them to an expert in their field.

- Project EXCLUSIVE! - Work Experience
  Up to 5 sessions – in-person or online.

Try out an occupation.
Gain transferrable skills.
Certificate on completion.

Financial assistance with associated costs may be available.

If you are interested in finding out more, please email: careers@uwtsd.ac.uk to arrange an informal chat.

To join the project students must:

(1) Be studying via a Welsh campus (on campus or distance) and
(2) Meet one other criteria from an extensive list.

- ➔ **My Career**:

All students are eligible to sign up for our employability platform**, *MyCareer*:** www.uwtsd.ac.uk/careers**,** a platform offering employability skills resources, CV building tools and access to a live jobs marketplace.

IEH Careers Service Contacts:

Chris Gentleman, c.gentleman@uwtsd.ac.uk**,**

All Welsh language queries: Esyllt George, e.george@uwtsd.ac.uk

THE WELLBEING SERVICE: https://www.uwtsd.ac.uk/student-services/wellbeing-support/

There are two points of entry to all wellbeing services:

1. Support Request Form – a self-referral process for students who feel they need advice, support or adjustments for study. Students should complete the form and will then made an offer of support from across the service.

2. Cause for Concern – the way anyone from across the University, or externally, can raise a safeguarding concern about a student.

Guidance, information and the links for these forms can be accessed via the Student Services webpages under 'Wellbeing Support'.

- ➔ **The Counselling Service** remains available for students and will also be accessed via the Support Request Form.

- ➔ The Wellbeing Unit will also be running a portfolio of **preventative and informative projects** over the course of the academic year.

- ➔ The Unit also houses the new **Academic Success Team**, which works with students and staff to support academic engagement.

- ➔ **CONNECT** is a wellbeing project which aims to reduce loneliness and isolation amongst students by helping to build supportive communities, working with staff and students to lay the foundations for lifelong positive and healthy behaviours.

CONNECT is currently training & equipping 'Connectors' with the skills to engage with and support students who are at risk of social isolation, experiencing loneliness or need help with developing social integration skills.

For further information about the project or about becoming a 'Connecter', please contact Natalie Owens, UWTSD Project Coordinator: n.owens@uwtsd.ac.uk.

Please visit the Connect website or follow on social media for live updates and information:

- **Instagram:** @connectwellbeing
- **Facebook:** CONNECT-Wellbeing

CONNECT also sponsors the NHS app, *Feeling Good.*

➔ Togetherall

Togetherall is a joint initiative between Student Services and the SU, is an online anonymous mental health community that students can visit when they are feeling low, need support or simply need to talk.

Togetherall can help users learn practical skills to help them feel better and tackle a variety of issues and offers:

- Peer networks to discuss issues with people experiencing similar problems
- Self-assessment tools to monitor progress
- Group courses and discussion on common issues like negative thinking and stress

To sign up:

1. Visit the Togetherall website
2. Sign up with your UWTSD email address
3. Choose an anonymous username
4. Access the support you need

For further details please visit: https://togetherall.com/en-gb/

The service can be used by texting 85258. More information can be found on their website: www.giveusashout.org

➔ Student Assistance Programme (SAP)

We are pleased to offer students at UWTSD a self-help service called 'Health Assured' - accessible via an app or via an online portal.

This service – which includes videos, factsheets, four-week plan templates, and live chat and support from counsellors – is offered to you in addition to the services offered by our own University support services.

Students are welcome to make use of the services that the wellbeing team provides or the Health Assured self-help service, or both!

Live chat and support – via the free Health Assured telephone helpline **(0800 028 3766)** or online chat – via the online portal or via an app.

You can access it via the Health Assured online portal using a browser on your laptop or tablet. So that the online portal knows you are from UWTSD, you will need to log in using these details:

https://healthassuredeap.co.uk/
username: **wellbeing** password: **LoopMindTram**

ACCESS THE HEALTH ASSURED ONLINE PORTAL

Or you can download the Health Assured app, called "My Healthy Advantage".
So that the app knows you are from UWTSD, you will be asked to enter the following unique code: **MHA154656.**

➔ **PREVENT**

Under the Counter Terrorism and Security Act (2015), UWTSD is required by law to have due regard to the need to prevent people from being drawn into terrorism.

Any queries about the programme should be directed to the **Student Hwb**.

THE STUDENT MONEY SUPPORT SERVICE: https://www.uwtsd.ac.uk/money-support/

The Money Support Team are available to provide guidance on issues relating to money management, advice around financial issues and all queries relating to funding from Student Finance.

Financial support is available to all students through the *UWTSD Scholarships and Bursaries Framework*.

Students experiencing financial hardship are also able to apply for financial support from the *Student Financial Support Fund*.

Full details of the financial support available to students for 2022-24 can be found at:

https://www.uwtsd.ac.uk/student-services/financial-support/

All finance queries should be directed to moneysupport@uwtsd.ac.uk

INTERNATIONAL STUDENT SUPPORT: https://www.uwtsd.ac.uk/hwb/

The Senior International Student Support Officer provides wide-ranging support for international students.

For further information or if you have any queries, please contact the **Student Hwb**.

STUDENTS FROM A CARE BACKGROUND: https://www.uwtsd.ac.uk/hwb/

The University has dedicated Officers to support students from a care background.

For further information or if you have any queries, please contact the **Hwb**.