

STUDENT SERVICES: AN UPDATE ON CURRENT PROVISION

Student Services incorporating Student Life: An Overview

Student Services provides a wide range of professional support services to 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. Services are available through the medium of Welsh and English, in-person or remotely.

Student Life: The Academy of Sport and Accommodation Services transitioned from Estates to Student Services during the Summer period. This move has enabled the team to focus on the student experience and the development of a Student Life Portfolio. This portfolio will focus on belonging working in collaboration with academic and professional services and the student body.

Full details of all services can be found at: [Student Support & Wellbeing | The University of Wales Trinity Saint David \(uwtsd.ac.uk\)](https://uwtsd.ac.uk/student-support-wellbeing)

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

THE STUDENT HWB

The **Student Hwb** team provides front-line support for students across all campuses and academic programmes. Hwb desks are physically located in locations across Swansea, Carmarthen and Cardiff and supports IICL students via ServiceNow, email, live chat and phone.

The team is responsible for student-facing communications and the provision of information, including the Hwb app, Student portal and social media. The team also leads on University Welcome activities and supports international students on the Welsh campuses.

The reception team has been integrated into the wider Student Hwb Team and is the first point of contact for visitors and internal queries, parking, and room bookings. The Hwb team deals with student enquiries and student support.

➔ **Live Chat**

Live chat is available via the Hwb App.

➔ **HwbCast**

Monthly hwbcasts focus on key areas that impact or can support students such as Learning Support, Money Support and Wellbeing. The student bulletin is also available as a weekly hwbcast and is 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), academic study skills support and support for students with social and communication difficulties.

➔ **Disability Support:**

For all queries around disability and for advice and support in applying for DSA, please contact: disability@uwtsd.ac.uk

➔ **Academic Study Skills Support:**

1:1 academic study skills sessions are available to all students; staffed by qualified dyslexia tutors, these sessions offer individualised support with planning and structuring assignments, developing self-editing skills by highlighting common or recurring errors, developing reading strategies, 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.

Study Skills sessions are available:

- remotely via Microsoft Teams

Please visit: <https://www.uwtsd.ac.uk/study-skills/> to view the timetable and email: studyskillsdistance@uwtsd.ac.uk to make appointments, or,

- In-person - drop-in sessions - no appointments needed, every Wednesday during term time from 1:00 – 4:00pm in Carmarthen – Cwad, Swansea IQ - Caffi Tawe and the Y Llofft, Dynefwr.

Please note: We are unable to offer a proofreading service.

➔ **SoCom: Social and Communication Support Group** <https://www.uwtsd.ac.uk/hwb/>

- Do social norms confuse you?

- Do you sometimes speak bluntly, or act without thinking, then spend forever trying to resolve the consequences?
- Do you struggle to understand small-talk or jokes?
- Do crowded places fill you with dread?
- Do you feel lonely, isolated or unsupported?
- Are you chaotic and disorganised and feeling stressed?

SoCom offers ideas and activities which are aimed at encouraging a greater self-esteem, and the ability to understand and cope with issues related to social and communication difficulties, with potential for a new friend group and support network to develop. Participation in any activity is optional.

Session Themes:

- Organisation and routine.
- Processing the world.
- Relationships and communication.
- Targeting assignments.
- Conflict resolution and psychology.
- Employability and change.

A library of resources will be available throughout the year for you to access even if you don't attend the group sessions.

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, with the support of our Enterprise team
- 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 \(uwtsd.ac.uk\)](https://www.uwtsd.ac.uk/careers/)

My Career – Career Development platform:

All students have access to our Career Development platform, MyCareer, a platform offering employability skills resources and E-learning, CV building and mock interviews, access to a live jobs marketplace, and many other guides and tools.

- ➔ **CAREER PATHWAY** is there to support students with gaining access to employers, building confidence, developing skills and professional networks.
- ➔ **Work Experience:** Up to 5 days unpaid work experience within a sector they are interested in. Flexibility of duration may be possible.
- ➔ **Insight Days:** Student Discovery Days to different organisations
 - **Example of scheduled Insight Trips:** *BBC Wales studio tours, Museums, Bio Blitz with National Trust, Tram Shed, Dyfed Powys Police, Pobol Y Cwm Set*
- ➔ **Meet the Professional** – *Online Employer Talks – various contact us to find out schedule.*
- ➔ **Mentoring:** Matched with an UWTSD Alumni to support them in self-development and build professional network.
- ➔ **FutureLearn:** Access to short online course to bolster knowledge, students receive a certificate

Financial assistance with associated costs may be available.

To find out more students can email careerpathway@uwtsd.ac.uk or sign up via the attached QR code.

- ➔ **To be eligible for Career Pathway students must:**
 - *Be studying via a Welsh campus (on campus or distance) ,and*
 - *Meet one other criteria from an extensive list – see QR code or website for full details <https://www.uwtsd.ac.uk/careers/>*
- ➔ **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:

For all queries, including Welsh language queries, please contact: Bethan Jenkins, b.jenkins@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 also runs a portfolio of **preventative and informative projects** over the course of the academic year.
- ➔ The Unit also houses the **Student Success Team**, which works with students and staff to support academic engagement.

RESOURCES:

- ➔ **SORTED mental health app:** An audio-based app offering Positive Mental Training which allows students to switch to a positive state of mind, letting go of the negative emotional triggers which underpin distress, whilst simultaneously increasing concentration and focus.
All students have access to the Sorted App for FREE. You can download all of the content on your phone and unlock it by using our university specific codes.
- ➔ **Togetherall:** 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

➔ **Student Assistance Programme (SAP)**

The service is available 24 hours a day, 365 days a year and provides assistance to you on a wide range of issues such as legal, financial, medical or life matters.

Some of the support offered by the Student Assistance Programme can help you with:

- Stress and Anxiety
- Debt
- Education pressures
- Lifestyle addictions
- Relationships
- Legal

FREE 24-HOUR Confidential Helpline 0800 028 3766

The Helpline is staffed by qualified professionals, including mental health professionals. UWTSD students can speak to someone via the helpline at any time, day or night, 365 days a year.

→ 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 **Student Hwb**.

Library Update:

The library is currently undergoing a restructure. We will be in touch to pass on details when they have been finalised. In the meantime, if you have any queries, please continue to contact us via the infoskills email at infoskills@uwtsd.ac.uk

Library web pages

Check out our library web pages! Find instant access to library resources, scroll down for useful information, help and support. Go to: [Library & Learning Services at UWTSD](#)

In-person Infoskills Sessions

Lecturers can book infoskills sessions for students. These can be either online via Teams or in-person, on campus. Sessions include basic and advanced use of library resources and referencing. Smaller, more informal groups or 1-2-1 sessions can also be booked by students.

To make a booking, or if you have any queries relating to searching for information, referencing or using our resources, please [Book an Appointment | UWTSD Intranet](#)

On-line InfoSkills Programme

In addition to our in-person infoskills sessions, we have developed an online infoskills programme, which has been designed to support all students to develop their academic and information literacy skills, independently and at their own pace.

Accessible via both Moodle and the library web pages, students can self-enrol and earn completion badges. Modules include:

- Finding and Using Information
- Referencing and Plagiarism

Go to Moodle: [Course: Library Infoskills | Home](#) or Library Web Pages [Academic and InfoSkills](#)

Digiskills

Lecturers can book digiskills sessions for groups of students. Students can contact **Gwen Couch**, your Digital Skills Advisor, directly to arrange 1-2-1 support on:

- Microsoft Office 365 - PowerPoint, Word, Teams etc.
- Tools for digital creation (videos, presentations, infographics etc.)
- Digital identity + wellbeing, productivity, collaboration etc.

Go to: g.couch@uwtsd.ac.uk or [Book an Appointment | UWTSD Intranet](#)

Use the Resource Finder to search for useful resources to develop digital skills:

- [Digital Skills Homepage - The DigiCentre UWTSD](#)
- [Resource Finder - The DigiCentre UWTSD](#)

Y Fforwm and Carmarthen Library Opening Hours

Please see <https://digitalservices.uwtsd.ac.uk/library/library-locations-and-opening-times/>

Library Tours

Please remember that you can book an individual library tour throughout the year! If you would like a reminder or missed your group tour, you can book your tour at [Library Tour Bookings](#)

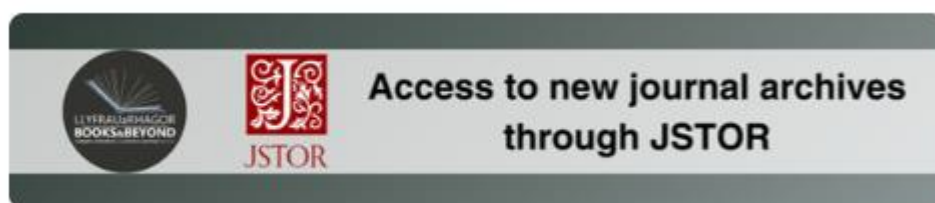
Copyright Hub



The Copyright Hub has been updated and is now available on the library webpages. Find guidance on basic copyright legislation – eg. copyright exceptions and licences, using copyrighted material, authorship and ownership, copyright and AI, and Creative Commons. There are sections for students, researchers, and teaching staff.

Go to: [Copyright Hub](#) | [Digital Services](#) | [University of Wales Trinity Saint David](#)

JSTOR – new journal archives



UWTSD students and staff now have complete access to JSTOR's archive journal collections through a new content agreement. JSTOR provides access to the archives of over 2,600 leading academic journals, with full text articles spanning 75+ disciplines across humanities, social sciences and natural sciences from over 1,200 publishers across 57 countries.

You can [search JSTOR here](#) or [browse by subject](#) to discover the range of content now available.

For more information or help using this resource please get in touch:

Contact the Library - Digital Services | University of Wales Trinity Saint David

Bookable rooms

We are working with IT to ensure that when library bookable rooms are not in use they can be booked by students on the spot, by using the pads outside. This new option should be available soon.

Get exam ready!

Keep an eye out on our social media channels @UWTSDlib (Facebook, Instagram & Bluesky) in the coming weeks for our studying techniques, tips and tricks! We'll share advice on managing stress and anxiety, studying techniques and support they are able to access. We'll also share a range of resources available to them in the library that can help them prepare and study for upcoming exams.

See our exam preparation guide – [Exam Preparation Guide](#)

Also if you have any study techniques, tips & tricks you want to share just scan the QR code below!



Customer Service Excellence Award

We have recently had our CSE award revalidated. We are pleased with this independent recognition that we provide very good customer orientated services.

Additional links and contacts

- Library Chat icon on our web pages 
- Academic Liaison Librarians: infoskills@uwtsd.ac.uk
- Digital Skills Advisors: digitalskills@uwtsd.ac.uk
- Social media: **@UWTSDlib** on Facebook, Instagram or Bluesky.

All feedback on library services is welcome. If you're not sure about something, ask us!

IT Update:

1. 24/7 365 days a year IT Service Desk Support via telephone - 0300 500 5055. Contact us information can be found here: www.uwtsd.ac.uk/its For time sensitive or urgent issues, please call us.
2. We have 2 portals, one dedicated to Students and another for Staff. You can access self-service knowledge articles to answer your queries, ask our chatbot for assistance and contact IT, Student Hwb, Marketing and Web Services in one place. To find out more, visit our dedicated ServiceNow Intranet page <https://intranet.uwtsd.ac.uk/servicenow>
3. Statushub – where staff and students can go to view any updates ongoing issues and planned maintenance. The link is: <https://status.uwtsd.ac.uk>