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

STUDENT SERVICES: AN UPDATE ON CURRENT PROVISION – Spring Term 2021/22

Student Services: An Overview

Student Services provides a wide range of services to support all students. All services are currently being offered in a blended way, with some onsite provision but the majority remaining remote. Student Services offers learning support, study skills, well-being support, the Careers Service, the Mental Health Advisory Service, the Counselling Service, the PREVENT programme, financial support services and general pastoral support for all students. Student Services also provides a range of specialised support services to international students and students from a care background.

Full details of all services are available at:

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

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

Learning Support

The Learning Support Department provides regular specialist 1:1 academic, mental health and emotional support for students in receipt of Disabled Students' Allowances (DSA). 1:1 support is currently being delivered through Microsoft Teams.

Study Skills Support

1:1 study support skills sessions are available to all students and are currently being delivered via Microsoft Teams.

Support is offered 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. A Welsh-medium session is also available.

It should be noted that we are not able to offer a proof-reading service.

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

The Careers Service

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

- Getting started & generating Careers ideas
- Understanding options and making sound decisions
- Finding and getting quality work experience
- Understanding Postgraduate options
- Starting your own business
- Effective Job-searching
- CV's, Applications and Personal Statements
- Interviews & Assessment centres

The Careers Service also hoststhe digital Careers platform *Abintegro,* offering 24/7 access to a leading university Careers platform which offers a wealth of careers information, self-assessment tools, a career planner, a CV checker and more.

One-to-one appointments with a Careers Adviser are available online, on the telephone or via email.

To schedule an appointment or request advice on any career-related matter, students should complete the online booking form which can be found at: www.uwtsd.ac.uk/careers.

Mental Health Support

The Mental Health Advisory Service provides a specialist MH support service which aims to help students manage their difficulties and to co-ordinate the range of support available within the University and the community.

Appointments with the Mental Health Advisor, Sharon Davies, can be made by contacting the **Student Hwb**.

CONNECT is a HEFCW-funded 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, 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/

SHOUT is a 24/7 text-based support service for anyone in crisis.

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

STUDENT ASSISTANCE PROGRAMME

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.

You are very welcome to make use of the services that our 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 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**

The Counselling Service

The Counselling team is available to provide support to both students and staff, through appointments online, on the telephone or via email. Limited face-to-face sessions are again available.

The Counsellors endeavour to create a welcoming environment and to listen in a non-judgemental way to enable service users to talk about their feelings and experiences. It is a collaborative process concentrating on what is important to the client, going at the client's pace and according to their needs.

Staff or students wishing to access support from the Counselling Service should register online and make an appointment by visiting: https://www.uwtsd.ac.uk/counselling/

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**.

Financial Services

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*.

UWTSD has dedicated Student Finance Officers for each of the main campuses who are also the nominated contacts to support care leavers.

Full details of the financial support available to students for 21/22 can be found at:

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

All finance queries should be directed to the **Student Hwb**.

International student support

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**.