



Queen Mary

**University of London**



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# Introducing Student Wellbeing Services at Queen Mary

Abdullah Hussain – Student Wellbeing Advisor

# Introducing Student Wellbeing Services at Queen Mary

- What services we have
- What they do
- Where we are based

# Student Experience: Student Wellbeing

## Advice and Counselling Service

- ✓ Frontline Team
- ✓ Welfare advice
- ✓ Counselling
- ✓ Mental Health Advisers
- ✓ Student Wellbeing Advisers
- ✓ Sexual Assault and Harassment Adviser

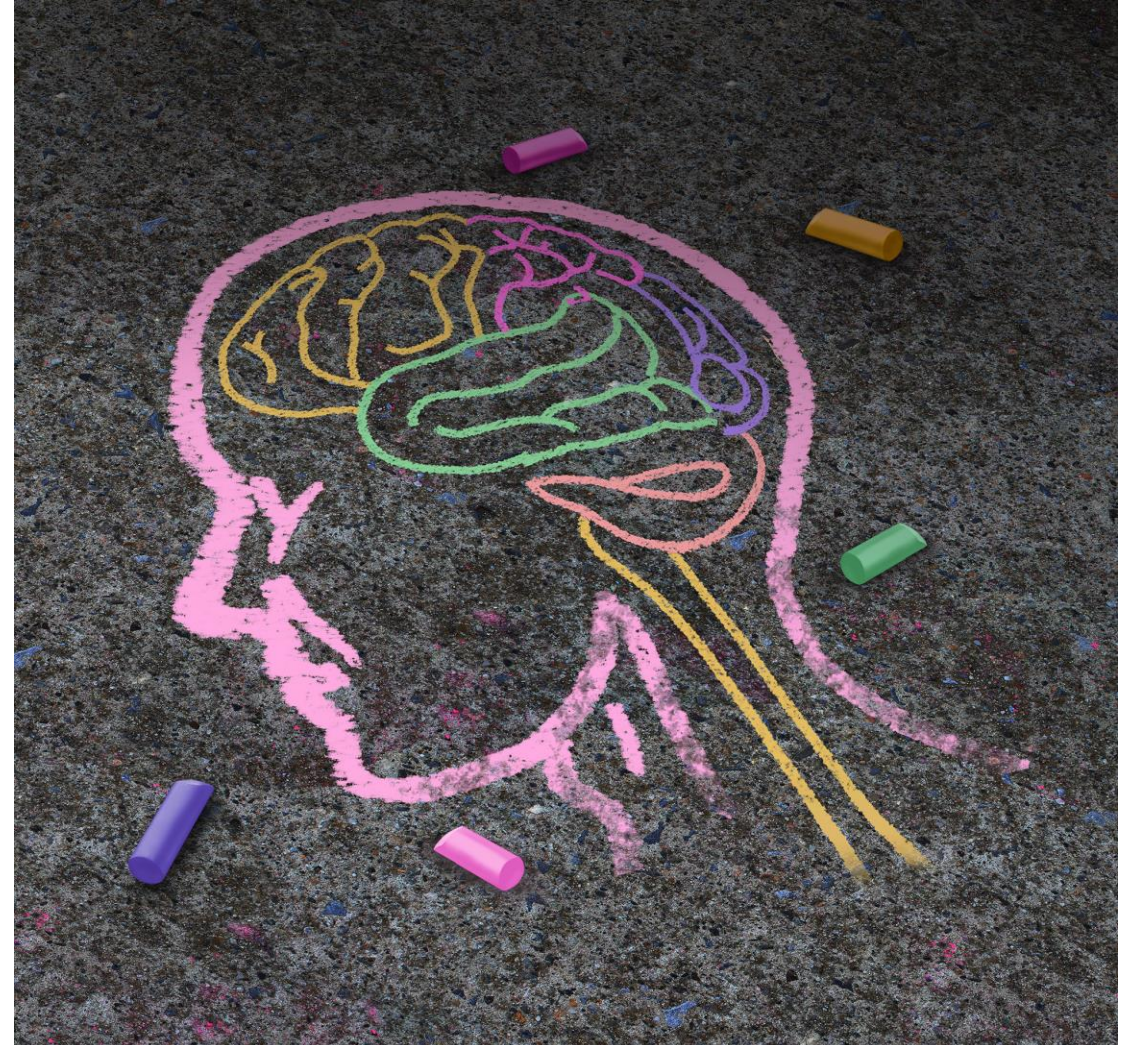
## Disability and Dyslexia Service

- ✓ Support for disabled students, including those with specific learning differences e.g. dyslexia, dyspraxia and mental health diagnoses

## Student Life team

- ✓ Responsibility for the Student Health Service, Report and Support, music and faith provision

**ACS are based in the ground floor of the Geography Building in Geography Square**



# Welfare Advice and Advocacy

- Eligibility and applying for Student Finance
- Postgraduate Funding
- Planning a budget
- Fee status
- Tuition fee payments
- Applying for Hardship Funds
- Bursaries and Scholarships
- Specific support for students without family contact, or asylum seekers / refugees
- Changes to your studies, eg interrupting, retaking
- [www.qmul.ac.uk/welfare/money-and-practical-advice/](http://www.qmul.ac.uk/welfare/money-and-practical-advice/)

# International Students' Advice

## Other common topics we can advise you on:

- Travel and re-entering the UK
- Changes to studies
- Changes to personal circumstances
- Family members
- Lost documents
- Working during and after studies
- Visa

[www.qmul.ac.uk/welfare/visas-international-advice/](http://www.qmul.ac.uk/welfare/visas-international-advice/)

# Counselling

## Who we are:

- Psychodynamic and Integrative Counsellors
- CBT Therapists
- Group Therapist

## What we offer:

- One off appointments
- Short counselling contracts
- Workshops and Groups
- Group Therapy
- Signposting and referral to other services

# Mental Health Advisers

- Mental Health Advisers (MHAs) provide practical support and interventions to help students manage their mental health alongside their studies.
- Their support differs from counselling, focusing on practical strategies rather than talking therapy.
- MHAs discuss and identify students' needs, advising on suitable services and creating tailored support plans.
- With the student's permission, MHAs can make referrals to internal services (e.g., counselling, welfare advisers, Disability and Dyslexia Service) or external services (e.g., GPs, health services).



# Student Wellbeing Advisers

- The Student Wellbeing Team based in the Advice and Counselling Service are on hand to assist with any matters relating to students' physical or mental wellbeing.
- Student Wellbeing Advisers can offer individual support around any topics impacting on university life such as stress, anxiety, time management, meeting new people and transitioning to university.
- The team will also be working on university wide projects to promote student wellbeing in line with the NHS 5 Ways To Wellbeing.

# Support from Disability & Dyslexia Service

- Access to reasonable adjustments, e.g. exam access arrangements
- Advice on Disabled Students' Allowances funding
- Access to Specialist Mentoring (this is provided externally)
- Advice about alternative assessments
- Referrals to Housing Services

**DDS are based on the third floor of the Francis Bancroft Building**

# Student Life

- The Student Life team are responsible for various activities that the university provides; these include
- Student Health Service (provided by Suttons Wharf surgery)
- Report & Support
- Buddy Scheme
- Faith
- Music

# Student Health Service

- The Student Health Service is located in the Geography Building at Mile End Campus.
- Students living in Queen Mary accommodation at Mile End or Whitechapel, or in Tower Hamlets (E1, E2, E3, E14), are encouraged to register with the service.
- Out-of-area registration without home visits is available for students living in inner London if clinically appropriate.
- Registrations can be completed online.
- Students living outside Tower Hamlets can find a list of local doctors near their residence via the provided link.
- The service offers a wide range of medical services, including immunisations, sexual health advice, and psychological counselling.

<https://www.studenthealth.qmul.ac.uk/>

# Report & Support

## Tackling harassment, sexual violence and hate crime

We want Queen Mary to be the most inclusive university of its kind, anywhere.

- If students or someone else they know have experienced bullying and harassment, hate incidents or gender-based violence, you can report it to Queen Mary. All staff, students and visitors to our campus can access support information about specialist external services or make a report to the university to discuss options for support and possible action.

<https://reportandsupport.qmul.ac.uk/>

# Sexual Assault and Harassment Adviser

The SAHA is a specialist adviser who provides emotional and practical support to anyone who has been raped, sexually assaulted, or harassed, whether that's happened recently or in the past. The SAHA can:

- Provide students with impartial information and support around options for reporting both within the University and externally
- Supporting them through any reporting process they choose to engage with.
- Signposting and referring students to appropriate support services both within the University and externally
- Supporting students to understand and manage the impact of sexual violence.
- Working with students to develop positive coping strategies, re-build self-esteem and trust in themselves and others



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