



Introducing the Advice and Counselling Service

Abdullah Hussain – Student Wellbeing Advisor

Introducing Student Wellbeing Services at Queen Mary

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

Advice and Counselling Service (ACS)

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

ACS are based on 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

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.

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

Find out more

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

I am very thankful to the Welfare Adviser and the Advice and Counselling team for the help provided over my four years at Queen Mary. It is probably the best service at Queen Mary from my personal point of view.



Queen Mary
University of London