

Personal Tutoring Bulletin

Queen's University Belfast

January 2013

Bulletin 5

Exam Stress: Referring Students for Support

You encounter the full range of student difficulties during the exam time – and you have a full range of support services behind you to help the student.

Counselling support

Students are sometimes unsure whether counselling is right for them. To help them understand why they might attend a counselling session, you can say:

- It is a confidential discussion between you and an impartial, non-judgemental person. They can help you talk through a situation, see different options and assess decisions, as well as give practical advice for managing anxiety, low moods and stress.
- You could also speak to a counsellor by telephone 24 hours a day – 0808 800 0016 (free from landline and mobiles)
- Appointments are available weekdays to 9pm and Saturdays from 9am – 2pm. To make an appointment, email: counsellingappointments@qub.ac.uk or call 0808 800 0016.

Disability support

If students with disabilities have queries or concerns about their exam support arrangements, encourage them to contact their Disability Officer as soon as possible.

Learning Development Service

Available for one-to-one student sessions now or after exams, with workshops held throughout the second semester.

Financial advice and support

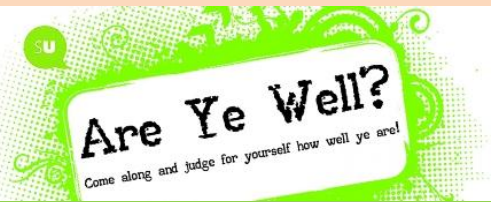
If exams don't go to plan, and students want to know their options, money is probably a consideration. The Students' Union Advice Centre can help them look at entitlements and loan situations.

Exceptional Circumstances

Changes to progress regulations have resulted in changes to the ways that students' exceptional circumstances are considered.

This message has been communicated to students through email from the University and Students' Union.

Student guidelines are available at www.qub.ac.uk/sgc/ec



Not just another Students' Union welfare campaign - 'Are Ye Well?' is an ongoing and ever-changing platform consistently highlighting issues that matter to all students. That's issues surrounding health, sexual health – even reflecting employability skills.

What can you do?

- Encourage students to go to the events held once a month, which include free health checks
- Let them know about free tea and coffee in the Library, Mon – Thurs from 10pm – midnight during exam time.

SUMMARY REFERRAL ACTION CHART

Personal Tutor Action	Examples of possible referrals.
Academic difficulty	
<ul style="list-style-type: none"> • Listen • Establish that the issue falls within your remit • If outside your remit, refer to appropriate specialist support • If the issue falls within your remit, make suggestions as appropriate 	<ul style="list-style-type: none"> • Student is academically “at risk” – Adviser of Studies (speed of referral is important) • Specific issues relating to module, course or academic regulatory matters must be referred to the Adviser of Studies • Difficulties with an element of a module – Module Coordinator or lecturer • Student requiring individual support with a fundamental academic skill (e.g., numeracy, essay writing or coping with examinations) – refer to the Learning Development Service: Student Guidance Centre 9097-3618, lds@qub.ac.uk • International Student Support 9097-3899, iss@qub.ac.uk (Please note, Personal Tutors must not get involved in any discussions regarding visas)
Personal difficulty	
<ul style="list-style-type: none"> • Listen • Offer help through referral • Refer with student’s agreement <p>(Also see “Staff Guide to Student Care” on Page 45 of the Guide for Personal Tutors)</p>	<ul style="list-style-type: none"> • Staff queries about student well-being issues or concerns – Student Affairs Office 9097 - 2806 • Counselling Service Appointments – Freephone 0808 800 0016 Outside of 9-5 on Monday to Friday, students can avail of 24 hour telephone counselling support on Freephone 0808 800 0016 • University Health Centre (Lennoxvale, 9097-5551) • SU Education & Welfare Adviser: academic progress/appeals and accommodation issues (Agnes Crawford, 9097-1135 or agnes.crawford@qub.ac.uk.) • SU Advice Centre Manager and Financial Adviser (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • Disability Services (9097-5250) • International Student Support – including issues relating to visas, culture shock, cultural difficulties, homesickness (9097 3899, iss@qub.ac.uk)
Careers and Employability matters	
<ul style="list-style-type: none"> • Listen • Suggest student seeks specialist advice • Refer with student’s agreement 	<ul style="list-style-type: none"> • Careers, Employability and Skills for help with all career development matters including: career guidance, employer information, employment options (part-time, vacation, placement and graduate), career implications of module choices and programmes/opportunities to develop employment skills and further study options. Students can be referred to Careers at the Guidance Centre or contact careers directly via the e-guidance facility on the website www.qub.ac.uk/careers. • School Placement Officer, where relevant, for placements that are internally organised within a course • Exchange and Study Abroad team: Advice on opportunities to study abroad under the Erasmus, University Exchange and Study USA programmes. Ext 5255, email erasmus@qub.ac.uk, website www.qub.ac.uk/erasmus • Students’ Union Enterprise Coordinator: Advice on starting a business and other enterprise and employability opportunities. Denise Murtagh (Collins) ext. 1065 or enterprisesu@qub.ac.uk
Financial difficulty	
<ul style="list-style-type: none"> • Listen • Suggest student seeks help • Refer with student’s agreement 	<ul style="list-style-type: none"> • Student Guidance Centre (Income and Student Finance) (9097-2767) • SU Advice Centre Manager and Financial Adviser – including advice regarding loans, fees and hardship funds (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • SU Money Management Adviser – including advice regarding overdrafts, arrears payments and budgeting (Debbie Forsey 9097 1166 d.forsey@qub.ac.uk)