**The Register of Support Providers at Queen’s University**

Guidance for Students with Wellbeing Issues

The Wellbeing team recognises that each student will have a unique set of hopes, ambitions and needs and that these may change throughout their student journey. The Wellbeing team works alongside students in ways which are empowering and build on the student’s own resources and resilience. Welfare will work in partnership with the student to encourage them to realise their own potential by being proactive in finding solutions which best suit them.

If your student is experiencing wellbeing issues (financial difficulties, housing problems, health, family and relationship issues etc), there are different ways in which they can access support through the Wellbeing Service - see [www.qub.ac.uk/directorates/sgc/wellbeing/](http://www.qub.ac.uk/directorates/sgc/wellbeing/) for further information.

**One-to-one Support**

If your student would like to talk through a situation, an appointment can be arranged for them for them to have a chat, either in person in the Student Guidance Centre, or on the ‘phone with a Wellbeing Advisor (Tel: 028 90 972893).

Students can request a meeting with a Wellbeing Advisor by completing the online form at [www.qub.ac.uk/directorates/sgc/wellbeing/InformationforStudents/](http://www.qub.ac.uk/directorates/sgc/wellbeing/InformationforStudents/). Students will then be allocated a one hour appointment with an Advisor to discuss their issues and identify appropriate supports.

**Drop-In Service**

Student Wellbeing also offers a drop-in service which is available Mon – Fri, 12.30pm – 1.30pm, were students may speak with an Advisor about any issues they are having.

The service is based on a first-come-first-seen basis so to use this facility, your student should report to the Information Desk on Level 1 of the Student Guidance Centre and they will be directed from there. With sessions lasting around 20 minutes, your Advisor may suggest booking the student into a longer one hour appointment with an appropriate member of the team or the student may be signposted on to another service.

**Counselling**

Students attending a drop-in or one-to-one meeting may be signposted to the Counselling Service if appropriate. The service is run in partnership with Inspire, a local counselling organisation. Working with Inspire allows students access to a range of different clinical skills and helps meet with the demand for counselling at particularly busy times of the year. For further information, please see their web site at [www.inspirewellbeing.org/students/](http://www.inspirewellbeing.org/students/).

If your student would prefer to talk to a Counsellor as opposed to a Wellbeing Advisor, they can make an appointment using the following methods:

* Freephone 0808 800 0016
* Email [qubstudents@wellbeing.org](mailto:qubstudents@wellbeing.org)

****Coaching****

Coaching is about working in partnership with students using a range of tools and techniques to help them define and reach their own personal goals.  If appropriate, students may be offered coaching with a Wellbeing Advisor but only after first meeting with a Wellbeing Advisor to discuss their issues and determine whether coaching is appropriate.

**Self-Help**

If your student is not at the stage where they feel they need to speak with someone, there are many self-help resources online through the Wellbeing website at [www.qub.ac.uk/directorates/sgc/wellbeing/InformationforStudents/](http://www.qub.ac.uk/directorates/sgc/wellbeing/InformationforStudents/) or at the Wellbeing Zone in the Student Guidance Centre located just behind the Information Desk.

****Nightline QUB****

Nightline is a free, confidential listening service provided by students for students, available on Tuesdays and Fridays from 8 pm – 2 am, Tel: 028 90 975453. An instant messaging service is also available at qub.nightline.ac.uk/webim. For general information about the service, students should email [nightline@qub.ac.uk](mailto:nightline@qub.ac.uk).

****Workshop/Events****

The Student Wellbeing Service also offers a range of workshops and events during the academic year based on what works well for students and what students have reported that they need. As students must book into the workshops/events, they should check the Service’s Facebook page for the full schedule and regular updates on upcoming events and workshops.

**Out-of-hours Emergencies**

* **Counselling** support delivered in partnership with Inspire Wellbeing on 0808 800 0016 (24 hours and free calls from mobile / landline).
* **Lifeline** - 0808 808 8000 (24 hour helpline / free calls from mobile or landline).
* **The Samaritans** - 116 123 (national line) or 028 90 664422 (Belfast), also available 24 hours per day.
* **Student’s own GP or local A&E hospital service** - the GP out-of-hours number for the University area is 028 90 796220.

**Additional Support Hours / Changing Support Needs / DSA Equipment Queries**

If your student has any queries about their equipment/software, securing additional support hours or requesting a different type of support because of a change in their needs, please ask them to contact the Needs Assessment Centre directly at Email: nac@qub.ac.uk, Tel: 028 90 975062.

**Queries**

If you have any queries about any of the above, please contact the Student Wellbeing Service at:

**Tel:** 028 90 972893

**Email:** [studentwellbeing@qub.ac.uk](mailto:studentwellbeing@qub.ac.uk)

**Web:** www.qub.ac.uk/directorates/sgc/wellbeing/InformationforStudents/AboutUs/

**Online:** [www.qub.ac.uk/directorates/sgc/wellbeing/raw/](http://www.qub.ac.uk/directorates/sgc/wellbeing/raw/) - the online form for getting in touch.