

# Student Assistance Programme



## What's included?

- Unlimited access to 24/7 mental health and counselling (BACP accredited) confidential telephone helpline. Answered by an experienced counsellor or therapist who will offer support for a variety of issues
- Uncapped usage
- 24/7 critical and traumatic incident telephone support
- Medical information telephone helpline (Mon to Fri 9am -5pm)
- Legal information telephone helpline (9am -9pm)
- Debt and Financial information (9am -9pm)
- Online health and wellbeing portal and My Healthy Advantage app
- Includes a translation service in over 200 languages



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## Issues we can help with on our 24/7 helpline

### Health and lifestyle

- Mental health
- Physical health
- Addiction (i.e. gambling, alcohol)
- Critical and traumatic incidents
- Eldercare
- Rehabilitation
- Cancer survivorship
- Terminal illness
- Sickness absence



### Legal Information

- Legal queries
- Housing
- Immigration
- Consumer issues
- Caring for a dependant
- Debt and financial
- Separation and divorce
- Probate and Wills
- Tax information



### Student Life

- Stress and anxiety
- Exam worries
- Academic work
- Social interactions
- Counselling
- Managing change
- Bullying and harassment
- Return to study



### Home Life

- Relationships and marital
- Sexual and gender identity
- Domestic abuse
- Discrimination
- Childcare
- Bereavement and loss
- Family issues
- Redundancy (if working alongside studies)



# Student Assistance Programme



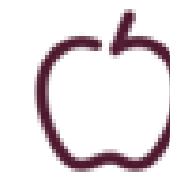
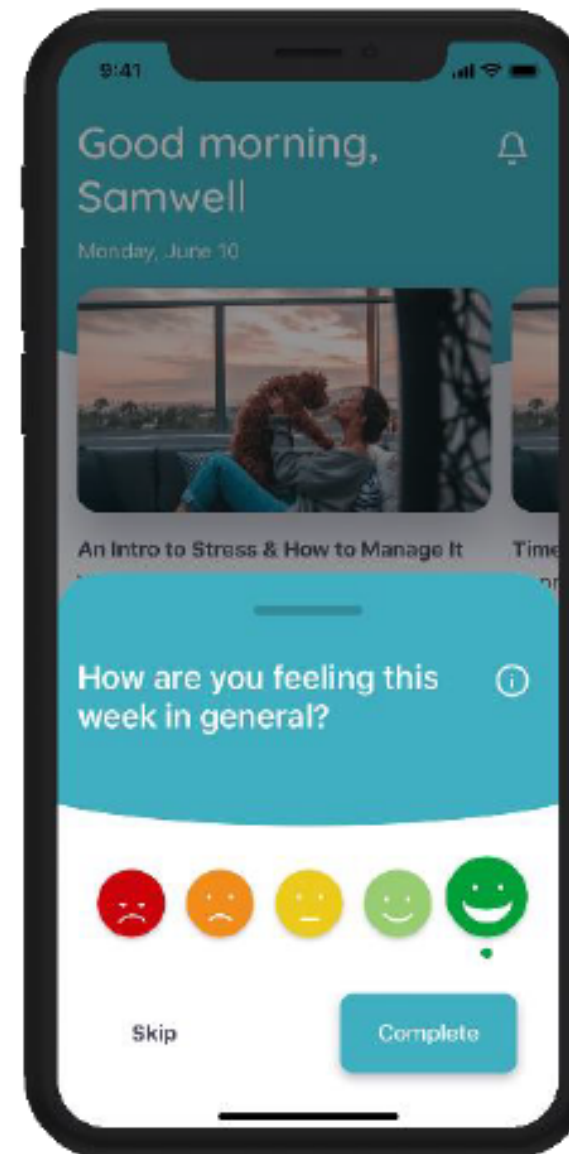
## Accessibility and Online Tools

### Accessibility:

- Braille
- Easy read
- Alternative colours
- Materials in other languages
- Translation services
- Video counselling with BSL counsellors
- Translation service in over 200 languages

### Online Tools:

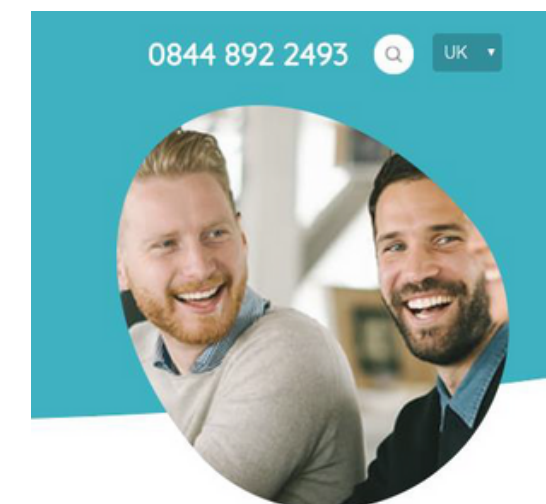
- My Healthy Advantage mobile app
- Health and Wellbeing Portal
- Online CBT course
- Online trauma course
- Video counselling
- Counselling support via email
- Live Agent Instant Chat



### Boosting life satisfaction

20%

outlined a noticeable increase in wellbeing post-counselling



### Make an enquiry

Please make an enquiry and we will endeavour to call you within 2 hours.

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[View our privacy notice here.](#)

### You might also be interested in...

[Counselling for you](#)

[Your wellbeing](#)

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## Health and Wellbeing Portal

- Live Agent instant chat
- Monthly webinars including Recognising Stress, The Art of Motivation, Building Personal Resilience, Mental Health First Aid
- Four week programmes including Quit Smoking, Sleep, Losing Weight, Drinking Less
- Mini health assessments including BMI, Sleep, Alcohol, Anxiety and depression
- Wellbeing articles and fact sheets on topics such as sleep apnoea, menopause, internet safety, eating disorders, gender reassignment, self-harm and consumer vulnerability

