

Student Support Services at Liverpool



Student Welfare Advice and Guidance are part of Student Services at the University and are based in the Alsop Building on University Square. Our role is to provide students with advice, support and information, particularly around financial issues (**Money Advice and Guidance**), disability (**Disability Advice and Guidance**), international queries (**International Advice and Guidance**) and welfare issues (**Advice and Guidance**). Through our reception service we act as a general point of referral to other services both within and outside the University. Individual staff with specialist knowledge and experience see students by

About the Wellbeing Team

As part of Advice and Guidance, the Wellbeing Team provides information and ongoing advice and support to students around any issues that may be affecting their day-to-day life or having an impact on their studies. Wellbeing Advisers offer confidential support via email and one-to-one appointments, allowing students the opportunity to discuss these issues in a safe space and offering advice on how they can make changes to overcome their difficulties. In some cases this will be looking at the thoughts and perspective that someone is bringing to their situation, at other times students may need guidance around adapting their routine and patterns of work and rest, or support in implementing a new way of doing things. The Wellbeing Advisers can help set manageable goals and provide follow-up appointments to check on progress, identify barriers and pitfalls, and keep students on the right track to make the changes that they want to see for themselves. The advisors can also talk with a student about ways of improving wellbeing and mental health.

For students that may require specialist support in a particular area of their life, the team can help a student to identify suitable options of support and make decisions about the right approach to take. Often students will have a range of issues affecting them at the same time, the team can help to disentangle and prioritise individual difficulties so that they are less overwhelming and allow a student to choose a clear path forward. The Wellbeing Team can also discuss the suitability of further mental health support and refer students to single session therapy with the Counselling Team at the University or the Mental Health Advisory Service. Single Session Therapy is designed to address students presenting concerns within one session. This appointment with a counsellor is usually sufficient for many students. At the end of the single session, the counsellor may provide students some further resources to read through in their own time. This is a chance to explore different coping techniques and sources of support. If appropriate additional counselling sessions can be put into place for students.



The Wellbeing Team also offer a range of self-help materials and resources, all of which are available for free and easily accessible through our website. Some of these include; links to external organisations where students can find further specialist support, access to SilverCloud, a programme based on cognitive behavioural therapy with modules on managing anxiety, stress and depression and more information on Fika, a mental fitness tool to help stay motivated, productive, focused and connected during this period of remote work and study. Recently, the Wellbeing Team have produced a Newsletter and so far covered topics of loneliness and isolation, self-care and motivation with further subjects due to be discussed in the coming months, as well as presentations for students to attend to find out some useful tips to manage their wellbeing and make the most of their experience at University. The Wellbeing Team also have in place a named contact for Local Authority Care Leavers and provide support for students who are estranged from their parents. The contact can liaise with funding bodies in cases where a student is trying to establish independent status on the basis of estrangement. In order to contact the Wellbeing Team, students can email advice@liverpool.ac.uk

About Money Advice and Guidance

Money Advice and Guidance (MAG) is part of Student Welfare Advice & Guidance and provides support and advice to both current and prospective students on a range of financial matters. The team offers discretionary financial help through the University Hardship Fund for students experiencing financial difficulty, advice on statutory funding for full & part-time undergraduates, budgeting sessions aimed at improving money management, debt advice service, advice on funding for EEA migrant workers and other EU students who may qualify for UK funding, eligibility and calculation of welfare benefits and advice and support for students who are carers. If a student has any previous higher education study, or if they are planning to withdraw, suspend, transfer or repeat part of their programme, their entitlement to funding may be reduced, please contact the team for further information: money@liverpool.ac.uk

About Disability Advice & Guidance

Disability Advice & Guidance (DAG) is responsible for the co-ordination of individual support for disabled students. The team provides a specialist guidance and support service for all prospective and current students. The support offered includes confidential one-to-one appointments, daily appointments, assistance with

obtaining funding to support disability related study needs (e.g. Disabled Students' Allowance), arrangements for study needs assessments, loan of specialist equipment and software, liaison with academic and other University departments to communicate & implement reasonable adjustments, access to Independent Specialist Support Tutors, provision of study assistance (e.g. note takers, mentors, library assistants) and development of a Student Support Document to identify appropriate reasonable adjustments. Students can contact the team on disteam@liverpool.ac.uk

About International Advice and Guidance

International Advice and Guidance (IAG) is the central point of contact for international and European students throughout their study at the University. IAG provides support for international students to assist with a range of issues including immigration, finance, safety and welfare; specialist immigration advice including sessions on how to extend your student visa; presentations and workshops throughout the year on a range of topics including 'Working in the UK After Your Studies'; regular updates on current international student issues; opportunities for students to enhance all aspects of their student experience; comprehensive web based information; information and assistance for families of international students. To contact IAG, students can email iagteam@liverpool.ac.uk



need help?

Remember, there is lots of help available for students - visit Liverpool Student Support Services: www.liverpool.ac.uk/studentsupport/