



# Student Welfare Guide

This guide is aimed at helping university colleagues who are likely to be presented with students who are seeking help for a 'welfare' related problem.

In most cases such problems can be resolved through suitable action by the staff member dealing with it, or by referring the student. There are, however, a wide range of complex difficulties that our students encounter and it is very important that the individual is treated in a sympathetic and respectful manner. Often these more complicated issues need to be referred to specialist colleagues within the university or beyond.

The chart overleaf attempts to assist those who are presented with student welfare issues. It is designed to be simple to follow, so that both the staff member and the student can feel that there is a practical way in which help can be found.

## Some useful reminders

### Confidentiality

It is very important to students that their issues are not shared with their peers and members of staff. Often they will choose to present their problems to staff members that they feel they can trust. It is important to respect this trust, whilst remembering that there are times when confidentiality cannot be guaranteed (for example times when a student presents at risk to themselves or others). Student Services can always offer advice on a situation without necessarily knowing the student's name.

### Contact with parents & third parties

You may be contacted by parents or others to discuss concerns they have for a student or you may be tempted to contact parents in a crisis. Unless the student gives permission, this is a breach of confidentiality. If you have any queries about this, please contact Student Services. It should be noted that, in some cases, involving the student's family actually increases risk, rather than being helpful. If parents have concerns and insist on discussing the matter, they should be referred to Student Services.

### Student choice

Students may be reluctant to follow advice in being referred to support services. This can sometimes be difficult as it may appear obvious that they need help. In these cases, contact Student Services to talk through the case and any actions needed either for the student, or to support you in maintaining your professional boundaries.

### External support

There are occasions when external support is sought when dealing with a student presenting in a crisis situation. This may be the use of an onsite First Aider or the attendance of emergency services. It is imperative that at all times the wishes of the student and advice from such trained professionals is followed. A student may refuse medical care or a recommendation to be taken to an Accident and Emergency Department and this remains their right as an adult even if you do not agree with their decision.

## Support for you

### 'Helping students in crisis' and 'boundaries' Training

The Student Services Team deliver a number of regular staff development sessions to help colleagues deal positively with student crises. Please see the university's staff development web pages for details. In order to maintain professional boundaries, staff are advised not to share their personal contact details, such as mobile numbers, social media accounts etc.

If any student situation leaves you feeling uncomfortable, in addition to any usual support from your line manager, you might also want to contact the Employee Assistance Programme, Validium (24 hrs) on 0800 3584858.

Staff should feel empowered to call for police or ambulance assistance if they feel appropriate, without having to refer to Student Services.

### Out of hours support for staff

Student Services has an on-call arrangement, should an urgent issue arise out of working hours. They can be contacted via Security on **01242 714402** or **07801 183630**.



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## Urgent situation

If you feel you or a student are at risk, call university security or police for assistance.

**Student is at immediate risk to themselves or others:**  
Call Emergency Services on 999 and inform Security

**Urgent but not immediate situation:**  
In office hours contact Student Services Helpzone

**Urgent but not immediate:**  
Out of office hours contact Security

**Student Services Helpzone**  
helpzones@glos.ac.uk  
01242 714444

### Security

FCH - 07793 245017  
Oxstalls - 07736 692087  
Park - 07801 183630  
Pittville - 07740 913684  
Blackfriars - 07771 258605

**Student Services Senior Team**  
(either via Helpzone or Security)

## Non-urgent situation

(academic/personal)

Information for students can be found on the 'Get Support' tile from MyGlos app

### Student Services Helpzone

helpzones@glos.ac.uk  
01242 714444

**Personal Tutor / Senior Tutor**

**Academic Subject Leader**

### Chaplaincy

chaplaincy@glos.ac.uk  
01242 714592

### Counselling

counselling@glos.ac.uk  
01242 714544

### Disability, Dyslexia and Learning Support Service (including Mental Health and Wellbeing)

disability@glos.ac.uk  
mhw@glos.ac.uk  
01242 714541

### Housing and Halls of Residence

accommodation@glos.ac.uk  
01242 714544

### Medical support

**Underwood Surgery (Medical Centre, Park campus)**  
01242 714400

**Alney Practice (Gloucester)**  
01452 522709

### Money Advice Team

moneyadvice@glos.ac.uk  
01242 714535

### Student Achievement Team

studentachievement@glos.ac.uk

### Student Welfare

welfare@glos.ac.uk  
01242 714976

**Online mental health support for students available 24 hours from**  
[www.bigwhitewall.com](http://www.bigwhitewall.com)