Students in difficulty – assessing the support needed and referring to services

Academic and course-related

- Academic misconduct or have some other course-based difficulty
  - Students’ Union Advice
  - Support and Wellbeing Team

Disability-related

- Disability-related issue
  - Disability Support Services Team
  - School Disability Liaison Officer

Employment advice

- Employment situation
  - Students’ Union Advice

Financial and funding

- Bursary, scholarship, student loan or support funds
  - Financial Support Team (via Student Services)

- Financial difficulties or have a query about money
  - Students’ Union Advice
  - Financial Support Team

Housing and accommodation

- Housing or accommodation (including problems with their housemates)
  - Students’ Union Advice
  - Off-campus Student Affairs Team
  - Residential Experience team (if in university supported accommodation)
  - University accommodation office

Access the full guide to students in difficulty
nott.ac/identifying-and-responding
International student specific

International student experiencing practical problems concerning immigration or academic issues
- Student Services – Visa and Immigration Team
- Personal tutor
- Support and Wellbeing Team

Mental health and wellbeing

Anxiety about a study problem or academic issue
- Personal Tutor
- Support and Wellbeing Team
- Disability Support Service if the student has a declared disability

Health problem
- GP or Cripps Health Centre

Loss of motivation or difficulty concentrating
- University Counselling Service
- GP or Cripps Health Centre

Mental health crisis (not requiring support from Security but immediate and urgent assistance is needed)
- Mental Health Advisory Service duty worker

Mental health difficulty (other support options have been tried or are not appropriate)
- Mental Health Advisory Service
- GP or Cripps Health Centre
- Disability Support Services

Personal problem (for example bereavement, relationship breakdown)
- Residential Experience Team
- Personal tutor
- Support and Wellbeing Team
- University Chaplaincy
- University Counselling Service

Psychological wellbeing
- University Counselling Service
- Mental Health Advisory Service
- GP or Cripps Health Centre

Use of alcohol or drugs
- GP or Cripps Health Centre
- University Counselling Service
- Recovery in Nottingham

Victim of assault, harassment, or a hate crime
- Report and Support
- Security
- Support and Wellbeing Team
- Off-campus Student Affairs Team
- Residential Experience Team

Religious or spiritual

Religious or spiritual beliefs
- University Chaplaincy
- University Counselling Service

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