



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



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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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