

Academic Advising Signposting Handbook

OCTOBER 2019

Sheffield Hallam University



This handbook has been developed to support Academic Advisers in their role of providing students with informed academic, personal and professional guidance during their studies at Sheffield Hallam University.

A range of resources to help support academic advising activities can be found at the academic advising blog at:
<https://blogs.shu.ac.uk/academicadvising/>

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What is an Academic Adviser?

An academic adviser is a personal named contact and first point of reference for students who may have questions about their academic studies. All students at Sheffield Hallam University are allocated a named academic adviser.

University study is an experience that transforms lives, and a student's academic adviser is there to support their academic, personal and professional development along this journey. An academic adviser will provide guidance on how to improve a student's academic performance and can also provide general advice about how they can get the most out of their time as a student.

An academic adviser will:

- Provide students with their contact details so that students can contact them should they need to.
- Work with students to review their progress and encourage them to develop skills for employability.
- Listen to issues affecting students with their studies and support them in dealing with problems that may hinder their academic progress.
- An academic adviser is not always the best person to support a student and so they are likely to refer them on to specialist services.

****If a student does not know who their academic adviser is, they should contact their Course Leader***

Useful Links –

Student View

https://students.shu.ac.uk/shuspacecontent/support_for_learning/academic-advising

Staff View


<https://blogs.shu.ac.uk/academicadvising/files/2019/01/Academic-Advice-Framework.pdf>

Academic Adviser Training

A range of training is available to support academic advisers.

This includes the online Blackboard module "Being an Academic Adviser" which can be accessed via the following organisation link and takes about 20 minutes to complete:

Organisation Sites

 **ACADEMIC CPD ONLINE COURSES** ▼
(00-Z-S0042-20134, participant)

 **BEING AN ACADEMIC ADVISER** ▼
(00-Z-S0602-20178, leader)

During academic year 2018/19 workshops are being delivered which cover the "Fundamentals of Academic Advising". These workshops have the following content:

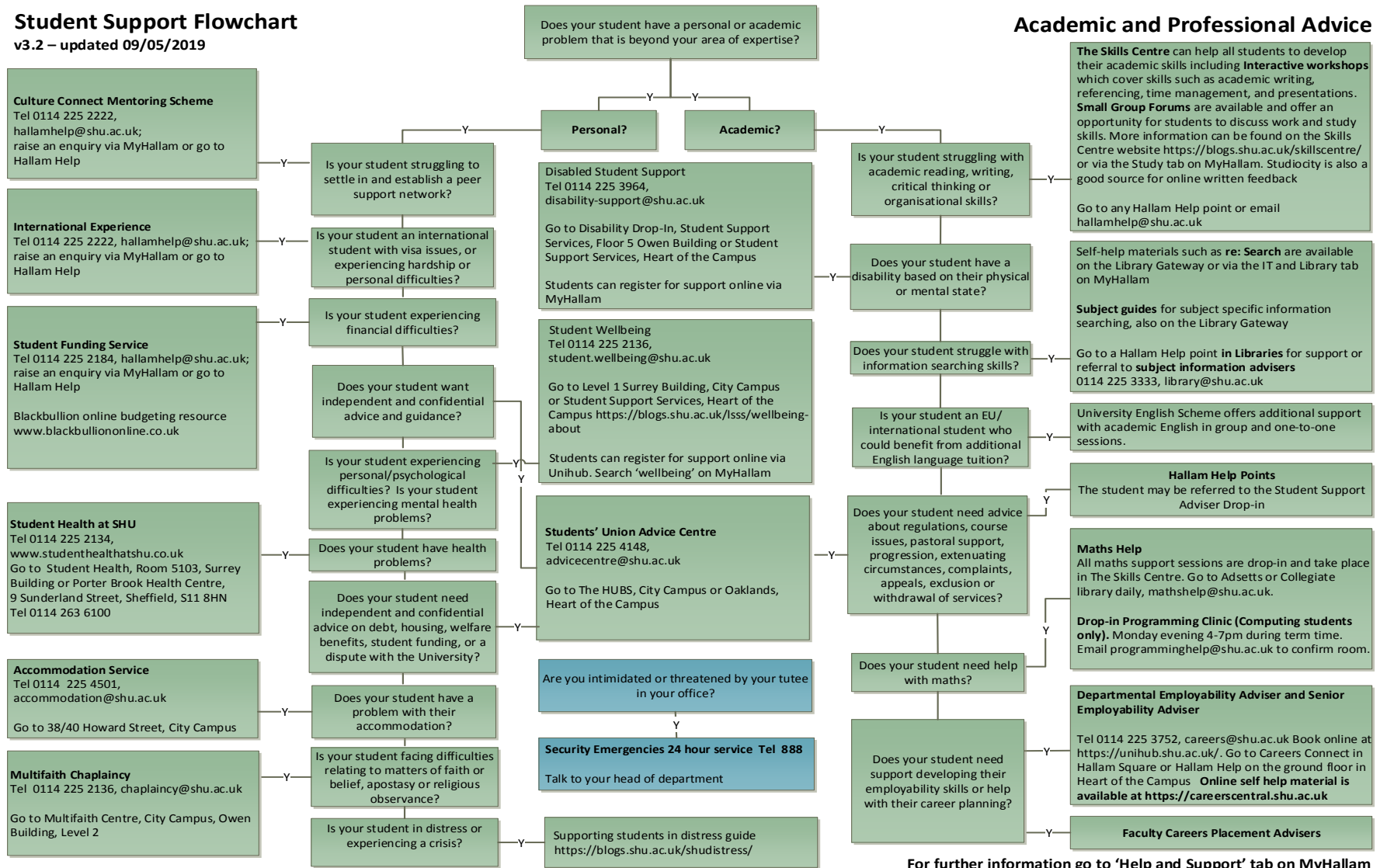
- The background and purpose of academic advising at Hallam
- The expectations of you as an academic adviser
- The expectations students have of academic advisers
- Boundaries of the role
- Signposting information for academic advisers
- Academic advising case studies - practical application
- Support available for academic advisers

Details of other training available to academic advisers, including dates and booking details for the Fundamentals of Academic Advising can be found at:

<https://bit.ly/2RJoAZy>

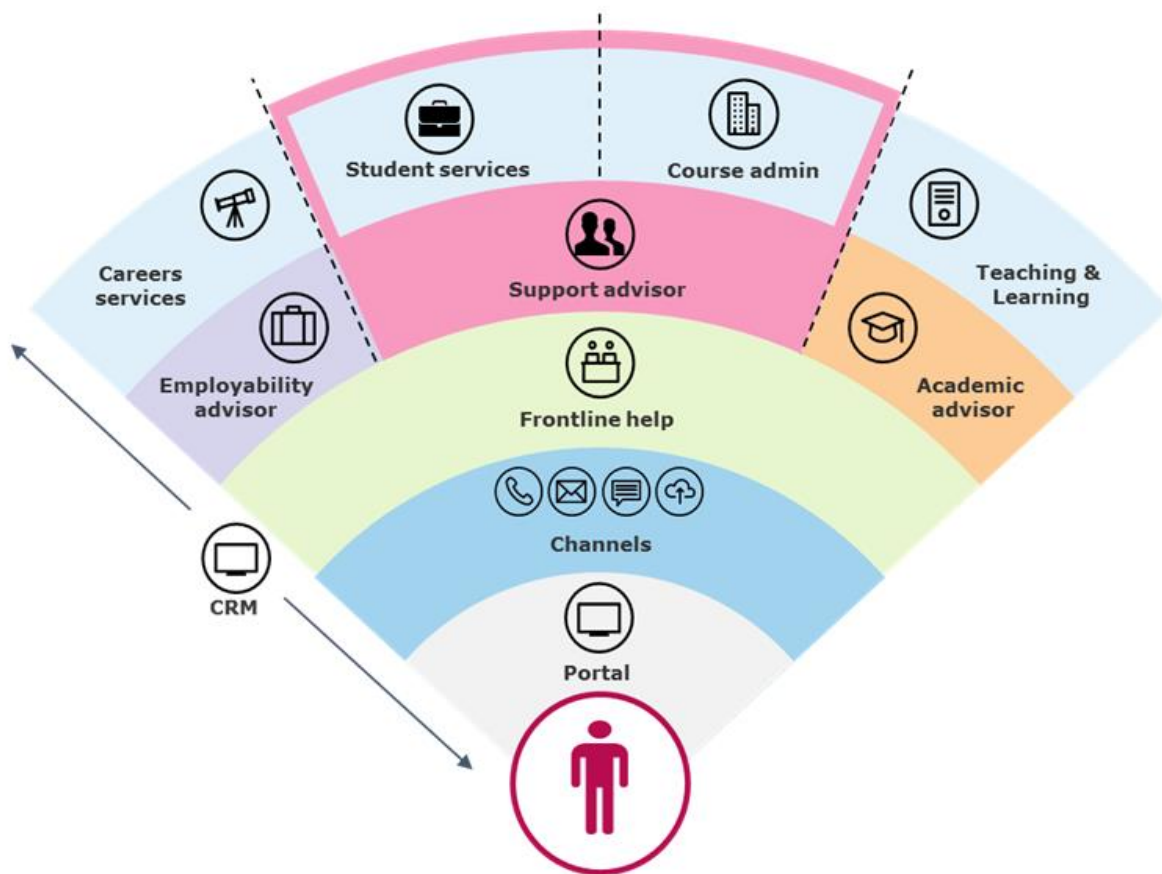
Signposting Flow Chart

Student Support Flowchart v3.2 – updated 09/05/2019



Student Support Fan

This diagram represents the student support model which supports the University's ambition to be the world's leading applied University. It has been created as 'One University, one model' with the aim of creating a consistent and logical experience for students.

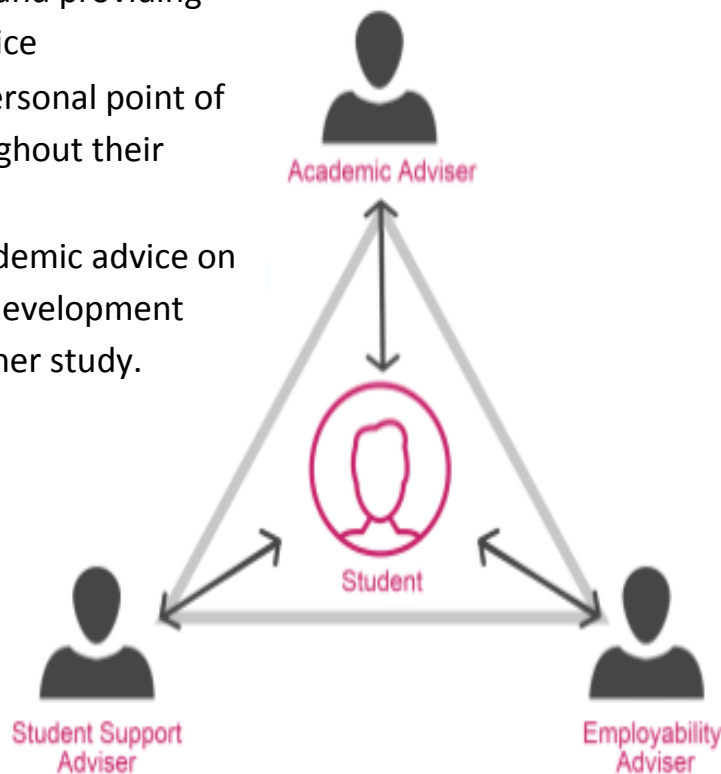


Student Support Triangle

A key element of the model, which supports the University's Shaping Futures strategy, is the triangle of support on offer to students. All students have access to three named Advisers who can provide advice and information for common issues relating to their professional area.

AA

- Monitoring academic performance and providing academic advice
- Providing a personal point of contact throughout their studies
- Providing academic advice on professional development including further study.



SSA

- Triage students to access appropriate services
- Pastoral support and advice
- Preventative interactions
- Working with AA & EA to provide holistic support

EA

- Employability advice and information
- Job search support
- CV checking and interview preparation
- Promotion of placements, internships and graduate opportunities

Students in distress

This information has been taken from the Students in Distress website. For more information on how to support students in different types of situations visit this website: <https://blogs.shu.ac.uk/shudistress/>

See next page for Students In Distress and Emergency Leaflet.

If you need help while you are with the student in distress, seek support from

1. An immediate colleague
2. Your line manager or an alternative line manager (relevant to the situation)
3. Student Wellbeing duty practitioner on 2136
4. Coordinating Chaplain on 3153
5. Security staff on 2000
6. Residential Support Co-ordinator on 4508

Escalating the situation

On rare occasions if you feel it's appropriate to escalate the situation, contact

- A senior manager within your directorate or faculty
- Secretariat (to check any legal or regulatory issues) on 3361 or 3849
- Security staff on 2000
- See below for details of who to inform in an Emergency situation

Record keeping

After each instance of a student present in distress, once the immediate situation has been resolved, make some clear notes about what happened and how you dealt with the situation. These should be shared with your line manager and will help you to debrief, particularly if you have found the experience difficult.

What is an Emergency?

A situation is an emergency if:

- You feel the situation needs to be dealt with immediately
- You feel there is a significant danger to the student or to others
- The student appears to be irrational or unable to communicate effectively
- You feel that simply signposting or referring the student is not enough for this situation

Who do I contact?

- 1) If on university premises: Security – 0114 225 8888 (or 888 on an internal extension)
Off-site: Emergency Services – 999
- 2) Follow up by emailing **! Student Support Advisers - On Duty** with the subject "Immediate Action Required" to inform of student.

What do I do?

- Listen
- Try and take detailed notes of what is happening during or after the incident (if possible).

ACADEMIC ADVISOR

HOW TO GUIDE

IN AN EMERGENCY

WHAT IS AN EMERGENCY?

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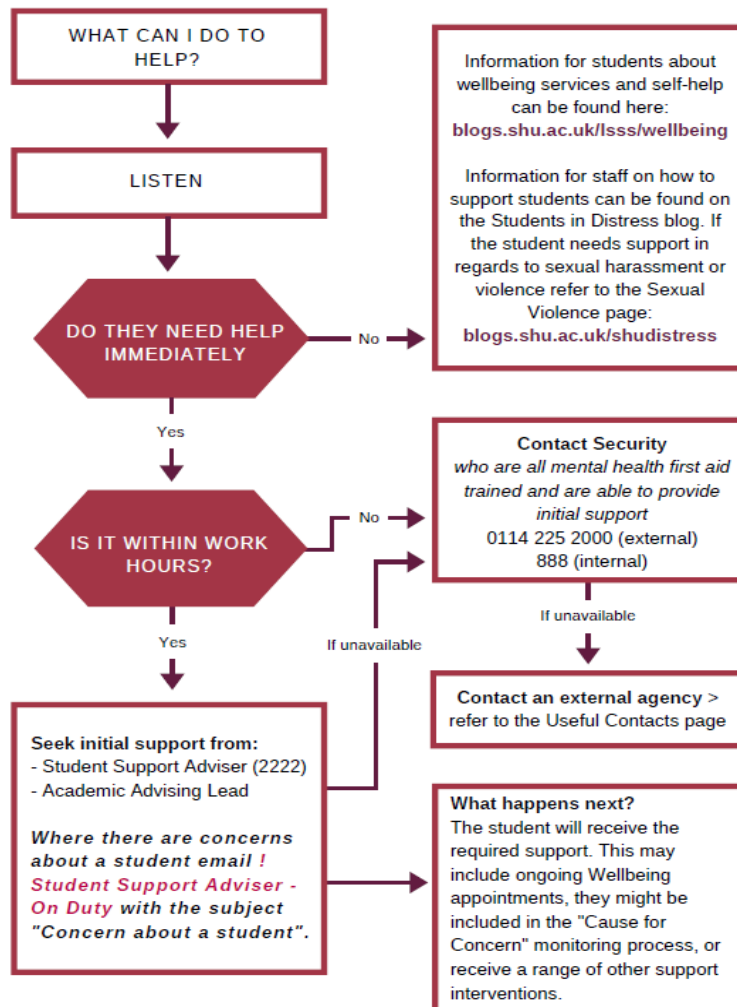
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 Follow up by emailing **! Student Support Advisers - On Duty** with the subject "Immediate Action Required" to inform of student.

What do I do?

Listen

Try and take detailed notes of what is happening during or after the incident (if possible).

STUDENTS IN DISTRESS

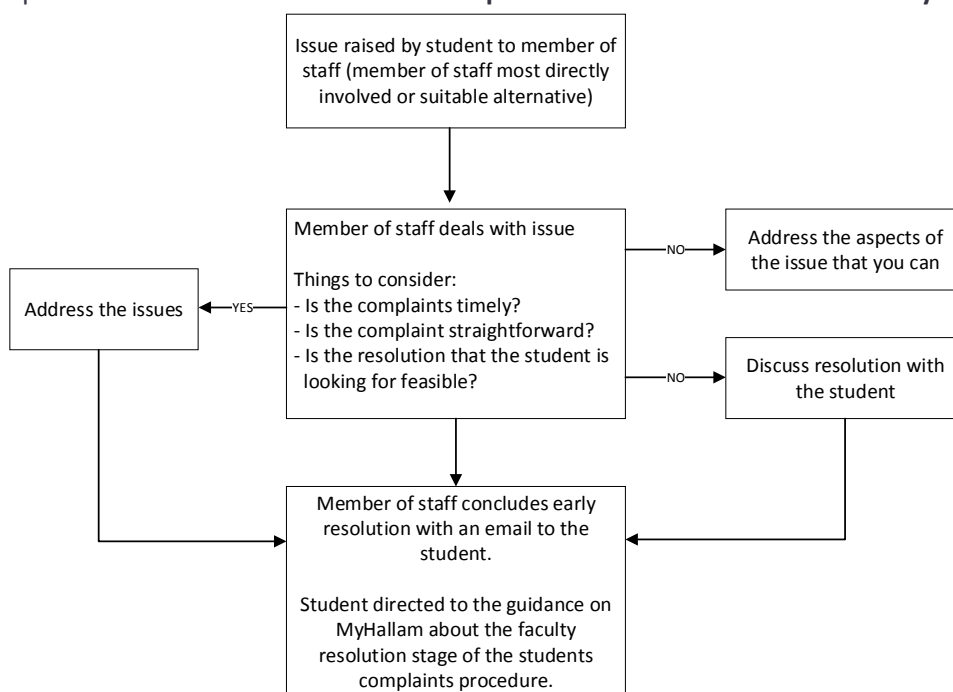


Student Complaint

A student can make a complaint if they wish to report dissatisfaction about teaching-related or service-related provision. Complaints are dealt within Faculty at early resolution and faculty resolution stage in accordance with the Student Complaints Policy and Procedure, which is available under Appeals and Complaints on the University [Rules and Regulations](#) page.

Early Resolution Flowchart

Early resolution is an opportunity for students to raise straightforward issues with the member of staff most directly involved with the concern they have, at the time that the issue arises. If you are the member of staff that the student approaches then it is you that should attempt to address the issues raised by the student, if appropriate to do so. **You are advised to keep a note of the concerns raised and your response.**



For more support and information on how to deal with student complaints please click [here](#).

If a student feels the outcome of their concern raised at faculty level is not reasonable or fair, they can refer their complaint to the University resolution stage. This stage is managed by the Regulations and Policy team in conjunction with the faculty pro-vice chancellors in accordance with the Student Complaints Policy and Procedure. A [leaflet](#) is available to provide to students that guides them through the formal process.

If you have any questions about the Student Complaints Procedure or need advice and guidance when dealing with a complaint, please contact the Regulations and Policy team at [! Regulations and Policy](#) or refer to the [Guidance for Staff](#) for more information.

Student Support Adviser

Students and staff can access the Student Support Adviser service in the following ways:

Support by Hallam Help

The first point of contact for students requiring help and advice is Hallam Help. In the first instance students should be encouraged to raise an enquiry or issue through MyHallam, the student portal. By helping students to use this more frequently, we can increase their confidence in using online information, encourage their confidence and give them a solution to their enquiry. The Student Portal can be accessed via MyHallam: <https://www.shu.ac.uk/myhallam/help-and-support>.

Students with general issues or enquiries about their support or course should be referred to the Hallam Help desk, who will triage the student to the relevant Specialist Support team, Academic Administration Team, Employability Adviser or SSA drop-in. This includes enquiries about course support, assessment support, change in circumstances, specialist disability, funding, careers related issues, wellbeing and international support. Should the student have an immediate welfare issue the SSA drop-in will enable them to get immediate advice and guidance.

Alternatively, Hallam Help can be contacted via:

- Email hallamhelp@shu.ac.uk,
- Phone on **0114 225 2222**
- Hallam Help Point across campus.

More information about Hallam Help and help points locations can be found here:

<https://blogs.shu.ac.uk/psom/student-and-academic-services/>. Should a student's enquiry be unable to be resolved at the help point, staff will triage the student into the relevant Specialist Service or Academic Administrative Department.

Student Support Adviser Drop-in and Appointments

In order to support this escalation process there will be a Student Support Adviser drop-in service running every day on both campuses between **9.30-12.30** and **1.30-3.30**. The locations of the SSA drop-in are; **Level 5 Owen Building and Collegiate Library**.

At the SSA drop-in, students will be able to get support and guidance on a wide range of issues, but they should be made aware that they may not see their allocated course SSA as the drop-ins are run across the whole service. This enables students to have access at all times to a Student Support Adviser. Should a member of staff have an urgent situation where they feel immediate escalation to an SSA is required they should direct the student to the drop-in service. The staff member can also phone x2222 and the SSA will be informed that the student needs immediate attention. Please note that if the situation is a medical or security emergency it may be more appropriate to direct the students to other university services, external services or they should phone security for support.

Should students wish to access the SSA drop-in service they can go to any Hallam Help point across campus and be directed to the drop-in service by a member of Hallam Help. Should students wish to see their

allocated SSA, appointments are now available to book on [Unihub](#) , and students should be encouraged to self-book these appointments.

Student Support Adviser Email Address

However, we are aware that there are specific circumstances where a member of staff may need to raise an issue of concern about a specific student. In this situation staff members can email the Student Support Adviser service directly and this will be picked up by a duty SSA and either resolved or assigned to the appropriate SSA. The email address is [! Student Support Advisers - On Duty](#) or you can search for ! Student Support Advisers – On Duty.

Queries can be raised via:

- an enquiry through MyHallam - <https://www.shu.ac.uk/myhallam/help-and-support> - on the student portal
- email hallamhelp@shu.ac.uk
- phone on 0114 225 2222
- At any Hallam Help Point across campus.

Students in Distress

Where an Academic is concerned about a particular student, but it is not an immediate or emergency situation, it can be emailed in directly to the SSA inbox. In particular if they are concerned about a student on their course because they may be at risk in terms of retention, progression or welfare. Issues which may be particularly sensitive and/or confidential should also be emailed directly. Should the Academic raise a particular concern about a student, including the potential for harm to themselves, this will then be escalated via the universities cause for concern process.

****Any issue where an Academic thinks that the situation is an emergency should be raised immediately following the [students in distress](#) process. This includes:**

- You feel the situation needs to be dealt with **immediately**
- You feel there is a significant danger to the student or to others
- The student appears to be irrational or unable to communicate effectively
- You feel that simply signposting or referring the student is not sufficient for this

Student & Graduate Employability

Services provided by the Student and Graduate Employability Service include:

- Information, advice and guidance for all stages of career planning.
- Help with the application processes for opportunities e.g. Jobs, work experience and further study.
- Local, national and international opportunities including jobs on campus, part-time jobs, graduate jobs and schemes, internships, sandwich and summer placements (<https://unihub.shu.ac.uk>).
- Advice on LinkedIn and developing an excellent LinkedIn profile.
- Career and skills development activities e.g. The Hallam Award, employer presentations and fairs.
- Support for business ideas and start-ups and enterprise skills development.

Student and Graduate Employability services can be accessed in the following ways:

Careers Connect

Students can be referred directly to the Student and Graduate Employability Service at Careers Connect, situated close to the main entrance at City Campus (by Owen Building). Staff at the Centre will triage to the relevant Student and Graduate Employability staff and services. Alternatively, Student and Graduate Employability staff can be contacted via **email:** careers@shu.ac.uk or **phone:** 0114 225 3752.

Hallam Help

Can be contacted via: Email hallamhelp@shu.ac.uk, Phone on 0114 225 2222 or Hallam Help Points across campus. At Collegiate Campus refer students to Hallam Help, ground floor, Heart of the Campus.

UniHub (<https://unihub.shu.ac.uk>)

One to one appointments with the students' named Employability Adviser, Senior Employability Advisers and other members of the Student and Graduate Employability Service are bookable 24/7 through the UniHub system and students should be encouraged to self-book these. Appointment types include:

- **Senior Employability Adviser** (45 minute) in-depth guidance appointments to discuss areas including future career plans, further study, identification of values, interests and skills, exploration of options, disability disclosure and change of course. These appointments are available daily at both campuses.
- **Employability Adviser** (30 minute) appointments for job search, including assistance with applications, interviews, LinkedIn and psychometric assessments - available daily at both campuses.
- **Employability Adviser CV drop-ins** - 15-minute slots for quick CV advice running every day at Careers Connect, City Campus between 12- 1pm. Students may not see their allocated course Employability Adviser as the drop-ins are run across the whole service (no pre-booking, first come first served basis).

Practice interviews: Including feedback (bookable in person or via phone/email).

Careers Connect (<https://careersconnect.shu.ac.uk>): An excellent starting point for students. The site provides online information covering all aspects of career planning including applications, CVs and interviews, assessment centers and psychometric tests, gaining work experience and working abroad.

Useful Links – Student Advice Centre - [**https://www.hallamstudentsunion.com/advice_help/**](https://www.hallamstudentsunion.com/advice_help/)

Academic Related Queries

Extensions

For students who need to ask to for a short extension of up to 10 working days (up to 20 working days for longer projects), they need to complete a **Request to extend a submission deadline (RESL)** via My Student Record. A video to show them how to do this can be found at:

<https://crmportal.shu.ac.uk/knowledgebase/article/KA-01415/en-us>

Understanding Feedback

Feedback on assessments is one of the key mechanisms for helping students improve their academic performance. You may help your students reflect on their feedback to identify common themes or actions that might be appropriate for them. Some information for students about feedback can be found at:

<https://academic.shu.ac.uk/assessment4students/marks-and-feedback/accessing-marks-feedback/>

Degree classification calculation

There are full details of how students can calculate their degrees (including undergraduate, postgraduate and integrated master's degrees) at the following link:

go.shu.ac.uk/degreecalculated

RAA's

If one of your students is experiencing difficulties which are having a significant impact on their ability to complete assessments and they don't think a short extension will help, they may want to consider submitting a Request to repeat an assessment attempt (RRAA) via **My Student Record** which can be found on MyHallam. This is a request to undertake your assessment at a later date during the reassessment period (usually in July for standard courses). Details of how to do this including a video can be found at:

<https://crmportal.shu.ac.uk/knowledgebase/article/KA-01413/en-us>

Feedback from students.

In your discussions with students there are likely to be times when they give you feedback on modules or the course generally. Where you feel the information is relevant to support improvement, or positive from a course teams' perspective you should encourage the student to utilise the course representative system to feedback as well as making your Course Leader aware. The information given to individual academic advisers can really be beneficial to the course overall.

What can IT Help Support?

IT Help aim to provide all students with access to the University's IT services as and when they need them. MyHallam lists a range of services that IT and AV services with clear how-to-guides on how to execute these functions allowing students to self-help with many services. However, if there is a problem, IT Help aims to resolve the issue as soon as possible.

What to look out for

- A student is not submitting their work correctly on blackboard
- Their work/assignments are not in a compatible format i.e. not Microsoft Office tools.
- Their work may not be formatted correctly i.e. struggling to create graphs/pivot tables correctly.

Specific IT help services

- The **Chat for Help** service - available between 9am and 5pm on weekdays
- By phone on 0114 225 3333 (press option 2) - available 24/7
- Follow their Twitter: [@ITHelpSHU](#)
- By email at ithelp@shu.ac.uk
- Wherever a student is, IT can connect to their computer to have a look at the problem with them. **Please ask for 'Remote Support' via the chat tool**

LinkedIn Learning

LinkedIn Learning (previously Lynda.com) is a website that offers training in programmes, applications, business and much more. Each course is delivered by an expert in the subject and is broken down into a series of short videos that are easy to follow. Completing a course in LinkedIn Learning gives you a certification which you can post onto your LinkedIn profile.

For more information visit <https://extra.shu.ac.uk/lynda/> to setup an account and access support materials.

Assistive Technology Service

This service offers group training sessions delivered by our team of assistive technology specialists. Learn how to use assistive technology tools to support your study by improving your research skills, academic writing and assist you in your planning and organisation. For more information [click here](#).

We offer an introduction to the Assistive Technology software available on [AppsAnywhere](#).

Hallam Digital Skills

Students can learn and develop their digital skills with the Hallam Digital Skills service www.shu.ac.uk/digital-skills

The Hallam Digital Skills offer includes:

- Tailor-made software tutorials including Office 365 and Adobe Suite
- Tools to study more effectively and enhance employability
- Free access to over 5,000 expert-led courses on LinkedIn Learning
- Digital skills workshops coming soon. Check the website for updates.

Students using software specific to their course or module which is not covered by Hallam Digital Skills should be referred to their module leader for support.

Useful Links – IT Help Services - <https://students.shu.ac.uk/shuspacecontent/it/get-help-it>

The Skills Centre

The Skills Centre offers inclusive academic skills development to all students at Hallam. They offer workshops, small group forums and drop-ins for all students who want to develop their academic skills.

The Skills Centre will be a key referral point for academic advisers and you should familiarise yourself with the support they have available and the different formats that they use to provide guidance to students.

The Skills Centre can help all students to develop their academic skills. Explore the site to book onto workshops, forums and tutorials, and find useful resources and study tips:



Under RESEOURCES you will find a range of areas are covered which your students might find useful.

RESEOURCES

Dip into these resources to get started with your studies, develop your expertise in skills essential for learning, and build the personal and professional skills to take you forward in life. If you don't find what you are looking for, please **let us know**.



For more information [click here](#).

Sheffield Hallam Students' Union

The Students' Union is a student governed organisation, independent of the University that functions as a representative body for Sheffield Hallam students, all of whom receive free membership automatically upon enrolment. The Students' Union undertakes similar advocacy and campaigning work to a trade union, but also offers entertainment and catering facilities, workspaces, a free independent Student Advice Centre, and support for social groups and activities.

Student Representation

The Students' Union is led by five elected student officers who hold the positions of President, Activities Officer, Sports and Physical Activity Officer, Welfare and Community Officer and Education Officer. In these sabbatical positions, officers work to improve the Hallam student experience in their respective areas, and provide a student voice on the Students' Union's Trustee Board and the University's Board of Governors. Elected Officers are supported by a range of other SU representatives.

The Students' Union and the University jointly run the Course and Department Rep System. Each course has a Course Rep who gathers and raises student feedback, working alongside academic and support staff to improve the course experience. Each Department also has Department Reps who work alongside senior staff to gain an overview of department-wide issues and implement wider change. Students should be made aware of who their Course Rep is and how they can utilise the Rep System to improve their academic experience.

Students can raise any issues they face at University with the most suitable Rep who can raise their feedback in the most effective forum. This could include Students' Union Council meetings, policy proposals, SU trustee board meetings, Staff-Student Committee Meetings, Department Boards or Faculty-level meetings.

Student Advice Centre

The Students' Union runs a free, confidential and independent Student Advice Centre to help students address their problems and maintain a positive and healthy lifestyle, in order to get the most out of their time at University. Advisers can represent students at University meetings and will advocate on their behalf where appropriate. Staff are professionally trained, and the Student Advice Centre is accredited by the AQS standard. The Student Advice Centre can offer independent advice on a range of subjects, including funding entitlements, housing rights, complaints, advice on other University regulations and procedures as well as hate crime, harassment and personal issues. Academic Advisors are encouraged to signpost to the Students' Union in all appropriate cases, even if students are currently receiving support from University services.

Contacting the Student's Union.

Students can contact the Students' Union by calling into the HUBS or Heart of the Campus at Collegiate Campus in person, where they can access self-help material or make an appointment. Or by using the link below which includes details of opening times.

Useful Link - https://www.hallamstudentsunion.com/advice_help/

Mature Students

A mature student is defined as a student over the age of 21. Experiences of mature students at university are varied, some simply start university later than usual, some use university to support a career change/development whilst others maybe use it as a way to engage with a subject for the learning. Often, mature students can experience feelings of social isolation and or lack confidence in their academic ability. However, Hallam do offer a wide range of support to help mature students get the most out of their time at University as not one size fits all.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help and appointments can be accessed via a **Hallam Help Point**. All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! Student Support Advisers - On Duty** – this is purely a staff email, students must not be copied into email going to this address.
- Dedicated **Student and Graduate Employability** staff can be contacted via email: careers@shu.ac.uk or phone: 0114 225 3752 or via an appointment booked on [UniHub](#).

What should you or the University to do next?

The University offers a wide range of support designed specifically for mature students:

- Meet and socialise with other students in the Mature Students Society through the [Mature Students Facebook Group](#)
- Students with dependent children can also apply for the [additional financial help](#). For more information, contact Hallam Help.

Useful Links –

Support for Mature students - <https://www.shu.ac.uk/current-students/student-support/mature-students>

Student Advice Centre - https://www.hallamstudentsunion.com/advice_help/

International Students

International students can be affected by a range of issues during their studies such as:

- difficulties with transitioning to study in the UK - which may mean they need more time to understand what's expected in lectures / tutorials and in assignments
- lack of social support and difficulties establishing peer networks - which may lead to isolation and will affect their wellbeing, mental health and academic performance
- visa issues - because the visa extension process is complicated and can cause a lot of worry and anxiety for international students, particularly towards the end of their study.
- hardship and crisis situations - because they lack the family networks around them, a funding disruption, or an unfortunate setback can exacerbate very quickly.

All new international students are offered a mentor on arrival through the Culture Connect Mentoring Scheme but not all take up the offer.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
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- **A dedicated Student Support Adviser email also available ! Student Support Advisers - On Duty** – this is purely a staff email, students must not be copied into email going to this address.
- Dedicated **International Experience Advisers** can be contacted via email: internationalexperience@shu.ac.uk or phone: 0114 225 3489 or via an appointment booked on UniHub.

What should you or the university do next?

The International Experience Team is a dedicated specialist team that work to support international students throughout their time at Hallam. We organise a series of activities throughout the year to support the social and academic transition of all students such as:

- the Conversation Club which meets fortnightly, weekend activities and trips which are publicised on www.facebook.com/GoGlobalatSHU/
- the [Culture Connect Mentoring programme](#) - international students are offered a mentor on arrival.

The [University English Scheme](#) offers additional language support for non-native English speakers. These are different classes, as well as individual support session which international students can attend.

The [Knowledge Base on MyHallam](#) contains additional guidance information specifically for international students on dealing with financial problems; visa extensions; working in the UK rights, etc.

FAQ's – <https://students.shu.ac.uk/shuspacecontent/international-students/visas-immigration>

Student with a finance query

What to look out for

There are a number of signs to look out for when a student may be having financial difficulties, such as they seem anxious, withdrawn, appear to be tired or not able to concentrate on their daily activities. When it comes to financial enquiries, students often are unaware of where to go to get the correct support they need (i.e. student loans, fees, bursaries or scholarships). Occasionally, an experience of financial hardship may begin to have a negative impact on a student's overall academic performance, so it is important to look out for students who have had a significant decline in grades, unattendance to lectures/seminars and lack of engagement.

Where to signpost:

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- **A dedicated Student Support Adviser email also available ! [Student Support Advisers - On Duty](#)** – this is purely a staff email, students must not be copied into email going to this address.

What should you or the university do next?

Often students can find themselves in financial difficulty if they are awaiting their maintenance loan instalment from Student Finance England or in a short-term financial crisis. Hallam offers may additional help and support to students in financial need through the **Hallam Hardship Fund, Emergency Food voucher scheme** and **financial help for dependents**. In addition to this, the University offers students who may be struggling with their finances help and advice on how to better budget their money (this can be accessed on MyHallam).

Useful Links –

MyHallam - <https://students.shu.ac.uk/shuspacecontent/student-finance>

Help with budgeting - <https://students.shu.ac.uk/shuspacecontent/finance/money-skills-help-budgeting>

Student Advice Centre - https://www.hallamstudentsunion.com/advice_help/

Student who is a Carer

What to look out for

A student carer is a student of any age who provides unpaid support to someone who could not manage without this help. Each student carers' situation will differ based on the needs of the person they care for, where they are living, their subject of study, whether they are in paid employment and a myriad of other factors.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- A dedicated Student Support Adviser email also available [! Student Support Advisers - On Duty](#) – **this is purely a staff email, students must not be copied into email going to this address.**

What should you or the university do next?

Hallam have dedicated advisers who provide practical, financial and welfare advice to student carers. Each student will get a named contact who will:

- **Provide support** with any issues or concerns the student may have. Students can meet with them one-to-one or contact them via phone/email.
- Refer students to additional support from the **Library Distance Learner Support Service**.
- Students can also **register their caring responsibilities** when they enroll onto their course and the university will be in touch to check how they are settling into university life and help them to resolve any issues.

Student Success Scholarship

Students who have caring responsibilities could be entitle to receive up to a £2,000 financial award through the [Student Success Scholarship](#). Student carers also have priority access to our money skills support through one-to-one appointments or in a workshop.

Facebook

There is also a Facebook group for Hallam students with caring responsibilities:

<https://www.facebook.com/groups/SHUcarers/>

Useful Links – Sheffield Young Carers - <https://www.sheffieldyoungcarers.org.uk/>

Sheffield City Council - <https://www.sheffield.gov.uk/home/social-care/carer-support>

Sheffield Carers Centre - <https://sheffieldcarers.org.uk/>

Student who is Estranged or a Care leaver

What to look out for

The Care Leavers Association defines a **care leaver** as “any adult who spent time in care as a child (i.e. under the age of 18). Such care could be in foster care, residential care (mainly children’s homes), or other arrangements outside the immediate or extended family.

An “**Estranged student**” is used to refer to students who have no relationship with, or support from, their parent(s). The situation is permanent and there has been no contact with the parent(s) for at least a year. For students in these situations, starting university and studying a degree can be particularly challenging without a support network or approval from family.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you’ve referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available** [! Student Support Advisers - On Duty](#) – **this is purely a staff email, students must not be copied into email going to this address.**

What should you or the university do next?

To find out more information on what support is available to both care leavers and estranged students, visit the University’s student support services page: <https://www.shu.ac.uk/current-students/student-support>

Care Leavers may be able to receive the Care Leaver Bursary, which gives you £1,500 for each year you're studying at Sheffield Hallam. They may also be able to apply for the Unite Foundation Scholarship, which includes free accommodation for up to three years. To find out more information on what support the University provides to care leavers, [click here](#).

Student Success Scholarship

Our [Student Success Scholarship](#) is dedicated to helping you succeed at Sheffield Hallam. You could receive up to a £2,000 financial award, as well as priority access to programmes designed to support your wellbeing, develop your employability and enhance your money management skills.

Useful Links –

Stand Alone - <https://www.standalone.org.uk/>

Coram Voice - <https://coramvoice.org.uk/>

Student Advice Centre - https://www.hallamstudentsunion.com/advice_help/

Student with a query relating to course transfer, break in study or withdrawal

Signs to look out for:

Students who are thinking of changing course, taking a break in study or withdrawal typically show signs of disengagement through poor attendance, missing deadlines and a lack of interest. If a student is thinking about changing their course, taking a break in study or withdrawing from University it is important that they contact their Student Support Adviser, Course Leader or Senior Employability Adviser to discuss this further. Students can be directed to various help points on MyHallam which provide more information on these queries.

- [Course transfer](#)
- [Break in study](#)
- [Withdrawal](#)

Where to signpost:

- Students can access the **knowledge base** via the search function of MyHallam, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available** [! Student Support Advisers - On Duty](#) – this is purely a staff email, students must not be copied into email going to this address.
- Senior Employability Adviser appointments can be booked on [UniHub](#).

What should you or the University do next?

Students can book an appointment with a Senior Employability Adviser if they are unsure of their career or course choices.

To **change course**, a student must contact their Student Support Adviser or Course Leader to discuss this. The student must also still meet the entry requirements for any new course so they will need to check the online prospectus or contact Admissions for more details.

To **take a break in study** the student must firstly speak to a Hallam Help Point in order to discuss all of their options and understand the possible implications regarding their tuition fees and funding (and visa applications for international students. If the student wishes to continue, they must complete a Take a Break form in conjunction with their Faculty Student Services.

To **withdraw** from university the student must complete the University withdrawal form at a meeting with

Useful Links – Students Union Academic Advice -

https://www.hallamstudentsunion.com/advice_help/advicehelp/academic/
their Faculty Student Support Adviser, after which the withdrawal will be actioned.

Student with a query relating to a disability (including dyslexia)

Signs to look out for

Whilst it is hard to identify signs of disabilities or medical conditions, many students may not be aware that their difficulties are described as a disability. Look out for students who are struggling to meet assessment deadlines, appear to struggle with written tasks, display perfectionist tendencies or frustration at the marks they are receiving as they could potentially benefit from additional support through disabled student support.

Where to signpost:

- Students can access the **knowledge base** via the search function of MyHallam, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to, attend a disability drop in centre, make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! Student Support Advisers - On Duty** – this is purely a staff email, students must not be copied into email going to this address. [Referrals to SSAs are appropriate when a student needs further discussion in order to feel comfortable about disclosing a disability.](#)
- Student and Graduate Employability staff can be contacted via email: careers@shu.ac.uk or phone: 0114 225 3752 or via an appointment booked on [UniHub](#).

What should you or the University do next?

Disabled Student Support offer disability drop-in services for all students that are available at both City, Owen Level 5 and Collegiate, Heart of the Campus. Here they will be able to speak with a specialist about what support students can receive and how they can access it.

****Please be aware that students must register with DSS before they can access the support – this can be done by staff at the Drop-in sessions or by the student via My Student Record.**

Opening hours for drop-in sessions can be found [here](#). Email: disability-support@shu.ac.uk

Telephone: 0114 225 3964

What students can get help with at the drop-in's

- Disabled Students' Allowances (DSA) applications
- Learning contracts
- Booking support workers
- Diagnostic assessments for dyslexia, dyspraxia, dyscalculia and ADHD
- Study needs assessments

Useful Links – Disability Students' Allowances (DSA)

<https://crmportal.shu.ac.uk/knowledgebase/article/KA-01285/en-us>

Learning Contracts- <https://students.shu.ac.uk/shuspacecontent/disability/learning-contract-get>

Student who has an issue relating to mental health

Signs to look out for

A study by the National Union of Students revealed that 92% of students identified as feelings of mental distress with 20% of students consider themselves to have a mental health problem. A student who has an issue relating to their mental health may display one or more of the following signs or symptoms; feeling low, feeling more anxious/agitated, losing interest in life or losing motivation. Some students may also experience a dramatic weight gain/loss, social withdrawal or isolation, problems with sleep, low personal hygiene and poor attendance.

****Please be aware if you feel a student is at immediate, life threatening risk to themselves or others dial 999 – other urgent resources are available at:**

<https://students.shu.ac.uk/shuspacecontent/wellbeing/student-wellbeing-service>

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! Student Support Advisers - On Duty** – this is purely a staff email, students must not be copied into email going to this address.
- Senior Employability Adviser appointments can be booked on [UniHub](#).

What should you or the University do next?

Student Wellbeing offer a wide range of support that often varies depending on the student's situation. A student will need to complete a quick registration form online before they can make an appointment. The student will then be able access a range of support including, counselling, faith advice, inclusive support service, eating disorder appointments and mental health support. These services can be accessed at the Student Wellbeing Service. For more information [click here](#).

Tel: 0114 225 2136, **Email:** student.wellbeing@shu.ac.uk, **Map:** Level 1, Surrey, City Campus

The **Big White Wall** is a safe online community that offers help to students who are feeling down or anxious. This service is external to Hallam and is available 24/7 and has professionally trained guides that ensure the safety and anonymity of all members. For more information, [click here](#).

Useful Links –

The **MIND website** - <https://www.mind.org.uk/information-support/types-of-mental-health-problems/mental-health-problems-introduction/#what>

When a student is ill

Signs to look out for

The main sign to look out for is repeated absence from lectures and seminars. Usually this may be nothing to worry about but in the unlikely circumstance that an illness or injury leads to absence of a prolonged period, it is important that the student informs their Student Support Adviser and seek medical attention. Some student's capacity to study may be impacted by disability, ill health or other difficult personal circumstances. The University aims to provide the right support to all students to help them to complete their studies as close to the normal course duration as possible.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! Student Support Advisers - On Duty** – this is purely a staff email, students must not be copied into email going to this address.

What should the University do next?

Sickness for between 1-5 days

If a student has been off ill for between one and five days, they should complete an illness self-certification form (available at any Hallam Help Point). **Please be aware that self-certification does not normally cover failure to submit coursework.**

Sickness for 5+ days

If a student has been ill for more than five days, they should be advised to seek medical attention. Students will require a sick note from Student Health at SHU if they are unable to come to University.

Nursing and Midwifery students should use the following to report sickness & absence:

- **Voicemail** (please leave a message) 0114 225 5977
- **Email:** Nursing students: nursingabsence@shu.ac.uk
- **Email:** Midwifery students: midwiferyabsence@shu.ac.uk

****If a student has a coursework deadline coming up and they think that they may require an extension, contact a Hallam Help Point at least 24 hours before the deadline date for advice.**

Useful Links – Deadlines, Coursework & Exams -

<https://crmportal.shu.ac.uk/knowledgebase/article/KA-01332/en-us>

Hallam Help - <https://www.shu.ac.uk/myhallam/help-and-support>

When a student has Meningitis

Signs to look out for

Meningitis is a disease that causes inflammation of the membranes that surround and protect the brain and spinal cord. There are two common causes of meningitis:

- Viral Meningitis - This is rarely life threatening, but it can make people very unwell. Generally, hospital treatment is not needed.
- Bacterial Meningitis - This needs urgent medical attention and can be life threatening.

A common symptom of meningitis is a blotchy rash that doesn't fade when a glass is rolled over it, but this doesn't appear in many cases. If the rash doesn't fade under a glass, it's a sign of blood poisoning (septicemia) caused by meningitis and the student should seek medical advice immediately. For more information on potential symptoms of meningitis, please click [here](#).

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Points** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! Student Support Advisers - On Duty** – this is purely a staff email, students must not be copied into email going to this address.

What should you or the University do next?

If you receive a report of a possible or actual case of meningococcal disease (i.e. meningitis and/or septicemia) within the University community, please complete this [form](#) and send it immediately by email to Joe Rennie, Director of Registry Services. **If in doubt, report it.** Staff are also asked to complete the same notification form where they are notified about other forms of communicable disease such as Tuberculosis (TB).

Students can also familiarise themselves on how to prevent meningitis by visiting [this page](#) on MyHallam.

Useful Links –

Reporting cases of Meningitis at the University – [Form](#)

Symptoms of Meningitis - <https://www.nhs.uk/conditions/meningitis/symptoms/>

When a student is pregnant

If a student tells you that they're pregnant, it is important that you help them to understand any implications for continuing their studies and take reasonable actions to support this. **Pregnancy or maternity are not in themselves extenuating circumstances, but pregnancy or maternity related matters might be extenuating circumstances**

- The University will normally expect students to complete their studies and assessments, and will not prevent students who are pregnant or have recently given birth from doing so, unless for valid reason (e.g. as a result of a risk assessment)
- The University's Break in Study procedure may be appropriate if students request maternity related absence or a period of time away from their course.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! [Student Support Advisers - On Duty](#)** – this is purely a staff email, students must not be copied into email going to this address.

What should you or the University do next?

A pregnant student may feel a range of different emotions and it is best, if possible, to talk these through with someone such as a family member or friend. Having said that, student pregnancies are not an academic matter, so it is important that the student is directed to their Student Support Adviser. The student can access support at:

- The student should make an appointment with their named Student Support Adviser who will be able to provide more guidance on how the student can continue with their studies throughout their pregnancy.
- Sexual Health Sheffield is an NHS service that offers specialist advice and support on pregnancy choices and testing.

****It is important to remember that there may be risks associated with the student continuing their studies whilst pregnant due to the requirements and nature of the course they study.** Most courses are low risk however courses that involve the lab work, equipment/machinery use or placement present greater risks.

Useful Links –

[Students Union Advice on Contraception & Pregnancy](#)

["Thinking it over" leaflet](#)

Student who is experiencing homesickness

Signs to look out for

For students who are experiencing homesickness, you may begin to notice a change in their mood/behaviour. They may be showing signs of increased sensitivity, intense emotional expression or increased dependency on staff. Look out for students who appear to be struggling integrate with others in class, appear withdrawn or have low attendance. International students in particular may struggle with homesickness due to the culture shock of coming to a new country and settling into a new way of life.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available** [! Student Support Advisers - On Duty](#) – this is purely a staff email, students must not be copied into email going to this address.

What should you or the University do next?

The University offers a range of activities for students to get involved in to help them settle into university life. However, whether a student chooses to take advantage of these opportunities is their decision. As staff, it is important that we try to encourage students to engage and participate so that they can enjoy their time spent at Hallam. Some examples of what students can get involved in are listed below:

Culture Connect - Culture Connect is an intercultural peer mentoring scheme that helps new students (including UK, European and international) settle into university life and meet friends from around the world by matching them with a returning student. For more information [click here](#).

Societies - The Students' Union is a great place to get meet new people, develop skills, explore Sheffield and just have fun! They provide everything from volunteering, societies, events & trips, to training sessions and work placements. All of this information can be found on the Students Union [website](#).

The Multifaith Chaplaincy - The Multifaith Chaplaincy can offer support and guidance to students of all religions (or none) about their faith/belief and how it relates to their work and study.

*****If a student is still struggling, you could suggest they make an appointment with Student Wellbeing or a Student Support Adviser.***

Student has a query relating to religion, faith or belief

Signs to look out for

When students come to University, it can be quite a life changing experience. For some, this become a time where they may begin to question their religious beliefs which can cause them to feel isolated and unsure as to where to access support. For students who are having doubts about their faith, the Multifaith Chaplaincy may not be the right support they are looking for. Faith to Faithless is a non-profit organisation that works to confront discrimination against non-religious people, in particular, those who have left minority religions.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! [Student Support Advisers - On Duty](#)** – this is purely a staff email, students must not be copied into email going to this address.

What should you or the University do next?

Multifaith Chaplaincy

The multifaith chaplaincy offers confidential personal support to students and staff of all faiths and none. For more information on the what the Multifaith Chaplaincy [click here](#). The Chaplaincy has several spaces to pray as well as organised events to explore faith and beliefs.

Quiet Spaces

The University provides a number of spaces to pray, reflect and meditate for people of all religions or of no religion. The Quiet Room can be found in the Multifaith Centre at City Campus or The Retreat is on Level 2 of the Oaklands building at Collegiate Campus.

Useful Links - Faith to Faithless

Faith to Faithless is a non-profit organisation that works to confront discrimination against nonreligious people, in particular, those who have left minority religions. For more information please visit their website here: <https://www.faithtofaithless.com/>

Student is seeking advice relating to Transgender or LGBT+ queries

Signs to look out for

LGBT stands for lesbian, gay, bisexual and transgender. Sheffield Hallam try to foster a diverse and supportive environment for all of our students which is why we are only one of six universities to receive a ranking of 10 out of 10 in Stonewall's 'Gay by Degree' University Guide. Whilst we try to offer the best support and advice to all of our LGBT+ students, it is important to remember that everyone is different, and will each have their own preference on what support is most beneficial to them. Hallam is an open and inclusive place for all students. We want students to feel supported through their transition into University life whatever their decisions or reasons may be. That said, it is vital that staff respect the confidentiality of the individual and not pressure them into telling us anything if they don't want to.

Where to signpost:

- Students can access the **knowledge base** via the search function of MyHallam, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- A dedicated Student Support Adviser email also available **! Student Support Advisers - On Duty** – this is purely a staff email, students must not be copied into email going to this address.
- Senior Employability Adviser appointments can be booked on [UniHub](#).

What should you or the University do next?

Student Wellbeing – Student Wellbeing can provide confidential support or advice and where appropriate, can refer students to counselling or other forms of mental health and wellbeing support. This service is actively engaged in promoting LGBT+ events throughout the year, foster links with LGBT+ groups in Sheffield and provide a range of information on the subject in their resource area.

SAYiT – SAYiT is a registered charity that provides information and support to people aged between 12-25 and identify as lesbian, gay, bisexual, transgender or have been affected by HIV. For more information please click [here](#).

The LGBT+ Committee – This society provides all students who identify as a minority sexuality or gender identity, a place to meet fellow LGBT+ students and take part in events and campaigns.

Useful Links –

Student Minds - <https://www.studentminds.org.uk/>

RUComingOut - <https://www.rucomingout.com/>

Student needs to report an issue relating to harassment, victimisation or discrimination

Signs to look out for

If a student has experienced acts of harassment/assault, domestic abuse or hate crime they may become reserved or withdrawn from their studies. You may notice a drop in their academic performance or attendance, a lack of interaction with their peers and the avoidance of certain situations. Experiences of discrimination, victimisation or harassment can happen to anyone and can have a serious impact on an individual's wellbeing as well as being morally and legally wrong.

Students in this position often feel anxious to come forward and report the incident so it is important to emphasize that all potential cases are taken seriously by Sheffield Hallam University. Unfortunately, it is not uncommon for incidents to go unreported due to the individual feeling as though there is a lack of support and protection available to them.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! [Student Support Advisers - On Duty](#)** – this is purely a staff email, students must not be copied into email going to this address.

What should you or the University do next?

The **Report & Support** site allows students to report a crime of sexual harassment through either the support of an adviser or anonymously.

- *Reporting anonymously* means that the student is required to complete an online form which does not ask for any personal identifiable details. However, Hallam are unable to provide direct advice or begin an official complaint process if the student chooses this route.
- *Reporting with personal details* means that someone from Sheffield Hallam University can respond and if required, work with you to seek a resolution and take appropriate actions. The report will remain confidential and the information contained in it will only be passed on to specifically trained staff members.

Useful Links –

Report & Support - <https://reportandsupport.shu.ac.uk/>

Student Advice Centre - https://www.hallamstudentsunion.com/advice_help/

Student who has experienced sexual violence

Sexual violence is any behaviour of a sexual nature which is unwanted or without consent. A person commits sexual assault if they intentionally touch another person, the touching is sexual, and the person does not consent. Sexual violence can happen to anyone, regardless of age, gender, race, sexual orientation, religion, class or background. Sheffield Hallam is a safe community and does not tolerate harassment or abuse.

If a student approaches you for help and advice on how to deal with a sexual violence incident, it is advised that you direct them to the [Report & Support](#) site on the Students Union page.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
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- *Reporting with personal details* means that someone from Sheffield Hallam University can respond and if required, work with you to seek a resolution and take appropriate actions. The report will remain confidential and the information contained in it will only be passed on to specifically trained staff members.

Useful Links –

Report & Support - <https://reportandsupport.shu.ac.uk/>

NHS – <https://www.nhs.uk/live-well/sexual-health/help-after-rape-and-sexual-assault/>

When a student has been a victim of crime

Sheffield Hallam University is a safe, inclusive and organisation and works hard to prevent crime and support students who become victims of crimes. Fortunately, the occurrence of violent crimes on campus are very rare. A student who has been a victim of a crime may come to you seeking advice on how they can report it, or they may be struggling to cope with the after-effects of a crime that had previously happened. The experience of physical violence can leave students feeling highly distressed and have a detrimental effect on their wellbeing.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
- **A dedicated Student Support Adviser email also available ! [Student Support Advisers - On Duty](#)** – this is purely a staff email, students must not be copied into email going to this address.

What should you or the University do next?

If a student is a victim of a violent crime on campus, it is important that you try and get as many details from the student as possible – who, what, where, when and why? If the student is unconscious or injured, dial 999 for an ambulance and make sure you also phone Security on 0114 225 2000 so that they can provide addition assistance.

If a student wishes to report the incident, the University has a police liaison, officer PC Tom Goodhill, who can be contacted on 07584 113548 or tom.goodhill@southyorks.pnn.police.uk.

Whilst we want to encourage the student to report incidents to the police it is vital that we do not force them to do anything they do not want to do. If a student decides not to report the incident, we must respect their decision and further signpost them to Student Wellbeing services where they will be able to receive ongoing support.

Useful Links –

Supporting Students in Distress – <https://blogs.shu.ac.uk/shudistress/>

Victim Support - <https://www.victimsupport.org.uk/>

Student use and abuse of drugs and/or alcohol

The University recognises that the misuse of alcohol and/or drugs and/or other substances are medical and social problems. The Student Use and Abuse of Controlled Drugs and Other Substances policy aims to facilitate the early identification of such problems and to encourage students to seek advice, help and assistance voluntarily before their studies are adversely affected.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
- There is also a Hallam Help email hallamhelp@shu.ac.uk – this should be used if you are wanting to make a record that you've referred a student on - **please be aware that by using this email the student will be alerted that you are making a case regarding them** – please make it very clear if you **do not** want the student to be alerted.
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What should you or the university do next?

****University staff unless employed directly to do so, will not provide direct advice on substance abuse.**

However, staff should provide guidance as to where professional assistance is available locally using existing agencies.

Confidential advice and support, or information on other services, for students wishing to discuss problems related to the use of drugs or alcohol is available from:

- [The medical service](#)
- [The counselling services](#)
- [The Chaplaincy](#)
- [The Hallam Union Advice Centre](#)

The use of certain drugs is illegal under the Misuse of Drugs Act 1971, and members of staff becoming aware of such usage should report to their line manager. A range of action may be taken, from a conversation with the student giving information about health risks and services available, through to contact with the police in cases of persistent usage of, or dealing in, illegal substances. **Students after graduating may put at risk their ability to obtain employment in certain professions if they have a drugs related criminal record.**

Useful Links –

FRANK - <https://www.talktofrank.com/>

Sheffield Drugs & Alcohol Co-ordination Team (DACT)- <http://sheffielddact.org.uk/drugs-alcohol/>

Student has concerns about radicalisation

Radicalisation is defined as the “process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups”. Whilst radicalisation can be difficult to spot, you may be able to identify certain signs that may indicate that a student is being radicalised. You may notice that a student has become isolated from peers, have an increased level of anger, a sudden disrespectful attitude towards other and increased secretiveness, especially around their internet use. Students who are at risk of being radicalised typically have low self-esteem or have been a victim of bullying or discrimination as extremists tend to target vulnerable individuals.

Where to signpost:

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What should you or the University do next?

Prevent is a strand of the Government’s Counter Terrorism Strategy and aims to stop people becoming terrorists or supporting terrorism. This strategy does not require staff to do anything in addition to their normal duties. However, if you do have a concern that a vulnerable individual is being exploited, it is vital that staff and students know how to raise a concern so that the necessary action can be taken.

- Staff - this issue should be discussed with your line manager.
- Students - this issue should be discussed with a student support officer.

If concerns still remain you should contact a member of the University’s Prevent Steering Group.

****In an emergency (where your safety or that of others’ is at risk) call 999. [The Sheffield Hallam Prevent Course](#) has been developed to provide an overview for staff on the Prevent duty and focuses on raising awareness of Prevent amongst all staff. This training can be accessed on an E-learning module or an hour-long workshop that can be booked via CORE portal.**

Useful Links –

Prevent Guidelines – <https://go.shu.ac.uk/finalmarch2016>

Our Prevent duty - <https://staff.shu.ac.uk/prevent.asp>

When a student has died

In the sad event that you or the University is notified of the death of a current student the University Chaplain should be contacted as soon as possible. Notifications may be received from a range of sources including the Chaplaincy I-Net, Hallam Help, members of staff in SAS, the Faculties, VC's Office, Accommodation office, departments within the University, next-of-kin, friends/fellow students or members of staff.

As soon as notification of a student death is received the Chaplain will, where appropriate, make contact with the student's family to offer condolences and to subsequently find out about funeral details for communication back to the University.

Where to signpost:

- Students can access the **knowledge base** via the search function of **MyHallam**, this contains information on a wide range of areas.
- All help can be accessed via the **Hallam Help Point** – students should be signposted to them if they need to make an appointment/need support.
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What should you or the University do next?

The Chaplain will co-ordinate the University's response to news about the death of a student and offer support to the deceased's family, friends/fellow students and to the Hallam staff. A formal letter of condolence will usually be sent by the Pro-Vice Chancellor to the deceased student's family.

The University offers a wide range of support for students who have been affected by losing a fellow student:

- **Chaplaincy Support** - Reverend Helena Roulston, Tel 0114 225 3153, H.Roulston@shu.ac.uk
- **Student Wellbeing** - 0114 225 2136, Email student.wellbeing@shu.ac.uk.
- **Student Support Advisers** - can advise students about their options if they need to take a break in study.

Useful Links –

Big White Wall – is available to provide anonymous online support day and night to all students.

Immediate access to support is available 24/7 – just go to

<https://www.bigwhitewall.com/v2/LandingV2.aspx?ReturnUrl=%2f> , click "Join Us" and register using your University email address.

Dictionary of useful contacts

University Services

Student Wellbeing

Confidential service for students providing personal support and guidance Level 1, Surrey Building, City Campus
0114 225 2136
student.wellbeing@shu.ac.uk

Report & Support

If you have experienced sexual violence, harassment, abuse or hate crime report it either anonymously or get support from an adviser.
<https://reportandsupport.shu.ac.uk/>

Multifaith Chaplaincy

Reverend Helena Roulston (Co-ordinating Chaplain)
0114 225 3153
H.Roulston@shu.ac.uk
<https://www.shu.ac.uk/current-students/student-support/student-wellbeing/multifaith-chaplaincy>

Residential Support Service

Management of student wellbeing and behaviour in student residential accommodation
Room 38/40 Howard St, City Campus 0114 225 4508

Security Services

Responsible for all aspects of safety and security within the University, available 24-hours a day
Level 5, Owen Building, City Campus 888 (internal) 0114 225 2000 (external) security@shu.ac.uk

Financial Support

Student Financial Support Team.
Tel: 01142252222 Email: studentfunding@shu.ac.uk

Accommodation

Telephone +44 (0)114 225 5555
General enquiries - accommodation@shu.ac.uk
Private sector housing enquiries - privatesectoraccommodation@shu.ac.uk

Student Union

The HUBS, Paternoster Row, Sheffield, S1 2QQ
Tel: 0114 225 4111
Email: studentsunion@shu.ac.uk

Disabled Student Support

Advice and guidance on support available for students with disabilities.
Telephone: 0114 225 3964 (Mon-Thurs 9am-5pm Fri 9am – 4:45pm, voicemail at other times).
Email: disability-support@shu.ac.uk

Skills Centre

The Skills Centre offers inclusive academic skills development to all students at SHU.

Email: skillscentre@shu.ac.uk

Twitter: @HallamSkills

<https://blogs.shu.ac.uk/skillscentre/>

External Services

Student Nightline

Out-of-hours support service delivered by student volunteers 8pm-8am term time only

listening line 0114 222 8787

information line 0114 222 8788

www.sheffieldnightline.co.uk

Sheffield Helpline

24-hour support and information service for people affected by mental illness

0808 801 0440

www.rethink.org

The Samaritans

24-hour support service to discuss personal issues

Call 116 123

www.samaritans.org

Big White Wall

You can access free, 24/7, anonymous online support with Big White Wall. Just [sign up](#) with your university email address to explore the range of support on offer. You can talk about whatever is troubling you in a support community, with counsellors available 24/7.

Student Health at SHU Tel: 0114 225 2134.

If you're not registered at the University, contact [your own GP](#) or the [NHS](#) on **111**, a 24-hour service if you urgently need medical help or advice but it's not a life-threatening situation.

Papyrus

Confidential young suicide prevention advice.

Tel: 0800 068 41 41

email: pat@papyrus-uk.org,

Text: 07786 209697

Grassroots Suicide Prevention

Supporting communities to prevent suicide, one life at a time. Their website includes resources to help those at risk of suicide or concerned about someone else. There is also a Stay Alive Mobile Phone Application which can be personalised to tailor it to the user.

<https://www.prevent-suicide.org.uk/>

Rethink Mental Illness

Mental health information & advice on practical problems from Monday to Friday 10am – 2pm (except Bank Holidays). There is also an SOS guide which offers practical advice on mental illness.

Tel: 0808 801 0440 (Calls free from landlines and mobiles)

Sheffield Drugs & Alcohol Co-ordination Team (DACT)

Provide confidential support and treatment for drug and alcohol misuse.

Drugs: 0114 272 1481

Alcohol: 0114 226 3000

<http://sheffielddact.org.uk/drugs-alcohol/>
