

University of Worcester Student Support

There are three main sources of initial dedicated support available for students, detailed below.

Students can access these on any course and on any Worcester campus or remotely.

Firstpoint	University of Worcester service and first point of contact for all student enquiries, including: <ul style="list-style-type: none"> • accommodation • car parking permits • careers and employability • chaplaincy • counselling and mental health • course enquiries • disability and dyslexia support • Disclosure & Barring Service (DBS) checks • money advice and student finance • nursery • study abroad • support and wellbeing.
	Open Monday - Friday, 9am - 4:30pm within Peirson Study & Guidance Centre on St. John's campus.
	Call 01905 54 2551 or email firstpoint@worc.ac.uk .
	https://www2.worc.ac.uk/firstpoint/
Students' Union (SU)	Located on St. John's campus, Welcome Desk is open 10-4 weekdays.
	All students are automatically members of their Students' Union and entitled to access the Help & Advice Service for independent advice and representation. Specialist advice is available on a range of issues, including academic, wellbeing and housing.
	Appointments with Advisor available face to face (St Johns and City Campus), over MS Teams or on the telephone.
	Book an appointment with Students' Union Academic & Welfare Advisor: https://www.worcsu.com/helpandadvice/ .
	The SU work to support sports teams, student networks, societies and representatives, and can signpost students to relevant groups.
	SU bar and venue, The Hangar, is open Mon - Sat 16:15 - 23:00 during term time.
	Call 01905 543210 or visit www.worcsu.com .
University Security Services	24/7 availability, all year round.
	Support with reporting crime, delivering first aid and lost property.
	Call on 01905 85 5000 or 07977 973 956, email security@worc.ac.uk
	Callmy Alert App is the University's official safety app for students. If students feel uncomfortable in a situation on or between campuses, the app enables the user to alert University Security. Use the code 'WR2 students' after downloading the app and registering.

Support Directory

Mental Health Support	STAR: Support, Triage, Advice, Refer (through Firstpoint)	<p>Firstpoint offer STAR appointments with a trained professional to help with emotional, psychological or mental health issues that students may be experiencing. These must be pre-booked.</p> <p>Students should contact Firstpoint, with their name, student number, contact details and availability:</p> <ul style="list-style-type: none"> • Call 01905 54 2551 • Email firstpoint@worc.ac.uk (STAR in the subject line) • Contact Student Wellbeing Team on studentlife@worc.ac.uk.
	Urgent triage appointments	Available every weekday and are bookable on the day via Firstpoint. This is a short appointment for newly emerging situations which don't require urgent medical attention.
	Counselling and Mental Health Service	Dedicated University of Worcester student support. Eligible students will be referred following a STAR appointment. Contact Firstpoint in the first instance.
	Papyrus Hopeline (09:00-00:00)	External help and advice for prevention of suicide 0800 068 4141 or pat@papyrus-uk.org .
	Online resources (external to the University)	Students can access a directory of external sources of support here: https://www2.worc.ac.uk/counselling/external-sources-of-help.html .
Wellbeing & Study Skills	Student has issues related to <ul style="list-style-type: none"> • disability • medical condition • Specific Learning Difficulty 	<ul style="list-style-type: none"> • Refer student to the University Disability and Dyslexia Service. • Service can advise University staff on how to meet the needs of disabled students. • Student should access the Service via Firstpoint (contact details above) or call 01905 85 5531.
	Money problems	<ul style="list-style-type: none"> • Access University Money Advice Service via Firstpoint (see above). • Contact Students' Union Academic & Welfare Advisor (see above).
	Study skills	<ul style="list-style-type: none"> • Discuss with their Personal Academic Tutor (PAT). • Access worc.ac.uk/studyskills/
	Support with English language skills For Home and International students	Contact University Language Centre: https://www.worcester.ac.uk/life/help-and-support/language-centre/ .

Academic issues	They don't like their course	Refer to Firstpoint and encourage discussions with Personal Academic Tutor (PAT).
	They're experiencing problems with their course	Contact SU Academic & Welfare Advisor (see above). Contact Vice President Education if it's a course-wide issue: https://www.worcsu.com/yourvoice/studentofficers/
	They want to make a complaint about the University or another student	Complaints process and documents on Uni website: https://www2.worc.ac.uk/firstpoint/complaints.html For advice and support making complaint and throughout process, contact SU Academic & Welfare Advisor (see above).
	They need support related to <ul style="list-style-type: none"> • appeals • complaints • plagiarism • university disciplinarys • fitness to practice • support and representation for university meeting(s) 	For advice and support, contact SU Academic & Welfare Advisor (see above).
	They want to leave University or withdraw from their programme	Contact Firstpoint 01905 54 2551 or email firstpoint@worc.ac.uk .
Accommodation	They are homeless	Refer to the Student Wellbeing Team on studentlife@worc.ac.uk (they can also liaise with Money Advice Service and Accommodation if necessary).
	They have issues with their accommodation or problems with flatmates	<ul style="list-style-type: none"> • Refer student to Student Wellbeing Team on studentlife@worc.ac.uk • SU Academic & Welfare Advisor (see above).
	Matters for Police Community Support Officers (PCSOs)	Student should contact PCSOs (Natasha Harris and Jamie Denning) <ul style="list-style-type: none"> • pcso@worc.ac.uk; 01905 54 2629 • Natasha.harris@worc.ac.uk 07581 386249 • j.denning@worc.ac.uk 07870 151127

Crime & community	Student discloses any form of sexual assault, rape or domestic violence	<ul style="list-style-type: none"> • Refer to University PCSOs • Refer to University Counselling and Mental Health Service via Firstpoint.
	Student reports incidents of bullying, harassment, victimisation or discrimination	<ul style="list-style-type: none"> • Refer to Students' Union Academic & Welfare Advisor: https://www.worcsu.com/helpandadvice/ • Contact studentlife@worc.ac.uk
	Concerns for personal safety (on or between campuses)	<ul style="list-style-type: none"> • Use Callmy Alert app to alert University Security (see above). • Call 01905 85 5495 or 07977 973 956.
Personal	Student has issues related to their gender or sexuality	<ul style="list-style-type: none"> • Refer to University Counselling and Mental Health Service via Firstpoint (above). • Contact SU Academic & Welfare Advisor (above).
	Student is pregnant	<ul style="list-style-type: none"> • Contact studentlife@worc.ac.uk
	Sexual health & wellbeing	<ul style="list-style-type: none"> • Free condoms and STI testing available via Students' Union: https://www.worcsu.com/helpandadvice/healthandwellbeing/sexualhealth/ • Students can access local NHS sexual health services: https://www.hacw.nhs.uk/sexual-health-arrangements-during-covid19
Out of Hours	University of Worcester Security (24hrs 365 days a year)	<ul style="list-style-type: none"> • 01905 85 5495 or 07977 973 956. • Callmy Alert App.
	Samaritans (24hrs 365 days a year)	<ul style="list-style-type: none"> • 01905 21121 or jo@samaritans.org. • Free text - 116 123.
	TalkWorc text service (24hrs 365 days a year)	<ul style="list-style-type: none"> • University text service for those feeling low or down. Text 82528.

All further enquiries can be sent to Security, Firstpoint or the Students' Union, as appropriate.

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