

GETTING THE HELP YOU NEED

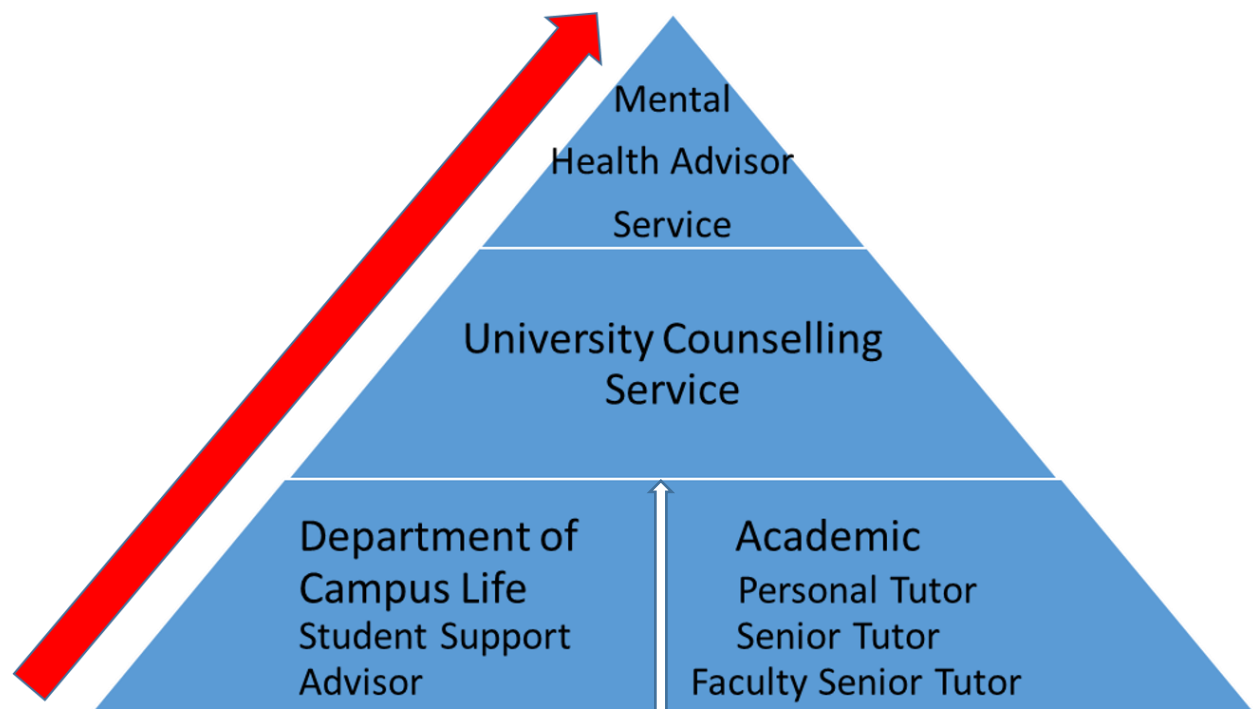
Dear Student,

It is important that you know where to go when you need help. At UNNC, there are different types of help available depending on the problem, and so I have outlined below some of our services, and the kind of help you can expect from them. Please use this information to make sure you contact the appropriate service or person for your concern, and this will ensure that you get the help you need as quickly as possible.

Kind regards,

Patti Wallace

Head of Counselling & Wellbeing



Tier 1

Your **Student Support Advisor (SSA)** from the Department of Campus Life will keep in touch with you by Wechat and offers 'free talk' which is a space to talk about general life problems such as getting used to a new environment, difficulties in relationships with roommates or class mates, feeling a bit low or stressed. You can request to see your SSA without booking in advance and if you are worried about something that you think needs immediate attention.

Your **Personal Tutor** is a member of academic staff in your Faculty or CELE. This is someone whose role is to help you with academic matters and personal matters that affect your studies. So, if you have concerns about your studies, this is the best person to speak with. You will probably need to book an appointment in advance or attend during their office hours which should be indicated on their door or the bulletin board outside their office.

Your **School Senior Tutor and Faculty Senior Tutor** are academic staff who have some responsibility for student welfare. Your Personal Tutor may refer you to them if you have valid reasons for not meeting deadlines or have ongoing problems with completing work on time.

Tier 2

The **University Counsellors** are professionally qualified and so deal with more complex personal or psychological problems that significantly impact on your life or ability to study at university. Some examples include: feeling depressed, high levels of anxiety, eating disorders, addiction, thinking about or planning suicide, family problems, relationship problems, low self-esteem. This service is for students who are willing to work on solving their problems and want to find better ways of coping in their lives. You need to book an appointment in advance and commit to attending the session so that you and the counsellor can work together on the issues concerning you. Appointments are offered within 5 working days of when you submit your registration form showing your availability. Normally students are offered from 1-6 sessions following the first assessment session. Exactly how many sessions depends on the problem and the kind of work the counsellor and client aim to do.

Tier 3

The **Mental Health Advisors (MHAs)** are also professionally trained to support students with serious mental health diagnoses, and those who are prescribed medication for their mental health condition. They do not offer counselling, but do offer professional support and have a good understanding of how to help students manage their mental health condition while continuing with normal university life. To access a Mental Health Advisor, you need to be referred by your SSA, your Faculty Senior Tutor or a University Counsellor. In addition, the MHA Service will respond to serious mental health emergencies on campus.

If you wish to consult a psychiatrist, you can book an appointment yourself at Kangning Hospital.

Further information about how to do this can be found on the MHA webpage:

<https://www.nottingham.edu.cn/en/department-of-campus-life/mental-health-advisory-service/mental-health-advisory-service.aspx>.

When the situation is urgent or you are unable to book a timely appointment yourself, the MHA will help in making this arrangement. Normally, a psychiatric assessment will result in a diagnosis and prescribed medication.