

# Student Support

## Student Advice and Wellbeing Team

The Student Advice and Wellbeing Team are here to support you throughout the whole of your journey with the School. That starts now – on application!

If you have any queries related to disability, student finance, accommodation, mental health and wellbeing, or any other aspect of support please don't hesitate to get in touch.

**Phone:** 01429 858410 / 858411

**Email:** [hestudentservices@northernart.ac.uk](mailto:hestudentservices@northernart.ac.uk)

**Student Services Instagram:** [@northernart\\_studentservices](https://www.instagram.com/northernart_studentservices)

**Student Services Facebook:** [facebook.com/TheNorthernStudentServices](https://www.facebook.com/TheNorthernStudentServices)

## Health Conditions & Disability

If you have a health condition or disability and need support at interview or whilst studying with us, please get in touch to discuss your support requirements. We can also talk you through the process of applying for Disabled Student Allowance to ensure that the support you need is in place before you start. Support at Higher Education is different to support at College as, in the majority of cases, it will be provided by an external provider - but don't worry, our Advisers can help you navigate this process.

We will also work with the lecturing staff to ensure that any reasonable adjustments are in place to support your study.

## Accommodation



The team work really closely with Thirteen Group who manage the School's halls of residence to make sure your 'moving in' process is smooth and seamless, and your time living in halls is an enjoyable experience. The team will deal with your applications and try their best to allocate you a room according to the preferences you indicate on your application form. Any questions about which accommodation may be best for you, moving in, and what to bring – the team are there to help. All the basics are provided for you, you just need to bring pots, pans and cutlery, bedding and anything else you need to make your room comfortable and homely. For more details on our student halls of residence visit our [website](#).

If halls are not for you or, when you are ready to move out of halls, our advisers can support you to explore other options with local private landlords that we work with.

### **Mental Health & Wellbeing**



The pastoral team are there to support all aspects of healthy living – physical and mental. The School has a Student Counselling Service for anyone requiring more in-depth emotional support and all the Advisers are trained in Mental Health First Aid. The team run a variety of different activities to support positive mental health and wellbeing. The School also works with Health Assured to provide students with access to a wellbeing app and online portal, full of useful advice and information and a 24/7 telephone support line for anyone needing support out of hours. If you would like more information on mental health and wellbeing please contact us or visit the School [website](#).

### **Care Leavers / Estranged Students**

Care leavers and estranged students will be allocated an adviser to support them throughout the duration of their studies. The adviser will ensure that the student has access to any support required and advise on financial and accommodation issues, liaising with external organisations as required.

## Student Safety



We take the safety of our students very seriously. The School works with a number of external organisations to support us in ensuring the safety and wellbeing of all students. This includes the Police, the Fire Brigade, and other organisations such as Brook, who offer advice on sexual health and wellbeing and also Hart Gables who support our LGBTQ+ community. Within the team we also have staff trained to support any students that have experienced sexual violence and harassment.