



PAM  
Wellbeing

# **Student Assistance Programme: A student services guide**

[pamwellbeing.co.uk](https://pamwellbeing.co.uk)

## What is an SAP?

The Student Assistance Programme (SAP) is a professional service that offers counselling, information and support for all types of academic and personal issues. It's available 24 hours a day, 7 days a week by calling a freephone number or via our live chat service.

The SAP is available to all students and peers. The SAP can help you address issues affecting the wellbeing of your students, management concerns and all kinds of situations you may not be quite sure how to handle. It can help make your job easier and less stressful – knowing that support is available.

### The benefits of the service include:

- One-off support calls 24/7 365 days, answered by a qualified counsellor
- Face-to-face, telephone or video counselling (via secure virtual platform)
- Computerised CBT
- Psychological assessment and referral for specialist therapies such as cognitive behavioural therapy (CBT), via referral
- Support for academic pressures, money and relationship matters
- Student support and consultation
- Market leading ORCHA approved web and app-based wellbeing tools and resource
- Wellbeing training and workshops
- Critical Incident response – including onsite



I can't thank my counsellor enough for the support I have received through dark days and for making me realise that the future can be bright //

Service User Feedback

## How to use the SAP?

### How to use the SAP for your students

An student may come to you looking for guidance with a personal issue.

As part of the support available to you, you can recommend that the student contacts the SAP for emotional support and practical information on matters such as stress, money, relationship and legal matters. This recommendation is also known as a “self-referral” or a signposting as the student makes contact without the need to inform you that they are doing so.



**In a 2022 survey, 57% of students self-reported a mental health issue and 27% said they had a diagnosed mental health condition.<sup>1</sup>**

### How to use the SAP for yourself

As student support, you can use the SAP in the same way as students for personal issues.

In addition, you can also use the SAP to seek support with the challenges you may face in your role as student support. In these situations, the SAP counsellor will empower you as a peer support in talking through the problem, explore various options and to take action. Often these consultations require the student supporter to work along side and/or seek additional help from their organisational Human Resource support.

Whether you are looking for personal or student support advice, you can contact the service via the details below.

#### Access the SAP via the details below:

Call: **0808 196 3533**

Live Chat: Access via the app or portal at  
**pam-assist.co.uk**

Organisation code:



Source: 1. Student Minds – Mental Health Charity

For **free** and **confidential** support, call us on:  
**0808 196 3533**

**pamwellbeing.co.uk**

## Recognising when students need support

Sometimes, students may approach you and disclose the mental health challenges they are facing. At other times, you may recognise a change of behaviour in a student that causes concern.

It is important to be aware of some of the warning signs that a student is experiencing mental wellbeing issues, such as:

- Being quieter and more socially withdrawn than normal
- Appearing less engaged or less motivated in their studies
- Conflict with peers and faculty members
- Less responsive to peers and faculty members
- Making mistakes within their work
- Being more emotional such as losing their temper or bursting into tears



## Recognising when you need support

Remember, as well as supporting students who may be experiencing mental health issues, the SAP service can support and guide you. Examples of support would include:

- How to manage a students going through major academic or personal change
- Support and guidance when a student is facing exam or study pressures
- How to motivate students
- Help with anxieties concerning public speaking
- How to guide a student in managing their time, completing coursework and meeting deadlines
- Supporting a student going through a personal crisis e.g., a relationship breakup or bereavement
- Approaching a student suspected of drug or alcohol misuse
- Supporting a student who is experiencing thoughts of self-harm or harm to others

**Please note the SAP is not a replacement of your own HR function.**

## Student Referral

You may have a particular wellbeing concern, or an student may have issues that are affecting them in their course or studies. Furthermore; the individual may feel nervous about making first contact. In this instance, you may agree to support the student, with their consent, via a student referral in which you contact the service to initiate support using the SAP Student Referral Form.

Examples of when you might refer an student on this basis include:

- A student has experienced a recent bereavement
- A student may have experienced a traumatic event e.g., involved in a car accident
- A student is reporting feeling overwhelmed by their studies
- A student is suspected of being a risk to themselves after revealing suicidal thoughts

## Managed Psychological Services

In addition to the core SAP service, PAM Wellbeing can conduct at Managed Psychological Services and provide the below sessions.

- **Cognitive Behavioural Therapy (CBT)** – commonly used for more complex mental health issues or trauma
- **Eye Movement Desensitisation Reprocessing (EMDR)** - a therapy commonly used where trauma is an underlying issue



The majority of students will be supported within the core service, via one-off support calls or short-term solution-focussed therapy, but Managed Psychological Services provides an additional level of support when there may be complex issues that are affecting the student personally and/or their studies where there may be longer-term mental health issues.

### What you need to know as student support

As student support, you are not expected to know when an student may require this type of support.

When an student contacts the SAP, if it is clinically appropriate, the counsellor may signpost to you and/or institution to approve funding for Managed Psychological Services.

If an student requires this support, you will be provided with a form that you will need to complete in order to progress the work. You will need to provide the cost centre on this form.

Please note, student support within an institutions process can make this referral direct too.

Email the completed form to [counsellingteam@pamwellbeing.co.uk](mailto:counsellingteam@pamwellbeing.co.uk).



### Getting in touch

Visit us at: [www.pamwellbeing.co.uk](http://www.pamwellbeing.co.uk)


Email: [counsellingteam@pamwellbeing.co.uk](mailto:counsellingteam@pamwellbeing.co.uk)

Telephone: 01925 596244

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