

What you should do if the situation does NOT require immediate action

It is NOT urgent if

There is no immediate risk to the student or others, although the student may be:

- Depressed, anxious, generally stressed
- Homesick, lonely and isolated
- Having relationship problems
- Has low self-esteem
- Bereaved
- Having unexplained study or money problems

If the student will accept support

Decide who the best person to provide support is

If you can support the student you must ensure that:

- You have the time and/or skill to do so
- It doesn't conflict with your role
- You are able to:
 - Listen to the student's concerns
 - Offer practical advice
 - Provide reassurance
 - Follow up on the conversation as needed

If you feel that someone else should support the student:

- Are you clear what the student needs?
- If yes, then refer directly to appropriate support
- If you are unsure then seek further support from a colleague and/or call student health on (07) 838 4037 for advice

If the student will not accept support

Make it clear to the student that you will help if they change their mind

Remind them of support services available and that they can access these independently

If required seek advice from student health (07) 838 4037

If you are concerned about the impact of behaviour on other students discuss with colleague (manager/supervisor)

In all situations

- Make sure you debrief by talking the situation through with an appropriate support person
- If appropriate make a record of the conversation
- When able, please follow up with the student and ensure that they are managing