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

If you feel that someone else should support the student:
- Decide who the best person to provide support is
  • 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 it

If you can support the student you must:
- If you have the time and/or skill to do so:
  • Listen to the student’s concerns
  • Offer practical advice
  • Provide reassurance
  • Follow up on the conversation as needed

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

You have the time and/or skill to do so:
- If yes, then refer directly to appropriate support
  • student health on (07) 838 4037 for advice
- If you are unsure then seek further support from a colleague and/or call student health on (07) 838 4037 for advice

If you are concerned about the impact of behaviour on other students discuss with manager/supervisor (07) 838 4037

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

If the student will 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 concerned seek advice from manager/supervisor (07) 838 4037

If the student will not accept support:
- If required seek advice from student health (07) 838 4037

It is NOT urgent if:
- There is no immediate risk to the student or others, although the student may be:
  • Depressed, anxious
  • Having relationship, bereaved problems
  • Generally stressed
  • Having unexplained study or money problems
  • Homesick, lonely and isolated
  • Has low self-esteem