



GSE Student Support & Welfare Guide

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Please contact the [Student Support](#) team if you would like this document provided in another format.

1. Introduction

This guide provides an overview of the student support and welfare services that are available to our students and provides a number of links to specialist external resources (for example emotional support, debt advice, etc.). The Student Support team is based in the WISE Building at Centre for Alternative Technology (CAT) and provides information and non-academic support for prospective students and students studying at the Graduate School of Education (GSE). Our academic partners are responsible for validating programme content and monitoring academic standards. Currently these are the University of East London (UEL) and Liverpool John Moores University (LJMU).

CAT's approach to student support and welfare is intentionally broad based to account for the most commonly encountered health concerns and barriers to learning. However, we recognise that some students require more individualised support and in line with our approach to inclusivity, wherever possible CAT will make reasonable adjustments to support individual students in their learning. These reasonable adjustments will be discussed with the student and reviewed on a frequency appropriate to CAT and the student's requirements. Any intervention and discussion will be recorded on the reasonable interventions form (see Appendix). Where intervention is not appropriate for CAT staff to deliver, we will endeavour to signpost the student to relevant professional support mechanisms, to support the student with their learning.

All phone numbers and websites in this document are correct at the date of issue (May 2025)

2. Student Support Services

This section gives a brief overview of pastoral support services at CAT. Additional information can be found in the Programme Handbooks available from the [Student Policies & Procedures](#) section of the GSE website.

2.1. Contact Details

2.1.1. CAT Student Support Office

The Student Support Office at CAT is normally staffed during core office hours (10am-4pm, Mon-Fri) and contact details are given below:

Student Support Officers

E-mail: student.support@cat.org.uk

Tel: 01654 705974

Student Support Manager

E-mail: jemma.barratt@cat.org.uk

2.2. Student Finance Team

The [GSE website](#) contains lots of information about our course fees and bursaries, postgraduate loans and other sources of funding. Our Student Finance Team is part of the CAT Student Support team and be contacted as follows:

E-mail: student.finance@cat.org.uk

Tel: 01654 704981

2.3. CAT/WISE Reception Desk

The CAT Reception desk is staffed during usual office hours every day. Reception staff can be contacted for general enquiries and to report problems with accommodation etc. Should you require any assistance outside normal office hours whilst staying at CAT the Caretaking staff can be contacted via the WISE Reception desk.

Tel: 01654 704978

Email: wise.reception@cat.org.uk

2.4. Student Information Hub

A [Student Information Hub](#) can be found within the Teams VLE. There you will find all the basic information about student life at CAT, contact information, wellbeing and any forms you need for CAT administration.

2.5. Student Support Team

The Student Support team is based in the WISE building at CAT and is happy to assist students with their enquiries and administrative matters. The key duty of the Student Support Officers (SSO's) is to provide students with administrative support including, where necessary, liaising on student's behalf with our collaborative partners (UEL and LJMU).

SSO's also collect and collate feedback from students, which is used to evaluate and develop course modules. CAT also has a dedicated Student Finance Team who can assist you with enquiries and payment of tuition and other fees e.g., accommodation charges.

To make an appointment for a 30min online meeting with a member of the student support or CAT Student finance team [a booking form is available here](#).

2.6. Personal Tutors

Each student is allocated a personal tutor who provides academic and pastoral support throughout their period of study. Personal problems can be dealt with in private by making an appointment with the personal tutor and/or with the Programme Leader at any time during a residential teaching week, or by telephone or email. Your personal

tutor will provide you with their contact details. All staff emails can be found in the course programme guide.

Courses and modules are designed such that contact with staff occurs on a regular basis, providing opportunities for close and immediate support together with help and advice as required.

2.7. Employee Assistance Programme

CAT subscribes to the Employee Assistance Programme for its staff and students. This is a 24-hour access service to a **free and confidential counselling service** (up to 6 individual sessions) and website that offers:

- Access to expert advice on legal, employment, money and debt matters
- Telephone counselling available in English or other languages

To access this, students can self-refer online or by contacting the helpline:

- Freephone: 0800 328 1437
- If abroad +44 (0) 1482 661 814 (Note that this will not be a freephone number)
- Online: www.employeeassistance.org.uk
- Access to the website via password 'cat' and confidential counselling and advice
- Email: access-code@wsm-wellbeing.co.uk

As a confidential service, details of any counselling or browsing will not be shared with CAT.

Like all support services this programme offers initial guidance and support. The scheme that CAT subscribes to offers students up to six counselling sessions (including 1 clinical assessment if required). EAP are willing to offer additional support sessions but additional referral and individual private arrangements including meeting costs need to be in place once the 6 sessions have occurred. As the longer-term effects of health matters such as mental health, can be extremely serious, long-term care should always be considered by qualified health professionals alongside your other healthcare provision through the NHS. The EAP service should be able to signpost you towards that longer term advice and support as you come towards the end of your sessions.

2.8. Student Charter

CAT's Student Charter is available from the [Student Policies & Procedures](#) section of the CAT website. Our Student Charter outlines the services and standards students can expect from CAT and what we expect from students in terms of their expected commitment to studying with us and their personal responsibilities.

2.9. Academic Partnership Services at Validating University Partners

The Student Support team will be happy to liaise with UEL or LJMU on your behalf. Please let us know if we can be of assistance (student.support@cat.org.uk).

3. Equality and Diversity

CAT is committed to building a learning community founded on equality of opportunity, celebrating the diversity of our student and staff populations and as such discriminatory behaviour is challenged and not tolerated.

Within the spirit of respecting individuality and difference, we promise fair treatment and equality of opportunity for all regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, pregnancy and maternity, caring or parental responsibilities, age, or beliefs on matters such as religion and politics.

3.1. Equality and Human Rights Commission

Expert information, advice and support on discrimination and human rights issues and the applicable law can be obtained from the Equality Advisory and Support Service (EASS) (www.equalityadvisoryservice.com) Tel: 0808 800 0082.

4. Health & Safety

CAT is pledged to operate a clean, safe and appropriately equipped learning environment. The CAT site complies with all Health and Safety requirements and all students have appropriate insurance.

Students are advised to inform us of any significant physical or mental health problems, personal or financial issues, which might impact on their ability to undertake their chosen academic studies in a timely manner. For students with disabilities, CAT will make reasonable adjustments to support their learning, wherever possible. Students are required to satisfactorily complete an ethics form and risk assessment prior to commencing their dissertation research work.

Whilst onsite at CAT, any accidents, adverse incidents or safety concerns should be notified in the first instance to the Student Support Team, or if it involves a teaching activity, the Academic Tutor in charge. Outside office hours please contact the Caretaking staff via the WISE Reception desk ([see section 2.3](#)).

4.1. GP/Dental Services

See Additional Resources [section 11](#) for information about local healthcare services.

4.2. First Aid & Minor Injuries

A number of staff at CAT are trained to provide first aid, including the caretakers. If you require first aid, please alert a member of staff in the first instance and they will call for assistance or go to the WISE Reception desk to seek assistance.

There are Minor Injuries Units (MIU) available in Dolgellau (open 8am-8pm, 7 days a week) ([Dolgellau and Barmouth Hospital](#) Tel: 01341 422479) and Aberystwyth ([Bronglais Hospital](#) 01970 623131) should you require any urgent medical treatment. Alternatively dial NHS on 999 or 111 for guidance.

4.3. Local Pharmacy

The nearest local pharmacies to CAT are Rowlands Pharmacies in Machynlleth (open 9am – 5.30pm Mon-Fri and 9am -12.30 pm on Sat) and Tywyn (open 9am – 5.30pm Mon-Fri and 9am - 3pm on Sat).

4.4. COVID-19 Information

Although COVID-19 pandemic regulations are no longer in place, CAT will continue to take reasonable measures for maintaining a COVID-secure environment for our students and staff. Safety measures at CAT such as ventilation as well as hand hygiene facilities will remain in place. Should the COVID-19 situation change we will update the CAT website with the latest information about how we are supporting students and delivering teaching during the COVID-19 pandemic.

Support for COVID-19 related mental health issues remains available from Student Minds Coronavirus Resource Hub <https://www.studentminds.org.uk/coronavirus.html>.

5. Safeguarding & PREVENT

5.1. Safeguarding Policy

CAT takes a proactive stance with regard to safeguarding our staff, students and visitors. We believe that not only do we have a statutory duty; we also have a moral duty to safeguard and promote the welfare of children, young people and adults who may be at risk of harm in our care.

The CAT Safeguarding Policy and Procedure can be found in the [Student Policies & Procedures](#) section of the GSE website.

5.2. PREVENT Training & Policies

Higher education institutions have a duty of care to students, staff and visitors. The Counter Terrorism and Security Act 2015 introduced a statutory duty for higher education institutions to have "due regard to the need to prevent individuals from being drawn into terrorism". This means that institutions have a statutory duty to engage with the government's Prevent agenda. Further information about Prevent is available at <https://www.gov.uk/government/publications/prevent-duty-guidance>

CAT's 'Prevent Policy for Freedom of Speech' and 'Prevent Policy for Speakers and Events' can be found in the [Student Policies & Procedures](#) section of the GSE website.

5.3. Stalking and Cyberstalking

As GSE provides much of its teaching online and at distance, we are aware that students will use social media sites such as Facebook, LinkedIn and WhatsApp for communication. Please remember that these postings are often visible to the wider population. Despite all the positives of the internet and social media, there are people who are very keen on gaining information about us, so please be careful and vigilant about the information you discuss on sites such as Facebook/LinkedIn etc. Our Teams site remains a closed platform for you to discuss matters with your fellow students securely using your CAT student access.

If at CAT, we became aware of any physical or online stalking amongst students we will take prompt action.

The National Stalking Helpline available by calling 0808 802 0300 or at the following link: <https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline> provides helpful guidance on dealing with stalking occurrences.

6. Supporting Students with Disabilities or Additional Learning Needs (ALN)

All higher education institutions are expected to be proactive in supporting students with additional learning needs or disabilities in accordance with The Equality Act (2010). A disability can be defined as:

'A physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities'

While reasonable adjustments can be made to the course of studies, and to the manner of assessment, they cannot be made to any competence standards that must be demonstrated for successful progression or graduation.

6.1. General Advice & Support for Students with Disabilities or ALN

In line with our Equal Opportunities Policy Statement, at CAT we offer all students a generous amount of time to complete and submit their assignments (typically a minimum of eight weeks). This is significantly more than many other higher education providers and should allow students with ALN sufficient time to complete work by the published submission deadlines. As a reasonable adjustment, students who provide **independent, third party evidence** of an additional learning need, may receive 7-day additional assessment time provision, giving an extra week to complete assessments.

The Graduate School does not provide disability assessments but will accept any assessment of an additional learning need(s) from any health professional or NHS record. Any such documentation submitted will be considered in relation to any other reasonable adjustments that can be put in place.

We recognise that some disabilities or ALN, such as dyslexia or dyspraxia, are not visible, and we encourage students to disclose information about these disabilities as soon as possible so that appropriate support can be offered at the earliest opportunity.

In order for us to adequately assess the likely impact of any declared disabilities and thereby consider what if any reasonable adjustments may be required to support the student, we ask for **independent evidence** of the disability or impairment such as a letter or assessment from a general practitioner or specialist healthcare practitioner.

Students are encouraged to discuss any specific problems in achieving submission deadlines with the Student Support Officers or their Personal Tutor at the earliest opportunity.

Lectures resources and video/audio files are available to all students via our Virtual Learning Environment on MS Teams. These resources enable all learning outcomes to be achieved by distance learning and can also be referred to if you are attending modules onsite and have missed some lectures due to illness or other circumstances.

The Student Support team and tutors can advise where help is available from and can give advice on time management and report writing tips in a video conference or onsite tutorial. Students with additional needs are advised to discuss them with their personal tutor at the earliest opportunity. Students with disabilities or ALN are encouraged to apply for the Disabled Student's Allowance (DSA) if they feel that they require additional support ([see section 6.6](#)).

See [Additional Resources section 11](#) for links to external support websites for students with disabilities.

6.2. 'Flagging' of Work Submitted by Students with Disabilities or ALN

Where certain reasonable adjustments have been agreed, students may be provided with a unique, amended coversheet to be submitted with their coursework. Such coversheets will include the student number (and not their name) together with any specific guidance for markers.

6.3. Dyslexia & Unseen Disabilities

Students with dyslexia or other unseen disabilities/ALN are required to provide a statement from a qualified practitioner stating the nature and degree of their disability. Where appropriate, a unique, amended coversheet will be provided to the student for submission with their work. Markers may be advised to ignore those factors that can be affected by the disability/ALN such as spelling and grammatical errors etc.

6.4. Hearing Impairment and Deafness

Most lectures and some practical sessions are recorded, and video / audio files are available for playback via MS Teams at any time. Closed captioning is available on many MS Teams recordings. Video Conference sessions delivered via MS Teams or Zoom can also be recorded or have nominated note takers. CATs video conferencing software, MS Teams, also allows the user to select live close captioning for the conference session which may be of assistance. It is possible to record online seminar or tutorial sessions as well. Please ask the tutor at the start of the session so that

permission for recording can be gained from all attendees. There are now third party AI apps, including the Copilot app provided as part of the MS Office365 suite, that can be integrated within MS Teams and function as note takers and meeting summarisers.

The Sheppard Lecture Theatre in WISE has an infra-red hearing assistance technology. Students with hearing impairments are advised to notify the Student Support team and the Module Leader who will make sure that any reasonable adjustments are in place. If you are able to lip read, it is also important to let tutors know, so that your needs are catered for e.g., we can arrange for you to sit as close to speakers as possible. It may be possible to claim DSA for note takers (see 8.6).

6.5. Mental Health Issues

If you have, or have had, a mental health difficulty that you think might affect your studies, we encourage you to inform us of this. We understand it can sometimes be difficult to discuss mental health issues; however, your Personal Tutor or the Student Support team will be able to offer and guide you towards confidential support. Many of our Student Support Team and some academic staff have had Mental Health First Aid Training and will be able to offer you some assistance. Additional sources of information and support for students with mental health issues are available in Section 13 Additional Resources.

6.6. The Disabled Students' Allowances (DSAs)

DSA is available to eligible postgraduate students. Should you declare a disability/ALN CAT requires encourages you to make an application for DSA, as the allowance is there to support you with your study. For most eligible students with disabilities/ALN this will be the main source of your additional support, whether that be technological or human. The DSA is administered through the Student Finance Companies, alongside the postgraduate loan process. You can still apply for DSA even if you do not wish to apply for a student loan. Unlike the student loan, **DSA is a grant and does not have to be repaid**. Once your eligibility for DSA is confirmed, Student Finance England/ Wales will contact you to advise you to arrange a Study Needs Assessment to determine your additional study needs and what provision can be offered. There are two designated Study Needs Assessment organisations which will be allocated to assess you based upon where you live. To find out more about the assessment centre use this website in the first instance: <https://www.gov.uk/disabled-students-allowances-assessment-centre>.

The DSA is a non-means tested grant that all students with disabilities/ALN can apply for. The DSA is designed to bring you to a 'level playing field' and as such should not be used to provide you with equipment or support that will give you an unfair advantage over other students on the programme. Further information on the DSAs is available from the Department for Education (<https://www.gov.uk/disabled-students-allowances-dsas>).

Alternatively, the UK charity AbilityNet offer a range of disability support services including an online checking system to help you assess your suitability for receiving DSAs (<https://abilitynet.org.uk/HE-support-checker>).

6.7. English Language Support

The GSE is not able to offer English language support. Please see our programme specific entry requirements for English language competency requirements.

7. Chaplaincy & Faith Support

Whatever your background or faith, we will endeavour to support your needs, including the provision of prayer facilities. If you would like to know more about chaplaincy and faith support available at CAT. E-mail: student.support@cat.org.uk.

8. Attendance & Absence

In order to be successful in your studies it is important that you participate and engage with scheduled activities such as lectures, workshops and seminars. We therefore regard attendance as essential, and also value punctuality (if you turn up late you may find you will not be allowed to enter a lecture; late attendance causes disruption for others). We are obliged to keep records of your attendance for all of your required teaching activities (e.g., workshops, seminars, practical's etc.) and you must ensure that you can demonstrate your attendance through this recording process. If you are unable to attend classes or other required activities for any reason, please inform the Student Support team as soon as practicable.

9. Pregnancy, Maternity, Paternity and Adoption

Students who disclose pregnancy will be treated sensitively and supported on an individual basis to meet course requirements and graduate successfully. CAT will be flexible in identifying solutions which best meet the student's needs and wishes, and also the requirements of the course of study; keeping in mind the legal obligations under the Equality Act (2010) and guidance on its application to the higher education sector. There will normally be a meeting with an appropriate member of staff to discuss the following:

- Communication with the student and others
- Health and safety implications / Risk Assessment
- Impact on course requirements including assessment
- Planning of absence for appointments and maternity leave, including arrangements for return to study

As a general rule students can expect to have similar maternity, paternity and adoption rights as those laid down in employment law, although that legislation does not apply formally. Students should be aware that the options need to be discussed individually, since they will vary with the specific needs of; the course of study and the dates

involved. CAT will only approve arrangements which can be realistically predicted to lead to successful completion of the degree programme.

Depending on the course, significant periods of maternity, paternity or adoption leave may prevent the student being supported to meet the requirements for successful progression or graduation unless they return to CAT in the following academic year. Financial support arrangements may be affected, and those are matters for the relevant funding body and not CAT. International students with visas will still need to meet the conditions of their visa. More details can be found within our Maternity, Paternity and Adoption Policy available from the [Student Policies & Procedures](#) section of the CAT website.

10. Intermission and Extenuation

Students are expected to take reasonable steps to mitigate for commonly occurring circumstances (for example, backing up work in case of computer failure) however we recognise that on occasions students are unable to undertake a booked module or submit assignments by the required submission date due to changes in their circumstances (for example, health, family or work-related issues).

Depending upon the nature of their particular circumstances, students may apply for intermission or leave of absence (temporary pause of their study) or extenuation. It should be noted that our partner universities (UEL & LJMU) have different policies relating to intermission and extenuation and you are advised to contact the Student Support team in the first instance if you have any questions about the procedures that apply to you.

10.1. Intermission / Leave of Absence

If owing to work, financial, family or other personal or professional commitments, you find that you do not have sufficient time for your studies, you may apply to take a study break. UEL refer to this as 'Intermission' and LJMU refer to this as a 'Leave of Absence' and they are essentially the same. Intermission extends the time limits for study on the programme for the period of the intermission unless prohibited by Professional and Statutory Regulatory Body requirements. In the first instance you should discuss your intention to intermit with your Personal Tutor or the Programme Leader. For further information about intermission please refer to the Programme Handbook, available from the [Student Policies & Procedures](#) section of the CAT website.

10.2. Extenuating Circumstances & Coursework Extensions

Please be aware that there are differences between UEL and LJMU policies for extenuating circumstances and extensions these can be seen in the policies on the CAT website.

CAT's intention is to respond to student request for additional time for completing assessments sympathetically, where **timely, severe, acute and unexpected** circumstances occur that prevent them from attempting a summative assessment task.

CAT can only do this if it is aware of the situation, and it is therefore the student's responsibility to inform CAT of such circumstances as soon as possible.

10.3. Coursework Extensions

Students can apply for a 7-day extension where they need a brief period of extra support or extra time to submit an assessment, or Extenuating Circumstances where the extra support is more extensive. Applications for coursework extensions should be made by no later than 72 hours before a published deadline.

In one academic year, a student normally has three opportunities to request a 7-day assessment extension for a module (one per term). This applies equally to both full and part time modes of study.

- Term 1 Modules operating from September to January inc.
- Term 2 Modules operating from February to Apr inc.
- Term 3 Modules operating from May to July inc.,

A 7-day extension should not be used as a last-minute attempt to engage with an assessment. A student should engage with their academics and discuss any issues or challenges they may be facing as part of a discussion around support, where a 7-day extension may be one option available to them.

A student should not request a 7-day automatic extension to alleviate conflicting assessment deadlines, especially if it has been created due to another assessment having a 7-day extension granted. Students are expected to manage their own workloads and time management.

10.4. Extenuating Circumstances

A student may make an application for Extenuating Circumstances where timely, severe, acute and longer lasting unexpected circumstances occur that prevent them from attempting a summative assessment task and where the offer of a 7-day extension is insufficient or inappropriate.

Ongoing long-term circumstances are not usually unexpected. In these circumstances a student should contact Student Support to discuss their situation.

In all cases, in order for a mitigation claim to be considered it is the student's responsibility to ensure that, for each component affected, they submit details of their circumstances with **supporting third party evidence**. The requests are reviewed anonymously by a panel and if granted the deadline is usually deferred to the next suitable assessment point.

A student can apply for either a 7-day extension or Extenuating Circumstances. There cannot be a dual application for both.

See the Graduate School Extension Policy available from the [Student Policies & Procedures](#) section of the CAT website for further details.

10.5. Sudden and Severe Change in Circumstances

Students who would like to cancel or change the modules they have previously chosen outside of the agreed period for doing so **without incurring the financial penalties that might normally apply**, may submit a 'Sudden and Severe Change in Circumstances' application. Please contact the Student Support team for details.

11. Additional Resources

NOTE: CAT cannot be held responsible for the content of external Internet sites and the following links are provided for information only.

If you notice changes to website addresses or contact details throughout the year, please inform Student Support so we can maintain the accuracy of this document.

11.1. Access to GP / Dental / Optician / Pharmacy Services

Healthcare in Wales is delivered through a variety of providers, ranging from Local Health Boards and NHS Trusts to community pharmacies and opticians. To obtain further information about healthcare services in Wales please visit the **Health in Wales** website (<http://www.wales.nhs.uk/ourservices>)

11.2. Support for Students with Disabilities/ALN

Disability Rights UK promotes opportunities for young people and adults with any kind of disability in post-16 education, training and employment across the UK: (<https://www.disabilityrightsuk.org/>) (Tel 0330 995 0400)

Disability Rights Commission (<http://www.drc.org.uk/>) (Tel: 08457 622 633)

AbilityNet is a UK charity that helps people of any age and with any disability to use technology to achieve their goals at home, at work and in education. They provide specialist advice services and free information resources. (<https://abilitynet.org.uk/>) (Tel: 0800 269 545)

11.3. Emotional & Mental Health Support

Student Minds empowers students to develop the knowledge, confidence and skills to look after their own mental health (<https://www.studentminds.org.uk/>) Email: info@studentminds.org Tel: 0113 343 8440

Turning point is a good source of general support on mental health and addiction (<https://www.turning-point.co.uk/>)

Community Advice & Listening Line offers emotional support and information on mental health and related matters to people in Wales (<http://www.callhelpline.org.uk/>) (Tel: 0800 132 737)

Mental Health Foundation provides a guide to Mental Health problems, topical issues and treatment options via their website (<http://www.mentalhealth.org.uk/>)

Samaritans is available 24 hours a day for anyone struggling to cope and provide a safe place to talk where calls are completely confidential (<http://www.samaritans.org/>) (Freephone: 116 123)

Hopeline247 is a confidential suicide prevention advice service operated by Papyrus UK. It focuses on supporting young people under 35 and is available 24 hours a day (<https://www.papyrus-uk.org/>) (Tel: 0800 068 4141 Text 88247 Email pat@papyrus-uk.org). Papyrus UK also offer a broad range of resources to support mental health and wellbeing.

C.A.L.L Mental Health Helpline for Wales a 24/7 helpline for mental health crisis support <https://callhelpline.org.uk/> Tel 0800 132737

Mind is a national charity offering a safe and confidential place to talk openly about your feelings <https://www.mind.org.uk/information-support/helplines/> Their support phone line 0300 102 1234 is open 9am to 6pm, Monday to Friday (except bank holidays). Their information line 0300 123 3393 is similarly open 9am to 6pm, Monday to Friday (except bank holidays).

Switchboard is the national LGBTQIA+ support line. It provides an information, support and referral service for anyone who needs to consider issues around their sexuality (<http://switchboard.lgbt/>) (Phone: 0300 330 0630, 10am-10pm)

National Centre for Eating Disorders provides advice and information on compulsive eating, anorexia, bulimia and weight problems (<https://www.beateatingdisorders.org.uk/>) (Phone: 0845 838 2040)

11.4. Substance Misuse

Wales Drug and Alcohol Helpline is a bilingual helpline providing information or help to individuals, their families, carers, and support workers (<http://www.dan247.org.uk/>) (24/7 Phone: 0808 808 2234)

Frank (*Formerly known as the National Drugs Helpline*) is a helpline for anyone concerned about drug or solvent misuse. It offers advice and information for drug misusers, their families, friends, and carers. <https://www.talktofrank.com/> (24/7 Phone: **0300 123 6600**).

11.5. Crime & Domestic Violence

If you are in an emergency, call 999.

National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge is for women experiencing domestic violence, their family, friends and others calling on their behalf (<http://www.nationaldomesticviolencehelpline.org.uk/>) (24/7 Phone: 0808 2000 247)

Victim Support provides emotional and practical help to victims or witnesses of any crime, whether or not it has been reported to the police (<https://www.victimsupport.org.uk/>) (Phone: 0808 16 89 111 (weekdays 8pm-8am; weekends 24-hour service))

11.6. Financial and Debt Advice

Citizens Advice Service online with information on benefits, employment and housing and help on debt, credit and legal issues (<https://www.citizensadvice.org.uk/>)

Money Helper provides free and impartial money advice. An independent service originally set up by government (<https://www.moneyhelper.org.uk/en>) (Phone 0800 138 1677)

GOV.UK site provides general advice for students on all aspects of student finance (<https://www.gov.uk/browse/education/student-finance>)

11.7. University of East London (UEL)

Students on the following courses validated by UEL are also covered by the following policies and facilities.

- MSc / M.Res Sustainability and Adaptation
- MSc Green Building
- MSc Sustainable Energy Provision and Demand Management
- M.Arch Sustainable Architecture

A suite of policies for UEL students can be found using the link below. Where applicable more specific references are included in this document.

<https://www.uel.ac.uk/Discover/Governance/Policies-Regulations-Corporate-documents/Student-Policies>

UEL also offers support to students. **Please note initial support for Academic Tutoring and Support must be sought through CAT not UEL** but if using UEL library there is assistive software and support available to you. Details can be found at <https://uel.ac.uk/study/students/support-available-all-students>.

They also have a [Student Assistance Programme](#) page which contains a lot of useful information to help with personal or student problems.

11.8. Liverpool John Moores University (LJMU)

Students on the following courses validated by LJMU are also covered by the following policies and facilities:

- MSc Sustainability and Ecology
- MSc Sustainability and Behaviour Change
- MSc Sustainable Food and Natural Resources

A suite of policies and regulations can be found using the link below. Where applicable more specific references are included in this document.

<https://www.ljmu.ac.uk/about-us/public-information/student-regulations>

LJMU also offers some support and guidance to students. **Please note initial support for Academic Tutoring and Support must be sought through CAT not LJMU.** Details can be found at <https://www.ljmu.ac.uk/discover/student-support>

12. Data Protection

CAT needs to collect and keep certain information about its students in order to carry out its day-to-day operations, to meet its objectives, to comply with legal obligations, and to offer you support when needed. We are committed to ensuring any personal data will be dealt with in line with the General Data Protection Regulations (GDPR, 2018) and the Data Protection Act (1998).

To comply with the law, personal information will be collected and used fairly, stored safely and not disclosed to any other person unlawfully. For more information about how your information is used please see CAT's [Privacy Notice](#).

Date Issued: **May 2025**

Approved By: Head of School

To be Reviewed by: **July 2027**

Appendix

GSE Reasonable Adjustments Form

This form should be used to document agreed actions in meeting reasonable adjustments for students with individual health problems that fall outside of the student welfare policy. The form also allows for the recording of feedback meetings with the student to assess the effectiveness of the implemented reasonable adjustments.

Student number:

Date:

Issue (exemplar)	Addressed / Not yet addressed (Include date/s)	Suggested Actions:	Comments - student/CAT feedback (Include date/s)
<i>Confidentiality</i>		<i>Student agrees to relevant staff sharing information in order to help relevant support is given. Information is to be considered confidential and will not be shared with student body</i>	
<i>Health and Safety/ Duty of Care (DOC)</i>		<i>If student withdraws from an onsite session, can they contact student support? Risk assessment will be used to assess if student is safe when withdrawing session outside the WISE building. How best to exercise Duty of Care? Medical support / emergency arrangements?</i>	Student to provide external health support contact details: <u>GP / General Healthcare provider</u> Name: Address:

		<p><i>Who to contact? GP / family / hospital? Student to provide details.</i></p> <p><i>Reasonable support contact (Student Support) when away from CAT for protracted periods</i></p>	<p>Tel:</p> <p><u>Other named health care worker/s</u></p> <p>Name:</p> <p>Address:</p> <p>Tel:</p> <p><u>Family contacts</u></p> <p>Name:</p> <p>Relationship:</p> <p>Address:</p> <p>Tel:</p>
<p><i>Frequency of ill health episode is often sudden with little advance warning</i></p>		<p><i>Recommend DL where possible: Student access to the module is less intrusive than on-site delivery (and see below).</i></p> <p><i>Onsite: Module leader will contact student to explain format of teaching week and main reading 2 weeks in advance of module starting</i></p> <p><i>Reasonable support contact will email module leader to initiate initial contact.</i></p> <p><i>Where sessions are clearly identified efforts, will be made by CAT to record sessions.</i></p>	<p>Student comments:</p>

<i>Difficulties delivering assessed work such as face to face presentations and debates</i>		<i>Presentation assignments may be submitted electronically with a recorded voiceover with a cover sheet rather than face to face</i>	Student comments:
<i>Communications strategy – minimise anxiety</i>		<i>Some general communications have to be sent to all students. These often requests for information which are required for service provision requirements by CAT. However, when communicating with the student directly, all staff aim to communicate clearly in the subject line if there going to be any sort of request or potential confrontation. Staff will always inform Reasonable support contact / SSOs before sending individual emails.</i>	Student comments:

Document to be reviewed by: ____/____/____

Advice sought from:

<https://www.disabilityrightsuk.org/resources/adjustments-disabled-students-and-apprentices>

Details regarding Disabled Student Allowance (DSA) eligibility can be found at:

- <https://www.gov.uk/disabled-students-allowances-dsas/eligibility>
- <https://www.ucas.com/finance/additional-funding/disabled-students-allowances-dsas>
- <https://www.studentfinancewales.co.uk/news/what-support-is-available-for-students-with-a-learning-difficulty-mental-health-condition-or-disability/>
- <https://abilitynet.org.uk/HE-support-checker>

A copy of this form will be retained on file at CAT, whilst the student is studying at CAT in accordance with CATs published data and privacy policy

<https://www.cat.org.uk/privacy-notice/>

Student Name: (Print)		GSE Authorised Person	
Signed:		Signed:	
Date:		Date:	