

Support for Students

2024



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General Enquiries

Student Help FAQs

Find answers to over 1,000 frequently asked questions (FAQs), covering a wide variety of topics about student life. Each FAQ has a 'Contact Us' button so should you need extra information, you can speak to the most relevant support team



Your Academic Life

Student Academic Officers

Student academic officers are academic members of staff who are assigned to you. They will support you with your academic progress, the development of your transferable skills, and assist with any academic issues. You should have regular contact with your student academic officer and you're encouraged to see them whenever you need support.

More information

Please contact your student academic office.

Academic Skills Centre

The Academic Skills Centre supports to all students to become more effective learners, thinkers and communicators.

We can help you develop your:

- academic writing.
- digital skills.
- confidence in IT, maths and english.
- research and information skills.



Your Wellbeing

Self-help guides

Our self-help guides have been written by clinical psychologists, well being coach and nutritionist, provide suggestions for simple ways in which you can begin to make positive changes.

The guides cover a wide-range of topics, including depression, sleeping problems, de-motivation and stress.

Wellbeing Officers

Academic officers and other support team members available between 10 - 5 Mon to Fri and are able to provide practical and emotional support for you if you are experiencing personal problems, particularly when these might interfere with your academic work.



Your Wellbeing

Guild Advice

Guild Advice offer a drop-in service – please check the advice webpage for more details of this service. They provide practical advice on all kinds of subjects relating to student life, including academic work, housing, finance and wellbeing. Guild Advice offer weekday drop-in sessions, available to all students.

Student Mentor Scheme

Academic officers and volunteers are a team of current students who offer information, whilst you are studying.

They can support you with a range of student life topics. Including your wellbeing, settling in, homesickness, flat disputes and living with others, academic queries, budgeting, and house hunting. Sometimes it helps to speak to a friendly face who has been in your shoes before.

Contact info:

Website: <https://scholarsschool.ac.uk/student-support>

Your Wellbeing

GP (Doctor)

A GP (General Practitioner - doctor) can provide support for your mental and physical health, and they are usually the first health service you should contact when you are experiencing a problem.

External Services

For a list of mental health and wellbeing services available in the local area, including accessing NHS services.

Urgent Support

If you or someone you know requires urgent mental health support, please contact one of the services below:

- call 111 if you or someone you know requires urgent care, but the situation is not life-threatening
- visit A&E or call 999 if you or someone you know is experiencing a life-threatening mental health emergency.
- if you're a young person and you're worried about how you're feeling, you can call Papyrus Hopeline at 0800 068 4141 for confidential and non-judgemental support.

If this isn't something that you feel you're able to do, make sure that tell someone about how you're feeling as soon as possible.

Your Student Community

Equality, Diversity and Inclusion

Our Student Equality, Diversity, and Inclusion team can offer you confidential support on issues relating to equality: For example:

- advice if you have been affected by discrimination.
- support if you are going through a gender transition (including changing your student record)
- help developing a plan to continue your studies as a new parent.

The team also work with EDI (Equality, Diversity and Inclusivity) Student Ambassadors and the college community to promote an inclusive culture for all.

<https://scholarsschool.ac.uk/policies>

Multi-Faith Chaplaincy

The Multi-Faith Chaplaincy offers an inclusive space for prayer, meditation, relaxation and worship, among many other activities. All staff and students are welcome to visit us - it does not matter if you are religious or not.



Your Student Community

Wider participation and equality

Scholars School System as project of UK Curriculum Accreditation body believe in freedom of speech and provide open platform to people/students/staff with special need or interest, student support team and volunteers represent and campaign on behalf of students who may face barriers, or feel under-represented within Higher Education or wider society. Liberation groups include:

- Birmingham Ethnic Minority Association (BEMA)
- Disabled & Mental Health Students' Association (DAMSA)
- LGBTQ+ Association
- Women and Non-Binary Association (WANBA).

Careers, Jobs and Finances Careers advice

From your first day at the College to two years till graduation, the placement department is here to support you. We can help you explore your career options and start making decisions about your future.

Our services include careers advice, internships, mentoring programmes, employer events, work experience bursaries, further study, and business start-up information.

We run programmes such as the Personal Skills Award mentoring and paid/un-paid internship in partnership with London Chamber of Commerce, Greater Birmingham Chamber of Commerce and Greater Manchester Chamber of Commerce to help you gain the experience and skills you will need for your chosen career. We also offer a range of bursaries, so your finances are not a barrier to gaining valuable work experience.

Financial advice and support

Student support team, admissions team and IAG team available for giving you more information and support while you are applying for student loan or need financial support as self-financed student. Please contact one of the office:

- Admission Office
- Academic Support Office

Contact: studentsupport@scholarsschool.ac.uk





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