







Support Services Overview

Who the teams are, what they do and how they can help when you're a student at Sheffield Hallam

<p>Student Support Triangle</p>	<p>Who?</p> <ul style="list-style-type: none"> All students have access to a personalised Student Support Triangle <p>What?</p> <ul style="list-style-type: none"> A Student Support Adviser (to support when outside problems are impacting your studies), an Employability Adviser (to advise on jobs, placements and help plan and build your career) and an Academic Adviser (there to support your learning) <p>How?</p> <ul style="list-style-type: none"> You will be made aware of who your advisers are in your first few weeks at university <p>Real life examples</p> <ul style="list-style-type: none"> I've got a lot on my plate outside of uni, and I don't know who to turn to – your SSA can talk this through with you and signpost you to support My assignments aren't making sense to me, I feel frustrated for not even knowing where to begin – this is completely normal in adjusting to uni style of work, your AA is best placed to help you understand what you need to do with your assessments and how to approach them I think I want to change my course – you might want to involve any of the members of your support triangle in conversations around this, but start out with your SSA and course leader 
<p>Student Wellbeing Services</p>	<p>Who?</p> <ul style="list-style-type: none"> All students can access the Wellbeing Services <p>What?</p> <ul style="list-style-type: none"> Range of 1-1 and group appointments including focussed wellbeing appointments, mental health support sessions to help you manage mental health difficulties, or counselling sessions for if you need to talk things through <p>How?</p> <ul style="list-style-type: none"> Register with Wellbeing by completing an online registration form. You will then be asked to book an appointment online <p>Real life examples</p> <ul style="list-style-type: none"> I feel overwhelmed. University is a big change with a new environment and new people. I'm finding it hard to cope – the wellbeing team can talk things through and equip you with the skills to build your resilience and process change 
<p>Disabled Student Support</p>	<p>Who?</p> <ul style="list-style-type: none"> Students with a disability/medical condition, including mental health conditions or learning difficulties <p>What?</p> <ul style="list-style-type: none"> Advisors to help with accessing specialist software/equipment, learning contracts (that recommend reasonable adjustments, so you're not disadvantaged by your condition/disability) and Disabled Student Allowance applications (to cover study-related costs that arise from your disability) <p>How?</p> <ul style="list-style-type: none"> You can book a Quick Query appointment with an advisor to discuss your needs at any time. To register with the service, do this via My Student Record. You will be asked to provide evidence of your disability <p>Real life examples</p> <ul style="list-style-type: none"> My style of learning means that sometimes I need extra time in exams to process what is being asked of me and to formulate a response – DSS can work with you to build a learning contract that makes these adjustments
<p>Student Funding</p>	<p>Who?</p> <ul style="list-style-type: none"> All students can access Student Funding services <p>What?</p> <ul style="list-style-type: none"> Provide resources and guidance to develop money skills, advise on access to scholarships and bursaries, and can support if you're experiencing financial difficulty <p>How?</p> <ul style="list-style-type: none"> See the Student Funding webpages, or contact Hallam Help if you'd like an appointment with an advisor <p>Real life examples</p> <ul style="list-style-type: none"> I'm worried about making my loan stretch as there's so much to factor in and it needs to last between each instalment, and I have no one to fall back on should things get out of hand" - the student funding team can signpost you to resources to learn to budget, and can support when you're experiencing hardship 

Skills Centre	<p>Who?</p> <ul style="list-style-type: none"> All students can access the Skills Centre <p>What?</p> <ul style="list-style-type: none"> Help to develop academic skills in a range of formats, including lessons, 1-1 appointments and online guides. Popular topics include assignment planning, critical writing and referencing <p>How?</p> <ul style="list-style-type: none"> Head to the ‘What’s On’ page to book a session. <p>Real life examples</p> <ul style="list-style-type: none"> I’m getting lower marks than I’d like or think I can achieve, university assessment is different from what I’m used to – Writing university assignments may mean learning and expanding on what you already know or have done previously. The Skills Centre can help you upskill 	
Inclusive Support – Carers, Care Leaves, and Estranged students	<p>Who?</p> <ul style="list-style-type: none"> Students who are Carers, Care Leavers, and Estranged from their families <p>What?</p> <ul style="list-style-type: none"> A named contact to support with settling in and adapting to university life, including advice on financial support and referrals to specialist university/local services. Carers will receive a Carers Support Plan to provide flexibility in managing studies alongside caring responsibilities <p>How?</p> <ul style="list-style-type: none"> You can email inclusivesupport@shu.ac.uk to register now or book an appointment once enrolled <p>Real life examples</p> <ul style="list-style-type: none"> Everyone is going home for the holidays and I’m going to be in Halls alone, who can help me – Inclusive Support work with students who might experience the same situations. Plug into their support to help you through times that might be lonely My caring responsibilities mean I have less time for going out and joining societies, it’d be nice to talk to someone who understands – Inclusive Support organise socials and connect carers with each other for peer support 	
Inclusive Support – Autistic students	<p>Who?</p> <ul style="list-style-type: none"> Autistic students can access this support, whether you have a formal diagnosis or identify as autistic <p>What?</p> <ul style="list-style-type: none"> Students can access online and in-person inclusive socials, peer mentoring, accessible guides to the university and support to navigate learning including using specialist software <p>How?</p> <ul style="list-style-type: none"> You can register for support via the Wellbeing online registration form 	
Inclusive support – practical support sessions	<p>Who?</p> <ul style="list-style-type: none"> Students who identify as having a mental health difficulty, AD(H)D, or being on the autism spectrum. <p>What?</p> <ul style="list-style-type: none"> Short term, 1-1 support in practical skills such as campus orientation, engaging with societies and events, transitioning with the university style of learning and more <p>How?</p> <ul style="list-style-type: none"> You need to be referred by a member of staff to get this support, e.g. your Student Support Advisor 	
International Experience Team	<p>Who?</p> <ul style="list-style-type: none"> Specialist support for students who are refugees or seeking asylum <p>What?</p> <ul style="list-style-type: none"> Advisors can offer wellbeing support, support with scholarship applications, signpost to immigration advice, and more. They also run a specialist induction programme for if you’re new to Sheffield <p>How?</p> <ul style="list-style-type: none"> You can get in touch with the team via Hallam Help 	
Students Union Advice Centre	<p>Who?</p> <ul style="list-style-type: none"> All students can access support from the SU Advice Centre <p>What?</p> <ul style="list-style-type: none"> The Advice Centre is independent to the university and provides free, confidential advice – this might be academic issues, money worries, housing concerns, and more <p>How?</p> <ul style="list-style-type: none"> You can email them, phone, book an appointment, or attend a drop-in session. Find out more on the Contacting the Student Advice Service webpage 	

If you still needed support and weren't sure who to go, [Hallam Help](#) is a great first point of contact and they can help you navigate to the appropriate team and even help book an appointment with them 😊