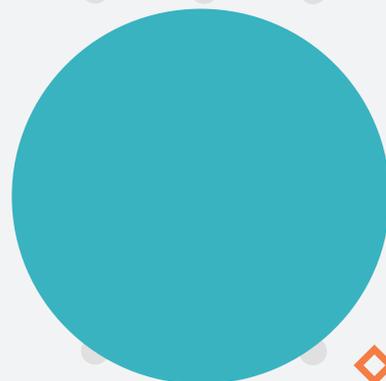


# Student Assistance Programme

Student support team guide



## Welcome to Health Assured

Following a comprehensive selection process Health Assured has been chosen as the Student Assistance Provider (SAP) for your educational institution. In order to maximise utilisation of this benefit, it's important that students are aware of the SAP and how to access it.

The key wellbeing stakeholders are integral in raising awareness of the SAP service by understanding what it is and how it can support students. This booklet has been designed to give you an overview of the service so you can speak about it with confidence and help promote the service to those who may need it.

## What can Health Assured SAP do for you?

The Health Assured SAP is a student assistance programme designed to aid you in assisting students with their problems. It could be a personal or student problem. Or it could be a problem affecting their home life, health and general wellbeing.

Confidential support is available and, dependent on the nature of the issue, information services can be provided by fully qualified professionals.

### Summary of services

- 24/7 support helpline, available 365 days a year
- Specialist information:
  - Legal information
  - Medical information
  - Financial information
- Telephone and counselling
- Critical incident advice
- Health & wellbeing portal
- My Healthy Advantage app

### Emotional support

- Alcohol or drug issues
- Dealing with stress & anxiety
- Coping with change
- Bereavement and loss
- Relationship advice
- Help with family issues
- Domestic abuse support
- Money worries
- Future planning
- Sexual and gender identity

### Benefits to your institution

- Increases student wellbeing
- Supports duty of care
- Reduces mental health-related absences
- Boosts student engagement

This guide contains information to assist you further in promoting the services within your institution, as well as guiding you with any queries you may have.

## Student support team support and consultancy

If your role involves looking after student welfare, supporting wellbeing or helping students through issues, then Health Assured can also offer services to assist you in your role.

The student support teams consultancy service is available via the helpline. We also offer on-site support days, workshops, briefings, and Mental Health First Aid training. These services provide in-depth knowledge of how the SAP services work. They also provide help to create a healthy and supportive student environment.

We can provide executive and life coaching support in order for you to achieve your goals and deal with obstacles. Our student support team advisors have exceptional experience understanding emotional health in education. They also have a plethora of experience dealing with student support team requirements. So we can help coach you to deal with some of the more difficult student issues you may have been facing.

# What is an SAP?



## Health Assured, you and your teams

The Health Assured SAP has the wellbeing of students foremost in mind. It was created as an aid to deal with personal or education-related problems that may affect student wellbeing or impact their studies.

As the UK and Republic of Ireland's largest, award-winning provider of student wellbeing solutions, Health Assured is committed to providing a first-class service to both our clients and their students. We provide a range of dedicated online and telephone services which are available 24 hours a day, 365 days a year.

## Our counsellors

Our counsellors are trained to at least Diploma level in counselling with a minimum of two years post-qualification experience. Our team is made up of both male and female counsellors from a range of ethnic, cultural and disciplinary backgrounds.

Our counsellors work in accordance with the British Association for Counselling and Psychotherapy's (BACP) ethical framework, and undergo regular clinical supervision and training in accordance with their guidelines.



Following engagement with our formal therapy, rates of anxiousness and nervousness went down by 50%.

## Our legal advisors

The Health Assured legal services team is made up of legal and human resource professionals. They receive regular training and ongoing development to ensure consistent quality while abiding by the appropriate professional code of conduct. They offer information and guidance on a wide range of topics, including private legal concerns such as writing a will, divorce procedures, probate costs, property and partnership rights, tenancy, housing or boundary disputes and motoring issues.

## Counselling support

Telephone support for any matter of concern ranging from bereavement and loss through to stress and anxiety.

## Privacy and confidentiality

All calls are completely confidential, however exceptions can occur when there is a risk of serious harm to the caller or others which require us to share information with relevant authorities such as your GP or the emergency services.

Further information regarding how Health Assured process personal data is contained in our Privacy Policy, which can be found at [www.healthassuredeap.co.uk/privacy-policy/](http://www.healthassuredeap.co.uk/privacy-policy/).

## SAP support

The SAP support service intends to help you support your students more effectively. We aim to increase wellbeing and promote use of the service. Students faced with personal or education-related issues can often feel unsettled—particularly if they are unsure how to resolve their concerns.

This can result in loss of concentration, reduced motivation or changes in mood that may impact relationships with their family, friends and fellow students.

Spotting these changes in mood and motivation is relatively easy, but you may feel unsure how to tackle the situation positively. With the support and guidance of our qualified counsellors, we can assist you to help students to achieve the best in their studies.

We aim to provide a solution that benefits you and your students. Sometimes it's as simple as reminding the student of the SAP service and the support available. Other times it may involve training on spotting the early stages of a mental health problem and helping students make a quicker recovery.

This service is not intended as a replacement for educational advice. Nor a replacement of you as a member of the student support team. It will work alongside you, offering services to complement your needs and helping you to support your students.

## When to use the service

Often you can spot a problem early in your students. Their behaviour or attitude may have changed, or they simply might be acting out of character. You may be aware of personal issues involving bereavement, child or eldercare. They could be having problems with other students, or struggling with the demands of their course.

It can be difficult in these circumstances, where studies are beginning to decline, to know how to tackle the issue before it gets any worse. While you want to do the right thing, you want to ensure you are supporting the student's best interest.

If you want to develop your student support skills and educate yourself further on the issues that students face, then get in touch—we're here to provide guidance, whatever that issue might be.



35% of students saw a reduction in stress.

## This is where the SAP can help

As a first step, you can visit the dedicated online portal [www.healthassuredeap.com](http://www.healthassuredeap.com). If you'd prefer, you can call our counselling team in confidence via the Health Assured [24/7 confidential helpline](#) to talk through some of the problems you may be struggling with, and to discuss the most positive way to challenge your concerns.

The Health Assured SAP works by integrating with your procedures. We can provide an alternative source of help in dealing with student issues you may not have experienced before. We can also provide support if there's an issue that you may need some extra guidance on.

## My Healthy Advantage app & online portal

Available for iOS and Android devices, My Healthy Advantage offers a variety of bespoke wellbeing features exclusive to Health Assured clients and partners. Within the app, users have access to a library of learning materials personalised to their preferences, including wellbeing articles, videos, weekly mood trackers, 4-week plans and mini health checks.

Health Assured offers a dedicated virtual library containing information and self-help guides, accessed via our online portal at [www.healthassuredeap.com](http://www.healthassuredeap.com). They cover a range of wellbeing issues and provide instant guidance and support; helping students manage their physical, mental and emotional health. Fact sheets, four-week programmes, webinars, wellbeing videos, health checks and regular newsletter articles are available. Your login details can be found in your SAP welcome pack.

Both the app and portal offer access to BrightTV – powered by Health Assured. A monthly TV series, featuring well-known personalities talking about their personal experiences with mental health issues.

## Telephone support

Experience has taught us that our service is most effective when you speak directly to one of our counsellors. To access telephone support from the counselling team, simply call the Health Assured 24/7 confidential helpline. Explain that you are a member of the student support team, requiring assistance dealing with a student and you will be put through to the relevant department, where you will be taken through a process of clarifying the problem.

Our specialists aim to support your students' wellbeing through structured support, paired with encouragement from you. They will help you look at the options and will work with you towards a positive situation for both you and your student.

If it helps, they can role-play situations with you, or coach you through different ways to approach student problems. The counsellor/advisor will help you create an action plan to tackle the heart of the issue. They'll be able to help you identify targets for your students and recognise the practical or personal support that may be required to achieve them. The counsellor/advisor will help you formulate an action plan to improve performance, identifying achievable targets for your student, recognising practical and personal support that may be required to achieve them.

Once the action plan is started, you can schedule telephone appointments with the same counsellor or advisor to discuss continued support, any progress and other issues that may arise.

## When to use the service

If you believe a student would benefit from counselling, you can recommend the support available to them as an additional source of guidance by reminding them of our service and directing them to the helpline.

Informal referrals are by far the most effective way of encouraging students to seek support: those who actively address their issues have a greater chance of resolving them. The combination of guidance from Health Assured and support from you leads to a prompt, effective resolution.

Simply reminding students that the service is available and educating them on the breadth and variety of support that is available can often be enough to prompt an student to pick up the phone.



Of clients reported a significant increase in wellbeing post-counselling.

## Online student referrals

In other cases, it may be that a formal referral is more appropriate. Members of the student support team can submit SAP referrals on behalf of a student via our SAP Management Referral Portal. The form is accessible from any web browser, fully secure and ensures complete confidentiality.

Prior to submitting a referral, ensure that you read our Referral Guidance Notes and FAQs and complete the consent form within the link. Once you have successfully submitted an SAP referral, you will receive a confirmation email.



Health Assured Ltd  
The Peninsula, Victoria Place  
Manchester, M4 4FB  
**0800 028 3766**  
healthassured.org

