



Queen Mary
University of London

Introduction Wellbeing Services at Queen Mary University of London

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Advice and Counselling Service (ACS)



Advice and Counselling Service (ACS) location

- ✓ Front line team - first point of contact for students
- ✓ Free, confidential & non-judgemental
- ✓ Detailed guidance & self-help materials on the website.
- ✓ Ground Floor Geography Building, Mile End Campus
- ✓ Monday – Friday 10am – 4pm
- ✓ <https://www.qmul.ac.uk/welfare/>



ACS - What is Counselling?

Individual Counselling

- A confidential and non-judgmental space
- Facilitates discussions around emotional and/or relational difficulties
- Not advice!
- Short-term model
- Psychodynamic, Integrative and Cognitive Behavioural and 3rd Wave Therapies
- Psychiatry Referrals

Group Therapy

- Group of between four to seven students
- Facilitated by the group therapist
- Open-ended
- Opportunity to develop trust, gain insights into patterns of behaviour
- Positive impact on relationships outside the group

ACS - Counselling Services

One off appointments

Short counselling contracts (typically 6 sessions)

Workshops and Groups

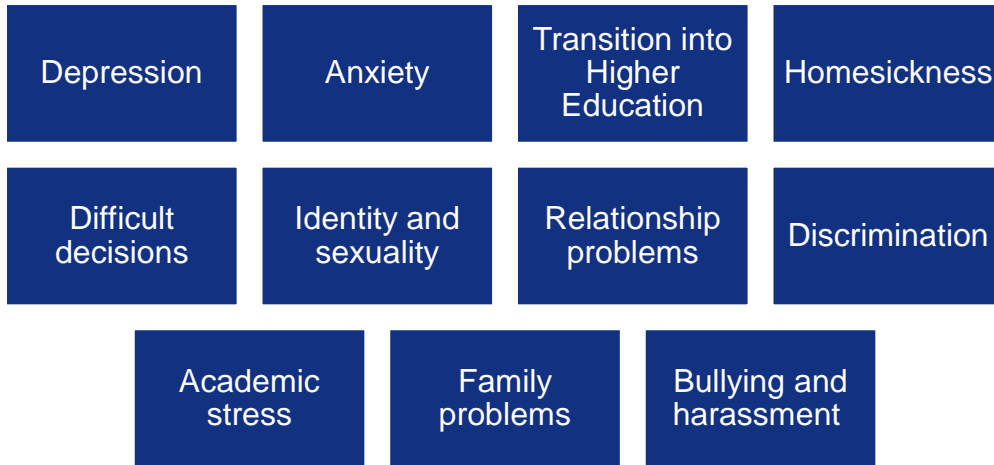
Group Therapy (longer term)

PhD Support Groups (8 Sessions)

Black Women's Exercise and Therapy Group (8 Sessions)

Signposting and referral to other NHS and 3rd Sector services

ACS - Counselling



What is Mental Health Advice?



Advice to manage a diagnosed mental health condition



Advice for students with no existing diagnosis but who are experiencing issues with their mental health

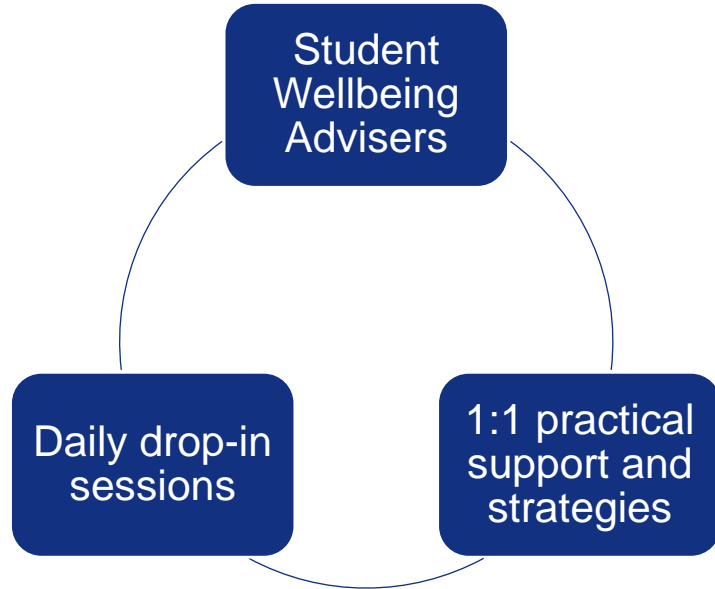


Support to access assessments or longer-term support from NHS/external mental health services



Practical techniques and checking in to offer routine and stability

Advice and Counselling Service – Student Wellbeing Advisers



- Workshops and Events
- Wellbeing Initiatives
- Mindfulness Groups
- Exercise Referral Programme
- International Student Support Initiatives
- Other Support Groups
- Care Experienced and Estranged Students Social Group
- www.qmul.ac.uk/welfare/wellbeing-support/wellbeing-advice/

Advice and Counselling Service – Student Wellbeing Advisers – wellbeing issues

Issues that impact day-to-day life and overall wellbeing:

Stress

Time Management

Loneliness

Transitioning to university

NHS 5 Ways to Wellbeing:



ACS - Welfare and International Advice & Advocacy

Student Finance & NHS funding

Tuition fee status and fee problems

Planning a budget

Income checks and income maximisation

Applying for Hardship Funds

Dealing with debt, scams and fraud

Changes to your studies

Immigration Law (authorised by UK government ([IAA](#)))

Welfare Benefits

Council Tax

Specialist support for:

- Estranged and care experienced students
- Students who are carers
- Students with a forced migration background
- Student parents
- Students experiencing, or at risk of, domestic abuse (including so-called 'honour-based' violence and risk of forced marriage).

Sexual Assault and Harassment Advice

Specialist Advisers

Emotional and practical support to anyone who has experienced sexual violence

Whether that's happened recently or in the past

Whether that's happened at University or not

ACS - Referrals to ACS

Students complete the self-referral form in AskQM



Staff can email welfare@qmul.ac.uk with any additional information



Confidential Service



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