

# ASKHAM BRYAN COLLEGE

## Student Services 2018-19



# STUDENT SERVICES

**Student Services aim to provide students with information, advice and guidance on a wide range of issues relating to your overall College experience. We can support you with many different issues from money issues including grants, student loans and bursaries, health and wellbeing matters, to needing extra help because of a learning or physical difficulty. We also monitor attendance and retention of all further education students, contacting parents and carers of students under 18 when they are absent and liaise with Course Managers about student progress.**

If Student Services are unable to answer your queries, we will be able to direct you to the specialist staff who can. Within the team we have staff that assist with particular issues.

## STUDENT WELLBEING CO-ORDINATORS

The Student Wellbeing Co-ordinators provide information, advice and support for the mental wellbeing of students and co-ordinate the provision of appropriate in-College support and referral on to specialist external agencies.

There may be occasions during your time at College when you experience problems, feel under pressure, find it hard to cope or you just want to talk to someone. The Wellbeing service is there to listen to ALL your problems, no matter how big or small they may seem to you, for instance:

- Homesick
- Exam stress
- Getting behind with your work
- Relationship problems
- Family/home
- Bullying
- Feeling different
- Loneliness
- Drug and alcohol
- Eating disorders
- Self harm

Our Student Wellbeing Co-ordinators will support students as much as possible. It may be that you need support from an external agency or counsellor and they will refer you on when appropriate. The Counselling Service at Askham Bryan College is:

- Confidential
- Free to students
- Discreet
- Relaxed
- Friendly
- Honest

You will NOT be told what to do and you will NOT be judged. The counsellor is there to listen to you talk and help you find your own solutions. For further information or to pick up a referral form if you wish to refer yourself to the service, ask your tutor or Student Services.

## CAREERS ADVICE AND GUIDANCE

Through Student Services we can provide students, both FE and HE, with Careers Advice and Guidance. Our advisers are able to provide advice and support to help prepare students for their next step whether it is further training, higher education, employment or self-employment.

We can provide advice and support on completing UCAS applications (personal statements and references).

Contact Student Services at either York (for students at York, Wakefield and Saltaire) or Newton Rigg (for students at Newton Rigg and Middlesbrough) for further information about obtaining Careers advice.

## CLUBS AND SOCIETIES

The student experience is a big part of College life and the more you get involved the better off you'll be. Joining sporting activity and societies is a great way to enhance your skills, ideal for building your CV and above all to meet new people and grow in confidence. For more information about activities that are available, talk to your Student Services team.



## STUDENT FINANCE OFFICER

The Student Finance Officer can provide students with information, advice and guidance on grants, bursaries and student loans and any other financial issues. For more information about the financial support that may be available to support you through college, see the website or call on 01904 772271.

## OTHER USEFUL CONTACTS

Student Services Manager, York (Marilyn Shersby): 01904 772222

Student Services Adviser, Saltaire (Fozia Rashid): 01274 327261

Student Services Adviser, Middlesbrough (Gill Wood): 01642 327998

Student Services Manager, Newton Rigg (Wendy Kirkbride): 01768 893457

General Enquiries for Thirsk only (Alex Welch): 01845 574928

Wakefield: 01904 772222 (will come to our York team and will be directed to our Wakefield office)

## SAFEGUARDING

The College is committed to providing environments where everyone feels valued, safe and respected, where individuals are encouraged to talk and are listened to. This will be achieved by the regular promotion of the College values and embedding these together with British Values across every area of College activity. If there is something bothering you at home or at College or you are worried about a fellow student, you can contact the Safeguarding Team 24 hours a day or alternatively you can email them in confidence on [bsafe@askham-bryan.ac.uk](mailto:bsafe@askham-bryan.ac.uk) or call into Student Services and speak confidentially with our Safeguarding Officers.

Call the York Safeguarding Team on 07773 312617

Call the Newton Rigg Safeguarding Team on 07971 892692.

## CHILDCARE SERVICES

If you incur the cost of childcare whilst you are studying, it may be the case that you are eligible for some financial support towards those costs. Eligibility criteria will apply to all funding, but for further information, please contact Arwen Stephenson (our Student Finance Officer) on 01904 772271 or at [bursaries@askham-bryan.ac.uk](mailto:bursaries@askham-bryan.ac.uk).

## HOW TO CONTACT OUR CAMPUS RECEPTION TEAMS

Please our reception teams on the telephone numbers below:

York: 01904 772277

Saltaire: 01274 327261

Middlesbrough: 01642 327998

Newton Rigg: 01768 893400

Thirsk: 01845 574928

Wakefield: 01904 772277 (this will come to our York team who will be able to direct your call to the right person)

## ABSENCE LINE PHONE

You will be expected to attend College and your studies on each and every day that you are timetabled to attend unless permission has been granted for an authorised absence.

If you are ill or unable to attend college because of a medical appointment, please contact the absence line and this information will be passed to your Course Manager. Please contact the absence line before 9.15am to advise the College of your absence.

For York students contact 01904 772201

For Newton Rigg contact 01768 893400

For Stewart Park contact 01642 327998

For other campuses, please contact the campus reception team to report your absence.

# ASKHAM BRYAN COLLEGE

ASKHAM BRYAN COLLEGE

Askham Bryan, York YO23 3FR  
01904 772277  
[enquiries@askham-bryan.ac.uk](mailto:enquiries@askham-bryan.ac.uk)