Revised 12/07/2024.

**Support available within the University. You can still access these services for a limited period of time to support your transition.**

# Wellbeing Services

If you have concerns about your Wellbeing you may wish to contact the Wellbeing and Disability Service via email at wellbeingdisability@swansea.ac.uk.

If you are a current student and wish to contact Student Support Services regarding emotional support, a disability, specific learning difficulty, long-term medical condition, ASC or mental health condition, you can find [further information via My Uni.](https://myuni.swansea.ac.uk/student-support-services/)

# WELFARE@CAMPUSLIFE

Welfare@CampusLife provide practical advice and guidance to students and signposting to specialist support services. Overseeing incident response and sexual misconduct support along with running proactive initiatives to enhance your student experience.

Further details on Student Welfare can be found at <https://myuni.swan.ac.uk/welfare/>

# HAPUS - The Student Life Toolkit

You may encounter negative emotions or experiences as you transition into, or move through, life at Swansea University.

This is perfectly normal.

We understand that university life can be both exciting and overwhelming, which is why we want to provide you with helpful strategies to navigate your time at Swansea. Hapus is an online course that prepares you for the mental, emotional, and practical challenges of university.

Find out more here:

<https://myuni.swansea.ac.uk/welfare/hapus/>

# Students’ Union Advice and Support Centre

The **Students’ Union Advice and Support Centre** can provide free and confidential advice and support in relation to many issues. (for example housing, financial, appeals, harassment complaints, disciplinary matters).

Their contact details are at

[https://www.swansea](https://www.swansea-union.co.uk/support/adviceandsupport/)-[union.co.uk/support/adviceandsupport/](https://www.swansea-union.co.uk/support/adviceandsupport/)

# Financial Problems

If you have **financial concerns,** you can contact Money@CampusLife. Details on this service can be found at

[https://myuni.swansea.ac.uk/finance/moneycampuslife/](https://myuni.swansea.ac.uk/finance/money-campuslife/)

# Academic Mentor

Your **Academic Mentor** can offer you support and guidance if you feel that your current studies are being affected.

# INTERNATIONAL@CAMPUSLIFE

International@CampusLife provides advice, support, and information on non-academic matters to all students, to include **immigration, visa applications and extensions** and employment regulations.

Details can be found at

<https://myuni.swansea.ac.uk/international/international-campuslife/>

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# **Support available to External Students and Students who have completed their studies at Swansea University / Withdrawn**

*External support*

If you have any concerns regarding your **physical or mental health**, we strongly recommend that you contact your GP in the first instance. If you have not yet registered with a local GP, you should do so in case you require any medical assistance in the future. You can find a local GP by using the link:

<https://111.wales.nhs.uk/localservices/?s=GPSurgeries&pc=n&sort=default>

In addition, if you ever find you want to talk to someone about any problems you have, the **Samaritans** offer a 24/7 free and confidential listening service. They are a listening service which allows people to talk about their problems/worries. They are free to call on 116 123 you can also contact them by emailing jo@samaritans.org

**The Exchange** is a service available to young people based within Swansea, the offer a counselling service. Further details are available at [http://exchangecounselling.wales/aboutus.html](http://exchange-counselling.wales/aboutus.html)

**Papyrus** - Prevention of Young Suicide operate a 247 Support service. The contact details for which can be found at [Papyrus UK Suicide Prevention | Prevention of Young Suicide (papyrusuk.org)](https://www.papyrus-uk.org/) Their freephone number is available at 0800 068 414.

The Citizens Advice Bureau

The Citizens Advice Bureau can offer advice on different kinds of problems you may be experiencing (for example housing, debt, benefits, legal disputes). More information can be found at: <https://www.citizensadvice.org.uk/>

*Financial and Debt Support*

Dealing with money issues can sometimes be off-putting, but if you don't understand how things like credit or loans work, you could end up losing out financially or getting yourself deep in debt. The following pages will give you the information you need to make the right choices, including help to deal with your debt problems, how to avoid losing your home and how to get your finances back into shape. The Citizens Advice Bureau has a helpful webpage at [https://www.citizensadvice.org.uk/debt-and-money/.](https://www.citizensadvice.org.uk/debt-and-money/)

In addition, you may wish to contact StepChange Debt Charity on 0800 138 1111 or the National Debtline on 0808 808 4000.