

Student Journey and Support Services

Supporting UEA Students while on Placement

A quick guide to support for placement providers

Students continue to have access to UEA Student Journey and Support Services (SJS) while undertaking placement.

Being away from campus is not a barrier to accessing support. A range of SJS services can be accessed remotely as well as in person, so students can seek help while they are on placement rather than waiting until they return to campus.

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Your role as a placement provider

You are **not expected to assess what university support a student needs or make a referral to SJS on their behalf.**

If a student tells you they are struggling, you can help by:

- listening and responding supportively;
- reminding them that UEA support remains available while they are on placement;
- encouraging them to access SJS themselves;
- allowing them reasonable opportunity to access support where appropriate;
- contacting the relevant UEA School/placement team where an issue relates to the placement itself.

If you are unsure about a student's immediate safety, follow the agreed **UEA welfare and crisis process for students on placement.**

Wellbeing & mental health

Placement can bring additional pressures, including unfamiliar environments, different working patterns, travel, challenging experiences and balancing placement with life outside the course.

Students can access SJS for:

- one-to-one support from **Wellbeing and Mental Health Advisers**;
- support with stress, anxiety, low mood, motivation and other wellbeing concerns;
- help following a difficult or distressing experience;
- **Talking Therapies**, including remotely accessible options;
- workshops, groups and self-help support;
- advice and signposting to other appropriate services.

UEA's wellbeing provision includes one-to-one advice and guidance, specialist mental-health support, workshops and groups, Talking Therapies and onward signposting.

Students do not need to know which SJS team they need before asking for help.

Disability, health conditions & neurodiversity

SJS provides advice and support for students with disabilities, health conditions, Specific Learning Differences and neurodivergence.

UEA also provides neurodiversity screening for students who think they may have a Specific Learning Difference or be neurodivergent.

Students who think they may need a **Reasonable Adjustment on placement** should be encouraged to raise this as early as possible with their UEA School/placement team and the Disability Team. UEA's Reasonable Adjustments Policy expressly includes placement-based learning.

Financial support

Students experiencing financial difficulty can access **Student Life Finance** for confidential advice and support.

Depending on their individual circumstances, support may include hardship support, emergency loans and other financial-support arrangements.

If a student tells you that the costs associated with placement are causing financial difficulty, **encourage them to contact SJS rather than assuming that nothing can be done.**

The student's School/placement team remains the appropriate contact for questions about placement expenses, travel arrangements or reimbursement processes.

Bullying, harassment or discrimination

Students who experience or witness concerning behaviour on placement, including bullying, harassment or discrimination, can use **UEA Report + Support**.

UEA has specific Report + Support guidance for students on placement. Where a student makes a named report, a Student Life adviser can contact them, discuss what has happened and explore appropriate support and next steps.

Students can also report anonymously, although this means SJS cannot contact the individual student or follow up their personal circumstances directly.

SJS supports the student. The UEA School/placement team manages any issue requiring action with the placement provider.

[**Report and support**](#)

How students can access SJS

Students can access support themselves through a number of routes, including:

Online

Students can complete the **SJS online referral form** and SJS services can be delivered remotely for those not on placement local to UEA site

Student Information Zone

The **Student Information Zone (SIZ)** is a useful starting point if a student isn't sure what support they need.

Students can contact the SIZ:

-  **In person** on The Street
-  **Online via live chat**
-  **By email**
-  **By phone**

UEA describes the SIZ as a one-stop shop for student enquiries that can be accessed in person, by live chat, email or telephone.

Student Services Hub

Students also have **24/7 access to the Student Services Hub on Blackboard**, containing wellbeing information, self-help resources and signposting to internal and external support.

If you need to contact SJS about a student

In most circumstances, **please encourage the student to contact SJS themselves.**

If you need to make SJS aware of a concern about a student, contact the SJS embedded team for the student's Faculty:

FMH: Embedded.fmh@uea.ac.uk **HUM:** Embedded.hum@uea.ac.uk
SCI: Embedded.sci@uea.ac.uk **SSF:** Embedded.ssf@uea.ac.uk
PGR: Embedded.pgr@uea.ac.uk

These routes are for sharing appropriate concerns or seeking advice. They do not replace emergency, safeguarding or placement-management processes.

For matters concerning the student's **placement, attendance, performance or the provider relationship**, contact the student's **UEA School/placement team** instead.