

Student Journey and Support Services

Support While on Placement

A quick guide to support for UEA students

Being on placement can feel different from being on campus, but you are still a UEA student and Student Journey and Support Services (SJS) is still here for you.

Placements can mean different routines, new environments, travel, unfamiliar situations or spending time away from Norwich. Wherever your placement takes you, you can continue to access the support available through Student Journey and Support Services (SJS).

You don't need to wait until a problem becomes serious, and you don't need to know exactly what support you need before getting in touch. UEA provides a single point of referral to help students reach the most appropriate support.

[Student support | UEA](#)

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Not sure what support you need?

That's okay. **You don't need to work it out before contacting us.**

The **Student Information Zone (SIZ)** is a great place to start. Student Support Advisers can provide initial advice and guidance and help connect you with the right SJS support.

You can contact the SIZ:

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

UEA describes the SIZ as its one-stop shop for student enquiries, available in person, by live chat, email and phone. You can also complete the **SJS online referral form**.

[Online referral form](#)

Being away on placement isn't a barrier to accessing support.

Many SJS services can be accessed remotely as well as in person, so you don't need to wait until you are back in Norwich to ask for help.

Wellbeing & Mental Health

If something is affecting your wellbeing or mental health, you can talk to us. This might relate to your placement, your studies, something happening at home, or something completely separate from university.

If something is affecting how you're feeling, SJS is still here for you.

You can talk to us about anything affecting your wellbeing, whether it is connected to your placement or something else entirely.

Support available includes:

- **Wellbeing and Mental Health Advisers** for one-to-one advice, guidance and support;
- Help with stress, anxiety, low mood, motivation and finding a manageable balance between placement, study and life;

- **Talking Therapies**, including One-at-a-Time Therapy, to help you explore a current concern and identify strategies that may help;
- Workshops, groups, self-help resources and signposting to other appropriate support.

You don't need to know which type of support you need before contacting us. Tell us what's happening and we'll help you find the most appropriate option. UEA's wellbeing service uses a single referral route to help students access the right support.

Away from Norwich?

That's not a barrier. Support can be accessed remotely, including online Talking Therapies options, so **you don't need to wait until you're back on campus to ask for help.**

If something happens on placement that affects your wellbeing, SJS can support you with the impact it is having on you. If something needs to change or be addressed within the placement itself, your School/placement team manages that part.

Disability, health conditions, SpLD & neurodiversity

If a disability, health condition, Specific Learning Difference (SpLD) or neurodivergence is affecting you while you're on placement, **our Disability and SpLD Advisers can help.**

- You don't need a formal diagnosis before asking us about support.
- UEA offers **free neurodiversity screening** if you think you may have a Specific Learning Difference or be neurodivergent.
- If you think you may need a **Reasonable Adjustment on placement**, raise this as early as possible with your School/placement team and the Disability Team. UEA's Reasonable Adjustments Policy includes placement-based learning.

Being away on placement doesn't stop you accessing advice and support.

Your faculty-embedded SJS team

You also have an **SJS wellbeing team embedded within your faculty.**

These advisers understand the student experience within your faculty and provide another direct route into SJS support.

You can still contact them **while you're away on placement:**

HUM: Embedded.hum@uea.ac.uk

FMH: Embedded.fmh@uea.ac.uk

SCI: Embedded.sci@uea.ac.uk

SSF: Embedded.ssf@uea.ac.uk

PGR: Embedded.pgr@uea.ac.uk

These are SJS teams. **The inboxes aren't monitored by academic staff or faculty administrators.**

Money worries while you're on placement?

Placement can sometimes bring different costs or affect when you need to spend money.

Student Life Finance can provide confidential, non-judgmental advice about financial difficulties.

Depending on your circumstances, support may include:

- advice about money and budgeting
- hardship support
- emergency loans
- eligible travel and technology support
- placement-related financial support for eligible courses.

Ask for help early if money is becoming a worry.

SJS can support you with financial difficulties. Your School/placement team remains responsible for information about placement arrangements, expenses and reimbursement processes. SJS doesn't arrange your placement travel or accommodation.

Something concerning happened on placement?

If you've experienced or witnessed **bullying, harassment, discrimination or other concerning behaviour on placement**, you can use UEA's **Report + Support** service.

Report and speak to an adviser

If you provide your details, your report will be allocated to a Student Life adviser who will contact you, explain your options and discuss appropriate support. UEA's Report +

Support guidance expressly covers students experiencing concerning behaviours on placement.

Or report anonymously

An anonymous report helps UEA understand what is happening, but because UEA doesn't know who made the report, SJS cannot contact you or take direct action relating to you individually.

SJS can support you. Your School/placement team manages anything that needs to be addressed with your placement provider.

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

Support in your own time

While you're on placement, you can also use the **Student Services Hub on Blackboard**.

It contains mental health and wellbeing information, self-help resources and signposting to other UEA and external support, so it's useful when you want information in your own time.

Be Well • Live Well • Learn Well

UEA confirms that students have 24/7 access to the Student Services Hub as a digital self-help resource.

Find the Student Services Hub under Organisations in Blackboard.

[**Student Services Hub**](#)

Need help when SJS is closed?

SJS is not a 24-hour service, but if you're away on placement and need urgent support when we're closed, other help is available.

- **If there is an emergency**
Call 999 if you or someone else is in immediate danger or there is a serious medical emergency.
- If the emergency is on the UEA campus, also inform **UEA Security: 01603 592222**.

- **If you need urgent mental health support**

Call NHS 111 and choose option 2.

You can also use appropriate urgent healthcare services where you are living or undertaking your placement.

If you're away from Norwich on placement, you don't need to return to UEA to seek urgent help. Use the appropriate services where you are.

If you need someone to talk to;

Samaritans

 **116 123**, free, 24 hours a day

 **jo@samaritans.org**

CALM

 **0800 58 58 58**

 Evening webchat available

YoungMinds

 Text YM to **85258**

For more urgent and out-of-hours information, you can find further information on the [Where to get urgent help & support](#) on the **Student Services Hub on Blackboard**.

Summary

You don't have to manage things on your own just because you're away on placement.

If you need support with.... Wellbeing, mental health, talking therapies, disability, SpLD, neurodiversity or money

 **Contact Student Journey and Support Services**

If you need something addressed about your placement or placement provider...

 **Contact your School / placement team**

If something is happening right now at your placement...

 **Contact your placement provider**

If you are in immediate danger or have an urgent health concern...

 **Contact emergency or urgent health services**

It's never too early to ask for support.

If you're not sure what you need, start with SJS and we'll help you find the right support.