

Student Assistance Programme FAQs

What does the service provide?

The HealthHero Student Assistance Programme (SAP) is a confidential and independent counselling and information service. The freephone support line gives access to telephone counselling, practical information and guidance for personal and study-related issues. If appropriate, short-term brief therapy counselling can be arranged for you.

Who provides the service?

The service is provided by HealthHero, a healthcare company that runs mental health services,

Why is my educational institution providing this service?

Your educational institution is committed to caring for the health, safety and wellbeing of its students. Student life, while exciting, can also be emotionally, socially, and academically challenging. The service is provided as a resource should you wish to discuss your problems confidentially and outside the education setting.

When is the service available

The service is available 7 days a week all year round.

Who is entitled to use the service?

All students in the UK (variations to this will depend on the contract the EAP has in place with your education setting).

How often can I access the service?

You can contact the service whenever you need counselling support or information to help with a legal, money, debt or health and wellbeing issue. You may be referred, where appropriate, for short-term structured counselling sessions.

Telephone services

What happens when I call?

You will initially be given a list of options to choose from. Your call will then be answered by a clinical co-ordinator, who will assess your needs and direct you to the appropriate service.

What information will I be asked for when I call?

You will be asked for your educational institution's name, your name and contact details (which are held securely) and other details to enable us to give your educational institution the required general statistical feedback. No personally identifying information is passed back to your institution. If your call is about counselling issues, you may be asked some standard risk questions for your own safety.

What issues can I talk to the counsellors about?

Any issues that might be affecting your student or personal life, such as health & wellbeing, homesickness, academic pressure or burnout, exam anxiety, financial stress and other personal or student life concerns.

What information services are available?

The service provides information and guidance on:

- Legal matters such as housing or tenancy agreements, employment rights for part-time jobs or internships, academic misconduct or disciplinary procedures, legal problems related to alcohol or substance use.
- Money matters, including coping with student financial stress and debt to managing money and accessing financial advice.
- Health and wellbeing information on lifestyle issues such as diet, exercise, sleep, health and medical concerns

What happens if there is no clinical team member free to take a call?

Should this happen, you will be given an option to either remain on hold until a clinical team member becomes available or to leave a voicemail to request a call back.

How can I use the service if I have a speech impediment or hearing difficulty?

Download the Relay UK App to contact the service.

What counselling services are available?

A telephone assessment will be carried out and the counsellor will discuss with you the most appropriate counselling intervention for your needs and one of the following may be recommended:

Single session counselling support

This takes the form of a single counselling session to provide support in the here and now.

Structured counselling

Structured counselling sessions will be arranged with a dedicated counsellor at a time that is convenient for you. You will be contacted by your dedicated counsellor confirming your first session. These sessions can be delivered via remote video, telephone or in person as clinically appropriate.

Online CBT

Award-winning online CBT courses and supporting materials. Content includes worksheets, e-books and videos on a wide range of topics, so each of us can use the materials and information that is of most relevance to our personal circumstances.

Other counselling information**How is your EAP's network of counsellors and psychologists selected?**

Your EAP has a rigorous selection process. We use a network of qualified counsellors, accredited by the British Association for Counselling and Psychotherapy, Health and Care Professions Council, the United Kingdom Council for Psychotherapy and/or psychologists chartered by the British Psychological Society.

What happens at the end of my counselling sessions?

You will be asked to provide feedback on the service via an anonymous questionnaire. Should you need further help with the problem, additional local resources will be discussed with you.

What if I am not satisfied with my counsellor?

You can call into the service to address this and discuss other options.

What if structured counselling sessions are not appropriate for my needs?

Structured counselling may not be appropriate for all counselling needs. The team will discuss the suitability of this support during your initial call. If structured counselling is not appropriate for your needs now, you will be signposted to more appropriate support services, for example: your GP, local counselling groups, Citizen's Advice, Cruise, Relate and local drug, alcohol and other support services.

Can my educational institution insist that I use the service?

No. Contacting the service is voluntary. Even if your Academic Advisor or Tutor says that you should call, it is still your choice whether you make contact and what feedback you choose to give, if any.

Confidentiality**Is the service confidential?**

Yes, the service is confidential, whether the issue is personal or study-related. No information about individuals or specific problems will go back to the educational institution. Confidentiality may only be broken in a situation where you or someone else is in danger.

Feedback**What information is passed back to my organisation?**

The only information the educational institution will receive is in the form of high level statistical and reporting information, essentially to confirm whether the service is being used and the types of calls. No individual identifying information is provided.