

Student Support Glossary

Disability and Inclusion

These teams help students by providing them with support such as accessibility adjustments and aid, financial support, and accommodation adaptations. They may develop a learning support plan which identifies what kinds of support you need and who is responsible for ensuring that support is in place.

Wellbeing and Mental Health

There is lots of different types of help on offer to support your wellbeing and any mental health conditions you may have, whether it's before you arrive or during your studying. This may include ensuring a learning support plan is in place, linking you with other mental health providers and specialists, or simply having somebody to talk to who can help you access further support.

Financial hardship support

These teams help you with all things finance related, such as identifying bursaries or scholarships you are eligible for, ensuring you are receiving your loans, developing money management skills, and creating budgeting plans.

Volunteering and mentoring

These services provide opportunities for current students to access support or provide it. Volunteering services can liaise with internal and external groups so you can access opportunities to support in your chosen area. These opportunities may even be overseas!

Mentoring comes in many different forms and works to provide students with informal guidance from people who have been where they are. Peer mentoring allows for students in the second year of their degree and beyond to support first year students in adapting and settling into life in Higher Education. Mentoring can also include graduates supporting current students by sharing their experiences one to one, whether that be around their studies or their career.

Counselling service

This service supports you in accessing counselling support within or via your institution, in which you can explore and discuss your feelings and concerns with a professional. It is confidential and provides you with a space to help work through anything that is impacting your ability to study.

Care leavers and young adult carers' support

This support can come in many forms, combining to create a support package that allows students to study at their chosen institution. This could include financial support such as identifying bursaries and additional funding eligibility, providing advice and guidance around accommodation, liaising with your tutors and department to identify support or adjustments, linking you with external support providers and groups, and having somebody to talk to when you need it.

Mature student support

There is a diverse range of support available for mature students which may come under other support teams, such as financial and carer support services. In addition to supporting you with finances, funding and caring requirements, institutions may be able to offer childcare support, academic support and workshops, and liaising with tutors and departments to allow for flexibility and consideration of any additional responsibilities outside of studying.

Contact Us

You can contact us by email admin@shaping-futures.info or www.shaping-futures.org.uk



Talk to us!

you can visit us over at shaping-futures.org.uk/activities and speak to somebody live.

