

Student Mental Health Code of Practice and Guidelines

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1. DEFINITION OF MENTAL HEALTH

Mental health is defined not just in terms of the absence of mental disorder, but is a state of wellbeing in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community. (WHO)

The Mental Health Foundation states:

'Good mental health is characterised by a person's ability to fulfil a number of key functions and activities, including:

- The ability to learn
- The ability to feel, express and manage a range of positive and negative emotions
- The ability to form and maintain good relationships with others
- The ability to cope with and manage change and uncertainty'

<https://www.mentalhealth.org.uk/your-mental-health/looking-after-your-mental-health>

Imperial College London aims to support and empower students with mental health difficulties to feel confident talking about the issue without facing stigma from friends and colleagues (time to change)

<http://www.imperial.ac.uk/equality/achievements/time-to-change/>

Terminology

The terminology associated with mental health and ill health can be confusing, as the terms are used by the general population and professionals in many different ways. Mental health is often seen in terms of mental 'illness', a term which does not encompass a range of complex human processes, feelings and behaviours. There is a wide spectrum of mental health difficulties ranging from severe mental illness to general psychological or emotional difficulties. The College recognises that there are other models and languages for describing these human experiences apart from the medical/social that the College used in this document. Students themselves may choose to define their experiences differently which is acknowledged in our work supporting them.

2. INTRODUCTION

It is useful to view mental health as a continuum of experience from mental wellness through to worry, stress and low mood or to a more severe and enduring mental illness. From time to time personal reactions to the challenges of daily life such as bereavement, financial difficulty, and relationship or study problems may introduce changes in an individual's mental wellbeing that might require intervention or support. Some individuals may experience more severe reactions requiring the intervention medical or other specialist services and continued support.

As in the general population, mental health difficulties have been seen to be on the increase amongst the student body. Students have some unique challenges that impact upon their wellbeing. They may be living away from home for the first time, managing bills, washing, cooking and perhaps struggling to make friends whilst managing their study work load, new freedoms and responsibilities and striving to perform. Low mood or anxiety are usually the most common symptoms experienced by students in relation to the general stresses and strains associated with study. Anxiety can be a normal reaction to the stress but some students may reach a point where it becomes unmanageable and they experience more acute anxiety, panic attacks or low mood which impacts upon their day to day functioning and/or academic performance. A minority of students may experience more enduring mental illness such as Depression, eating disorders, psychosis or schizophrenia. Some students may arrive at University having been previously diagnosed with an enduring mental health difficulty others may become develop difficulties during the course of their studies. If effective support is not accessed appropriately this could lead to a student's withdrawal from the University.

3. CODE OF PRACTICE

The purpose of this Code of Practice is to provide a coherent across College approach by ensuring:

- The College's role and responsibilities are clear with respect to supporting the needs of students experiencing mental health difficulties
- The College does not discriminate academically or socially against any student, or prospective student, because of mental health difficulties
- All students with mental health difficulties are positively encouraged to declare their condition.
- Students experiencing mental health difficulty at any stage during their studies are given the best possible support to enable them to complete their academic work successfully
- The College demonstrates its commitment to recruiting and retaining students with mental health difficulties
- Positive mental wellbeing is promoted individually and socially through mental health promotion.

The objective of this code of practice is to help those involved with students in the following ways:

1. How to recognise mental health difficulties
2. Suggest how to handle such difficulties in terms of the student's mental wellbeing and academic performance
3. Provide information on relevant support agencies

The term “mental health difficulties” covers 3 broad categories:

1. Temporary reactions to a painful event, stress or external pressures
2. Symptoms of drug or alcohol abuse, lack of sleep, psychological reactions to physical illness and somatisation (those whose mental health difficulties present with physical symptoms).
3. Enduring psychiatric conditions that have significant effects on an individual's functioning

4. GOOD PRACTICE ADVICE

Admissions

All published and web-based material should accurately represent the support services available and who students should go to for help. These should include, departmental pastoral support (personal tutors, senior tutor, departmental disability officers), Student Counselling and Mental Health Advice Service, the Student Disability Advisory Service, Imperial College Health Centre, the Student Hub (accommodation). Where appropriate admissions tutors and other staff should ensure that these applicants are given clear information on the benefits of declaring their difficulties and encourage students to declare any mental health difficulties. Accurate information on the support available in the College should also be provided. Students who have declared an enduring mental health difficulty should be encouraged to contact the Disability Advisory Service to discuss the support needs. <http://www.imperial.ac.uk/disability-advisory-service/>

Current students

Imperial College support services provide a range of welfare and advice services, <http://www.imperial.ac.uk/student-space/here-for-you/> to help staff when considering and responding to difficult or challenging situations. By identifying problems at an early stage and referring students on to appropriate services, students can be offered advice and personal support to enable them to study effectively and maintain their health.

Student Support Services

Departmental Pastoral support

Personal tutor - All students are allocated to a Personal tutor who offers pastoral support. They may often know their personal tutees very well and can help if there are particular difficulties either personal or family problems or, for example, financial difficulty.

Senior Tutors (Undergraduate and Postgraduate) - The Senior Tutor (UG) and Senior Tutor (PG) are respectively responsible for the pastoral care of undergraduate and post-graduate thought students in their department. The Senior Tutor manages the personal tutoring system within the department, and is a source of support for Personal Tutors and for students with more complex concerns. They

also can liaise with other College services.

Departmental Disability Officer – The Departmental Disability Officer is the first of contact within a student's department. They will apply for special exam arrangements on the student's behalf and will facilitate the student's support within the department.

They also can liaise closely with other College services. Each support service also has a Disability Officer who is able to give advice within their own area of expertise.

Mental Health First Aiders – Mental Health First Aiders are trained to understand mental wellbeing and to support individuals who may show signs that they are experiencing a mental health problem, and give them information on where they can get help.

<http://www.imperial.ac.uk/student-space/bounce-back/mental-health-difficulties/>

Faculty Senior Tutors are available for additional support and guidance, augmenting the support that your department can provide for academic and personal matters. You may find a Faculty Senior Tutor particularly useful if you have a matter which you feel is highly sensitive or complicated and wish to ensure that you will be talking to the right person or team to help you. The Faculty Senior Tutors are:

Dr Benita (Baggy) Cox – Business School

Dr Lorraine Craig – Faculty of Engineering

Dr Anita Hall – Faculty of Natural Sciences

To be confirmed – Faculty of Medicine

Imperial College Health Centre -

<http://www.imperialcollegehealthcentre.co.uk/> The Health Centre has a multi-disciplinary team, including doctors, nurses, psychotherapists, psychologists and a visiting psychiatrist, to support those with mental health difficulties. The duty doctor can be contacted in a crisis or where advice or on-going support is needed. In an emergency, contact the reception team by telephoning 020 7584 6301 and ask to speak to duty doctor. Where the situation is less acute consider a telephone call or e-mail.

The Student Counselling and Mental Health Advice Service

<http://www.imperial.ac.uk/counselling/>

The Student Counselling team is a student self-referral service offering short-term counselling to all registered students at College. Student Counselling offers a confidential and safe place for students to talk about any personal issue that is troubling them. It is free and confidential, and is available at the South Kensington, Hammersmith and Silwood Park Campuses. The Student Counselling Service also offers various events and workshops throughout the year in support of student wellbeing. <http://www.imperial.ac.uk/counselling/events-and-workshops/>

<http://www.imperial.ac.uk/counselling/mental-health-advice/>

The Mental Health Advice team provides support for students who may have had, or are experiencing moderate to severe mental health difficulties. Student Mental Health Advisers offer practical advice, risk management and liaison with internal and external services where appropriate. Students need to be referred by a member of College staff, with the student's permission, in order to be seen by the Mental Health Advisers. Study Mentors: Mental Health aim to work collaboratively with individual students to assess their study needs, set specific study goals and develop appropriate study skills and learning strategies. Students need to be referred by the Disability Advisory Service or Student Mental Health Adviser, with the student's permission, in order to be seen by the Study Mentors: Mental Health.

Disability Advisory Service

<http://www.imperial.ac.uk/disability-advisory-service/>

The Disability Advisory Service offers confidential advice and support to all students who have a disability including students who are have an enduring mental health condition, facilitating support for both within the College and externally. The Disability Advisory Service can provide advice on academic and financial support available including arranging mentoring and or study skills support and signposting any additional support that disabled students can access during their studies. Disability Advisors are able to support staff in deciding how best to help individual students as long as there are no issues of confidentiality.

Chaplaincy

<http://www.imperial.ac.uk/chaplaincy/>

The Chaplaincy helps people with both religious and philosophically based beliefs, explore the experiences that give purpose and meaning. We also seek to deepen understanding between people of different beliefs and world views. The chaplaincy runs a number of events throughout the year on subjects such as, inspiring leadership, guided prayer, meditation and mindfulness

Accommodation – Hall Wardens <http://www.imperial.ac.uk/student-space/here-for-you/wardens/>

Many students have never encountered communal living before and this at times can have an adverse effect on a student's mental wellbeing. Some risk factors, such as sudden financial independence coupled with low money skills or the possible access to drugs and alcohol, as well as high expectations not being met can affect emotional and mental health. There is also a danger that emotionally vulnerable students or those with poor social skills could become isolated, marginalised or bullied. Wardens are responsible for the wellbeing of all residents of Imperial halls and promote social life within their hall and encourage social inclusion. Wardens are on call every evening and all weekend to sensitively handle any emergencies.

Student Union Advice Centre

<https://www.imperialcollegeunion.org/welfare-and-advice>

It is crucial to success and happiness at University that small concerns or issues do not develop into insurmountable problems. The Advice Centre offers advice and support on a wide range of issues, including problems with courses and academic performance. It is impartial and confidential. The Union runs the Centre independently of the College.

Confidentiality, disclosure and data protection

Staff should be aware of the issues around confidentiality and the need to protect personal information. The rights of the individual must be respected taking into account the Equality Act 2010 and Data Protection Act 1998. All students have the right to privacy and confidentiality, but maintaining confidentiality alongside appropriate disclosure of information may sometimes be difficult to manage. Ensuring confidentiality is vital in encouraging students to seek help when appropriate. When supporting someone who is experiencing mental health problems, situations may arise where it is necessary to discuss a student's needs with support services or other academic staff. In these situations, the student's consent should always be sought. If the student does not give consent, information cannot be shared. Only in exceptional circumstances, where there is a need to act without a student's prior consent because there is immediate risk to the individual student themselves or to others around them or if there is a legal obligation to do so, then confidentiality might need to be extended appropriately. Where this is the case it is permissible to share limited information on a need to know basis to enable the appropriate support to be provided to the student.

Case conferences

When a student is considered to be at risk of harm to self or others, case conferences can provide a forum to enable staff involved to work together to ensure there is a cohesive support and safety strategy for that individual student. This may include the student's Personal or Senior Tutor, Disability Advisor, Counsellor, Student Mental Health Adviser, a College Tutor/College Senior Tutor, Imperial College Health Centre doctor, Hall Warden and the Director of Student Services. Case conferences can allow staff to explore different support mechanisms appropriate to the student's needs with all the relevant information about support that is being accessed already. As always it is essential to consider the need for confidentiality, privacy and providing information on a need-to-know basis only.

5. RESPONDING TO STUDENTS WITH MENTAL HEALTH NEEDS

Indicators of mental distress

Changes in mood and demeanour can provide the first signs that all is not well. Mood swings and social withdrawal may indicate some degree of emotional distress. Any of the following, might provide an indication that something is not right for a student and s/he could be experiencing some degree of mental health difficulty. It is important to view this list in terms of a collection of signs rather than as a diagnostic tool.

- Low mood
- Erratic or unpredictable behaviour
- Agitation or overt anxiety
- Social withdrawal/avoidance of social interactions or contact
- Reduced academic attendance
- Sleep or appetite disturbance
- Poor concentration and or motivation
- Unexplained prolonged crying

Tendency to abuse or self-medicate with alcohol or drugs
Ideas of or actual self-harm
Physical symptoms as a manifestation of psychological difficulties are not unusual

N.B. none of these in isolation indicates an enduring mental illness but the presence of one or more of these factors might suggest the need for concern.

Less commonly individuals may exhibit:

Disordered thoughts
Delusions
Hallucinations
Elation, excessive self-confidence and a loss of connection with reality
Behaviour inappropriate to the social context
Thoughts of suicide or self-harm

What to do if you are concerned

If you are concerned about a student's wellbeing:

- Be aware of the available appropriate services. It's useful for everyone to have information at hand on the support services available within the College. The College A to Z booklet will have the contact details of all support services within the College. Further information can also be found on the Student Space webpages <http://www.imperial.ac.uk/student-space/>
- It is important to talk with the student and let them know that you are concerned and why you are concerned (e.g. you've noticed changes in their attendance/they look sad and you wonder if something is troubling them). Simply asking the student how s/he is may provide an opportunity for them to discuss their concerns with you. Be prepared to give them time so that you can listen attentively. If there are constraints on your time, inform them of this from the start of your conversation that this is the case, and consider arranging a more suitable time. It is important that you do follow this up if you have agreed to meet at another time
- Be open and honest with the student in your initial contact. Remember that the student might avoid seeking help because of concerns about the consequences of telling someone and the responses of others. Many students are terrified that disclosure of mental health issues will count against them in their department or with future employers.
- Listen carefully and respectfully to what the student is saying to you. Do not dismiss their worries even if they do not appear to be important to you. You may not fully understand their particular situation and their concerns will be extremely important to them
- Treat each student as an individual and ask what support they might need from you. Just knowing someone has noticed, cares, is interested and is able to give their time can be incredibly supportive and helpful

- Re-assure the student that where possible you will keep what they say confidential. Let them know that to offer the best support you would like their permission to pass on information on a 'need to know' basis if appropriate. It is also important for you to let them know that if they, or someone else, appears to be at risk, or if their behaviour is disruptive to others, you have a duty to consult others within the Colleges support services
- Help the student to find the appropriate service if necessary. Encourage the student to speak to someone who will be able to instigate support
- If the student indicates that he/she is experiencing mental health difficulties, it is often useful to find out if they are already receiving support from the Student Counselling and Mental Health Advice Service, Disability Advisory Service, their GP or other external services
- Staff should speak to their line manager if they are not clear how to help the student. This should be done without disclosing the identity of the student, if possible. It is also possible to consult with the Student Mental Health Adviser or speak with a Counsellor or Disability Advisor, without disclosing the student's identity
- Don't offer help beyond your role. It is not your responsibility to solve the student's problem. Consider any potential conflict with your professional role and whether you know how to access support for yourself. Do not be reluctant to refer on. It is important to recognise personal and professional limitations when offering support
- Provide information about the Student Counselling and Mental Health Advice Service, Disability Advisory Service, the Imperial College Health Centre and College Tutors/College Senior Tutor
- Consider offering the student an invitation to come back and talk to you in the future

Passing on information and confidentiality

The prime consideration is the safety and wellbeing of the individual concerned and those around them.

In cases where a student discloses that they are having difficulty in coping and are struggling due to issues connected with their mental wellbeing ask the student if s/he will consent to your passing on information. Explain the benefits of passing on limited information to others within the College and how this can help set support mechanisms in place. If the student is still not happy for you to pass on information explain that if you are unable to do this, it may limit the support you are able to provide. Where possible follow this verbal advice up with an email repeating what you have said, stating that even though they have not given permission to disclose information on this occasion, they may change their minds at any time. It would be useful to add in links to the student welfare web pages giving details of support

available in the College. When you next meet with this student asked them how they are and whether they feel they can now allow you to pass on information and initiate support.

If you feel that the student or others around them are at risk or that the situation is likely to constitute a medical emergency, then you may need to override their wish for confidentiality and pass the case on to an appropriate support service.

If student expresses thoughts of suicide this would constitute a possible emergency and you will need to seek advice from, Imperial College Health Centre or the Student Counselling and Mental Health Advice Service.

If in any doubt seek advice from either Imperial College Health Centre, Imperial College Student Counselling and Mental Health Advice Service or the Director of Student Services. You can do this without disclosing the student's details.

Dealing with difficult and crisis situations

In potentially difficult situations, it's useful for you to be aware of the correct procedures, including who to inform and who can give you help. Always be prepared to seek help when you need it.

If you are concerned about approaching a student in a crisis it's helpful to remember the **CALMER** acronym

C – Calm it is important for you to remain calm and this will help student to feel confident in your support.

A – Approach assertively outlining your concerns in a sensitive and straightforward manner, e.g. 'I have noticed that you seem upset. I am concerned and would like to help if I can?'

L – Listen to the student if s/he is willing to talk, focus your attention on them and don't make judgements

M – Motivate - recovery from even severe mental health difficulties is possible and support is available both within the College and from external services

E – Encourage the student to access appropriate self-help support. E.g. Student Counselling Service/Imperial College Health Centre

R – Remember you are not alone. If you are concerned about the student you may need to talk to someone about it also. Remember to maintain your professional boundaries.

It is important to:

- Ensure your safety and that of others, including the student involved
- Assess whether you need immediate support. If you are in need of urgent immediate support, contact Security.
- Ensure the appropriate agencies are contacted
- Engage with the student – if possible or appropriate
- Be clear and direct, yet non-confrontational or threatening

- Ensure that you have someone to talk to after the event – you may wish to speak to a professional.
- All College staff and members of their family living with them can get free professional and confidential help from Confidential Care, the College's Employee Assistance Provider, 24 hours a day 7 days a week. Please call 0800 085 4764 or email assist@cic-eap.co.uk

Medical emergencies

If you consider the student to be at risk of harming themselves imminently:

1. Consult Emergency Contact Guideline <http://www.imperial.ac.uk/estates-facilities/security/campus-emergency-contacts/>
2. If the situation is violent or potentially violent, remain as calm as possible and contact Security (extension 4444 at South Kensington, Charing Cross, Chelsea and Westminster, Hammersmith, Royal Brompton and St Mary's campuses, 42444 at Silwood Park and 3999 at Northwick Park) giving your name, the student's name, contact telephone number and exact location
3. It is important to try and distinguish between those students who are simply having violent thoughts and those who are likely to act; the former may be dealt with using the guidelines above
4. If there is any uncertainty err on the side of caution and contact Security
5. It is also appropriate to seek Security's help if an ambulance is required (this is the case for any circumstance); Security can then help the ambulance get to the right place

The best way to defuse a violent situation is to prevent its development.

- a) If you feel uncomfortable about an individual, do not meet them alone; consider meeting them with a colleague or in a public place. If you are alone let someone know where you are and take a mobile telephone
- b) If you do have to meet in a private space, try and position yourself nearer to the door
- c) Listen carefully, encourage the student to seek professional help, have the contact details of appropriate agencies with you
- d) If the temperature of the meeting rises, remain calm and talk to the student.
- e) If the situation continues to escalate, extricate yourself from the situation and/or call for immediate help

Mental Health Difficulties Protocol <http://www.imperial.ac.uk/media/imperial-college/staff/personal-tutors-guide/public/MentalHealthDifficulties.pdf>

Responding to concerns raised by a third party

You might be approached by peers or flatmates of a student with possible mental health difficulties. Within this context try to:

1. Listen to their specific concerns
2. Explore whether they will give consent for you to use the information they provide
3. Respect the confidentiality of the student/individual with possible mental health difficulties if they are already known to you
4. Advise how the third party might get support for themselves and more specific/expert advice on how to manage particular difficulties with such an individual, from the Student Counselling and Mental Health Advice Service, Imperial College Health Centre or Disability Advisory Service.

6. FITNESS TO STUDY AND FITNESS TO PRACTISE

In order to study effectively it is necessary to have the physical and mental resilience to cope with the demands of study. Where there are emerging concerns about a student's health, wellbeing and/ or behaviour which impact upon their ability to progress on a course or at College, then consideration should be given as to the how best to support a student's welfare. Significant deterioration in health, attitude, or conduct, particularly where there is an impact on attendance, ability to meet deadlines, succeed academically, or participate in normal student life, may indicate that the student's fitness to continue their studies should be assessed. It may be that an interruption of study should be initiated or in exceptional circumstances a recommendation for withdrawal would be in the student's best interest.

Interruption of study

<http://www.imperial.ac.uk/student-records-and-data/for-current-students/undergraduate-and-taught-postgraduate/changes-to-registration-status/>

Where an interruption of studies is indicated on health grounds, supporting certification should be sought from a doctor (ideally one of the GPs at the Imperial College Health Centre). It is a condition of the interruption that medical evidence must be provided of a student's fitness to return before they can re-enrol. Students should be advised that they need to have a 20 minute booked consultation with a GP at Imperial College Health Centre, to discuss this. The GP will confirm whether or not the student is fit to return and may make recommendations for support. These could include a referral to the Disability Advisory Service for mentoring support or to the Student Counselling and Mental Health Advice Service. If the College Health Centre was not involved in granting the interruption of study, the Senior Tutor or Director of Postgraduate Studies should provide a report that outlines the reasons for the interruption.

Suspension & Withdrawal

<http://www.imperial.ac.uk/student-records-and-data/for-current-students/undergraduate-and-taught-postgraduate/changes-to-registration-status/>

The Academic Regulations require that a student must attend to the satisfaction of the Head of Department and the College reserves the right to require any student whose academic progress is unsatisfactory or who fails required examinations to withdraw from the College. The student may be required to be assessed by the College Health Service if there is reason to believe that the student's state of health makes him/her unable to pursue his/her studies. If the medical assessment confirms

that continuation of study is not in the best interest of the student then the Head of Department in consultation with the Director of Student Services and/or the College Tutors/College Senior Tutor, may suspend that student until he/she is fit to continue or may require the student to withdraw from the College. (Regulation 9 <http://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/regulations/2014-15/student-regs/Regulations-for-Students.pdf>)

Fitness to Practise Medicine

[http://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/secretariat/public/college-governance/charters-statutes-ordinances-regulations/policies-regulations-codes-of-practice/fitness-to-practise/Fitness-to-Practise-Medicine-Procedures-\(Feb-14\).pdf](http://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/secretariat/public/college-governance/charters-statutes-ordinances-regulations/policies-regulations-codes-of-practice/fitness-to-practise/Fitness-to-Practise-Medicine-Procedures-(Feb-14).pdf)

The College offers several programmes of study that leads to the degree of MBBS which qualifies graduates for provisional registration as doctors. Under the Medical Act (1983) the College is responsible for the education and training of doctors up to full registration. The Act places a duty upon the College to ensure that those who graduate from undergraduate programmes are fit to practise. Fitness to Practise relates to one's professionalism, behaviour and health. The General Medical Council (GMC) and Medical School's Council (MSC) provide detailed guidance to students on fitness to practise via

http://www.gmc-uk.org/education/undergraduate/professional_behaviour.asp

and

http://www.gmcuk.org/education/undergraduate/achieving_good_medical_practice.asp.

In response to the following common misconception students have about mental health - *"Once I'm a doctor, if I have a mental health condition, the GMC will automatically put me in their fitness to practise procedures"*, the GMC have noted the following response on their website: *"It is important to note that the GMC is only interested when a doctor's mental illness puts patients at risk. The vast majority of doctors with mental health conditions are not a risk to patients. If a doctor understands their condition and seeks appropriate support, the GMC does not get involved. The GMC never removes doctors from the register solely because they have a mental health condition"*. Further examples are available via this link <http://www.gmc-uk.org/education/undergraduate/23289.asp>

Appeals

<http://www.imperial.ac.uk/student-records-and-data/for-current-students/undergraduate-and-taught-postgraduate/exams-assessments-and-regulations/appeals/>

All students who are required to take an interruption of study or who withdraw from the College are entitled to appeal against this decision. The College publishes guidance for students on how to make that appeal <http://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/complaints-from-students/Student-complaints-guidance-to-students.pdf> Students may consult with the

College Tutors, and the Student Union Advice Centre can support them drafting their appeal documents.

7. TRAINING

Introduction to Personal Tutoring

<http://www.imperial.ac.uk/staff/educational-development/workshops/introduction-to/personal-tutoring/>

This one-day workshop is designed for staff who are (or will soon be) personal tutors. The workshop helps new tutors prepare themselves for this important role and provides them with information about how they can best support their tutees. There are opportunities for participants to discuss issues of particular interest or concern.

An online [Personal Tutor's Guide](http://www.imperial.ac.uk/personal-tutors-guide/) <http://www.imperial.ac.uk/personal-tutors-guide/> complements this workshop and to provide an up-to-date, one-stop source of information for all of Imperial's Personal Tutors. Its purpose is:

- To bring together the information, contacts and resources that personal tutors find useful when developing and supporting tutees.
- To orientate and inform those new to personal tutoring at Imperial.
- To highlight new information and guidance to experienced personal tutors.

Mental Health First Aid

<http://www.imperial.ac.uk/equality/support-for-staff/training/mhfa/>

A 2-day, Mental Health First Aid (MHFA) course, which teaches techniques to provide help to staff or students experiencing a mental health problem before professional help is obtained. The course is divided as follows:

- What is mental health?
- Suicide
- Anxiety and depression
- Psychosis

The course is ideal for all staff, particularly those who work with students, manage teams, and any front-line staff. Prior to an application please read MHFA FAQs www.imperial.ac.uk/.../public/MHFA-Course-FAQ-FINAL.docx - 07 December 2016 to ensure you are able to meet the commitments of the course.

There is also a half-day Mental Health First Aid Lite course <http://www.imperial.ac.uk/equality/support-for-staff/training/mhfa-lite/> which is designed to act more as an introduction to mental health.

Other events and workshops

<http://www.imperial.ac.uk/counselling/events-and-workshops/>

Bespoke training upon request

<http://www.imperial.ac.uk/equality/support-for-staff/training/bespoke/>

8. EXTERNAL SUPPORT SERVICES

Early intervention team works with people aged 14-35 experiencing their first episode of psychosis. Once referred, service users can remain with the team for three to five years <http://www.cnwl.nhs.uk/services/mental-health-services/community-recovery/early-intervention/>

Single Point of Access (SPA) provides a first point of contact for people wishing to access adult community mental health services in Brent, Harrow, Hillingdon, Kensington & Chelsea and Westminster <http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/>

NHS 111 Offers 24 hour medical advice and information. Contact NHS 111 Service by telephone on 111

London Nightline is a telephone helpline offering confidential listening, support and information to students in London. It is run by students of affiliated higher education institutions in the London area. Open every night of term from 18.00 to 8.00. <http://nightline.org.uk>

Samaritans offer 24 hour confidential emotional support to anyone in emotional distress – telephone 116 123. You can drop into your local branch to meet with a Samaritans volunteer face to face. <http://www.samaritans.org/>

Beat is the UK's leading charity supporting anyone affected by eating disorders, anorexia, bulimia, EDNOS or any other difficulties with food, weight and shape

Maytree is a registered charity supporting people in suicidal crisis in a non-medical setting. Telephone: +44 (0)20 7263 7070 or email <http://www.maytree.org.uk/>

Mind is a charity that offers advice and support to anyone experiencing a mental health problem. They have a number of information pages about a range of topics <http://www.mind.org.uk/>

Sane is a leading UK mental health charity that works to improve quality of life for anyone affected by mental illness. They have a helpline: 0845 767 8000 and also offer text and forum support. <http://www.sane.org.uk/>

Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking. Alongside clinically-validated information and resources it presents the experiences, strategies and advice of students. <http://studentsagainstd Depression.org/>

The Havens are specialist centres in London for people who have been raped or sexually assaulted in the past year. Telephone: +44 (0)20 3299 6900 – 24 hours a day, 7 days a week. <https://www.thehavens.org.uk/>

British Association for Counselling and Psychotherapy (BACP) is a professional body and registered charity that sets standards for therapeutic practice and holds a register of accredited private therapists. <http://www.itsgoodtotalk.org.uk/>

Further information about external services can be found here: <http://www.imperial.ac.uk/counselling/other-sources-of-help/>

9. 10 STEPS TO LOOKING AFTER YOUR MENTAL HEALTH FROM THE MENTAL HEALTH FOUNDATION

(<https://www.mentalhealth.org.uk/publications/how-to-mental-health>)

- Talk about your feelings
- Keep active
- Eat well
- Drink sensibly
- Keep in touch
- Ask for help
- Take a break
- Do something you are good at
- Accept who you are
- Care for others

Student Support and Wellbeing Committee February 2017