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# **What Support is Here for You?**

*This is advice specifically for mentors about what services are available to support them and where they can direct mentees in need of help outside of study skills peer mentoring. This is also useful for mentees to read to be aware of the services available.*

# Students’ Union

**SU Advice Service**

There’s always a possibility that things can go wrong. If you’re experiencing concerns or worries about your mentee or yourself, get in touch with our Advice Service. They will be able to assist you with advice on any problems that become personal or regarding welfare. They can also help if there is an academic problem where you aren’t the appropriate person to deal with it (for example, your mentee would like to make a complaint or appeal, they have personal problems with the way the course is ran.

Your role as a mentor is not to give advice or counselling. Please direct students to the appropriate channels where they can get professional help and support.

[www.angliastudent.com/advice](http://www.angliastudent.com/advice)

**Course Reps**

If your mentee has a problem with the way their course or module is ran, their course rep will be able to communicate that to the course leader or relevant staff to help solve the problem without even mentioning who came to see them. Each course has a Course Rep. If your rep doesn’t know who represents their course, they can email one of our Rep Coordinators to find out.

Jordan Lewis: Cambridge Campus Representation Coordinator (j.lewis@angliastudent.com)

Emma Howes: Chelmsford Campus Representation Coordinator (e.howes@angliastudent.com)

Georgia Elderkin: Peterborough Campus Representation Coordinator (g.elderkin@angliastudent.com)

## Student Services

*They run a variety of different services that you can access for free which are here to help the student experience in every way possible.*

**Study Skills Plus**

*Our peer mentoring scheme is supported by Study Skills Plus.*

If you’re mentee needs extra/specialised support that you can’t provide they can access that from Study Skills Plus. They can give specific help on maths and numeracy, IT skills, English langauge support as well as a variety of workshops and drop ins.

Get to know their service a bit better and you can recommend extra support to your mentee: <http://web.anglia.ac.uk/anet/studyskillsplus/index.phtml>

**Money Advice Service**

If you’re mentee is struggling with financial issues, you should direct them to the Money Advice Service. You can get advice on funding, benefits, other sources of income, managing your money and lots of other finance-related issues.

<http://web.anglia.ac.uk/anet/student_services/money/index.phtml>

**Faculty Student Advisors**

If your mentee is struggling to complete their work for personal issues or struggles they might benefit from going to see a Faculty Student Advisor. They can also assist with guidance on module choices or any other choices/problems in academic life.

<http://web.anglia.ac.uk/anet/student_services/student_advisers/index.phtml>

**International Student Advice Service**

If your mentee needs advice and information as an international student (from within or outside of the EU) you could direct them to the International Student Advice Service. They can help with immigration matters, tuition fee advice, health, and working entitlements in the UK.

**Study Support Service**

If your mentee is struggling because of a disability or a specific learning difficulty, such as dyslexia, they could get some support from the Study Support Service. Here you can find out about any support for disabled students, students with learning difficulties, or registering as disabled with the university. Some examples of things they can help with are exam or timetabling adjustments, and access to facilities. They can also have a study needs assessment at the Anglia Access Centre.

<http://web.anglia.ac.uk/anet/student_services/study_support/index.phtml>

**Counselling and Wellbeing Service**

If you’re mentee is having personal wellbeing problems that they bring to you, direct them to the Counselling and Wellbeing Service. They are available to all students at Anglia Ruskin University and offer free and confidential service to promote mental health and wellbeing. They can talk in confidence to a professional counsellor about any personal or university-related issues that are affecting them. These might range from minor concerns to major issues including grief, relationship difficulties, panic attacks, exam anxieties, stress and more.

Your role as a mentor is not to give advice or counselling. Please direct students to the appropriate channels where they can get professional help and support.

<http://web.anglia.ac.uk/anet/student_services/counselling/>

**Employment Service and Bureau**

If your mentee is worried about their employability after university, the Employment Service can give them the information they need. They provide information, advice and guidance on career options while you’re here. They also have Faculty Employability Advisers who will give you opportunities to meet employers, develop transferable skills, and increase your chances of finding work after graduation. They also run the Employment Bureau where students can apply for any advertised job opportunities.

<http://web.anglia.ac.uk/anet/student_services/employability/index.phtml>