

Student Assistance Programme

An Overview



Student Assistance Programme

Our **Student Assistance Programme** provides you with access to in the moment support to help you cope and deal more effectively with any personal problems.



Accessing the Student Assistance Programme

The student assistance programme is available **24/7/365 days** per year. As well as through a free telephone helpline, you can also access this service directly through a web portal or mobile phone app.

Types of Problems

Our student assistance programme can help with a wide variety of problems. Our fully qualified team of counsellors and experts are highly experienced in personal and college related issues and can support anyone with issues including, but not limited to:

- Depression
- Anxiety
- Stress
- Grief
- Relationships
- Work-life balance issues

Case Management

All cases that come into our phone lines are managed by our Case Managers, who are all qualified and experienced counsellors. This means they can understand the root causes of an emotional issue and help with onwards referral to the service most appropriate.

When one of our Case Managers takes an initial call from you, they will become your dedicated Case Manager. Your dedicated Case Manager will be the main point of contact for any query or issue you have. They will be the one who oversees the case from start to finish.

When you contact the service, please inform them what college/university you are from.



Call and see how we can help:

Freephone: 0800 031 8227

WhatsApp: Text 'Hi' to 07418 360 780

Online: <https://escapestudios.spectrum.life/login>

Organisation code: ESCAPE

Download the Spectrum.Life app in the app store for access to hours of additional wellbeing content.



www.spectrum.life