



LEVEL 3: Imminent harm/emergency

When is this appropriate? When a student is at imminent risk of harming themselves or others – for example, threatening to take their own life or harm someone else.

What should I do? Telephone <Insert university protocol for reporting emergencies by phone. Normally, this will be an emergency number for the university's security team or an instruction to phone 999 to request an ambulance, or both.>



LEVEL 2: Seek advice

When is this appropriate? When a student is unable or unwilling to register with the counselling and mental health team, despite your best attempts to encourage them to do so, but you still feel they need support.

What should I do? Contact the university's counselling and mental health team to seek advice and discuss referral by telephoning <Insert phone number or explain the alternative route for staff to contact the team, such as completing an online 'call back request' form. State when the team is available to offer advice – e.g. "from 9am to 5pm, Monday to Friday" – or when staff members can expect a response to the online form.>

Outside of the team's opening hours, you must decide between levels 1 and 3.



LEVEL 1: Supported signposting

When is this appropriate? This is the appropriate course of action in the vast majority of cases.

What should I do? Direct the student to register with the university's counselling and mental health team by <Insert clear information on how a student registers with this team – e.g. "completing the online registration form at web-link. The student will receive a response from this team within 2 working days.">

Whenever possible, find a quiet space with a computer where the student can register there and then. Do not assume that the student cannot follow through with registration just because they are very distressed; often they can and will find it helpful.

If appropriate, also give the student the link to information about out-of-hours/crisis services:

<Insert link to relevant university webpage – for suggestions about the information that this webpage should contain, visit www.plinthouse.com/needhelpnow>

Sample email to a student

From: Staff Member <name@university.ac.uk>
Sent: 16 April 2019 11:00
To: Liam Student <liam.student@university.ac.uk>

Dear Liam,

Thanks for coming in to see me earlier today. At our catch-up you explained you were <summarise what was said – e.g. “struggling with things at home..., etc.”, “feeling depressed about..., etc.”>.

As I mentioned, I am concerned about your wellbeing and I strongly recommend you register with our Wellbeing Team. The process of registering is straightforward. You just need to visit *weblink* and complete the online form.

You also agreed you would <explain clearly any other actions the student has agreed to in order to help the situation>.

As you know, we have a scheduled personal tutor meeting on <date> so I look forward to meeting with you then, when we can discuss how things are going academically for you and how the Faculty and I can assist with any study support requirements.

And remember, if at any point you feel you are at risk of harming yourself or if you need crisis or emergency support, there are a range of services in place to help you. Here is the link to the page on the university website which I gave you earlier today and which provides contact details for these services: *weblink*.

Thanks for joining us at today's AUA conference workshop!

To listen to a second role play, during which the tutor does a slightly better job of responding to Abi's distress, visit www.plinthhouse.com/audio. On that page, you'll also find the other role play that we discussed today, as well as the slides from the workshop.

Do get in touch with us if you have any questions arising out of today's discussion or if there might be ways in which we can support you or your team.

We provide a wide range of training, consultancy, coaching and project management services relating to student support teams, student mental health, and incident management. There's more information on our website at www.plinthhouse.com. We're very happy to arrange an initial conversation and hear from you about how things are going at your own university.

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