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**University of South Wales Cardiff Campus Student Advice Flowchart**

**Does your student have a personal or academic issue that is outside your area of expertise?**

**Academic Support**

**Personal Support**

**Progression Advice**

**Email:** [**progression@southwales.ac.uk**](mailto:progression@southwales.ac.uk)

The team provide holistic support for students to aid progression and retention. The team also support students who are care leavers

[Progression Advice Team (sharepoint.com)](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Funiversityofsouthwales.sharepoint.com%2Fsites%2FStudent_Services%2FSitePages%2Fen-GB%2Fprogression.aspx&data=04%7C01%7Celiza-bethany.simmonds-trigwell%40southwales.ac.uk%7C39667c6f2f554a67fb3508d99a268144%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637710312424707454%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=8lnXL1mfZHTUgQLjhNq%2FqN8sBaOMrECo0fZyX9ziPL0%3D&reserved=0) – Staff

[Progression Advice Team | University of South Wales](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprogression.southwales.ac.uk%2F&data=04%7C01%7Celiza-bethany.simmonds-trigwell%40southwales.ac.uk%7C39667c6f2f554a67fb3508d99a268144%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637710312424717410%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=H%2B1Mio6KBR8dxHGaaXRtpAZa%2BMtvFBLispNIYa%2BgmbA%3D&reserved=0) - Students

Lack of engagement Process –

**Email:** [engagement@southwales.ac.uk](mailto:engagement@southwales.ac.uk)

[Lack of Engagement Process (sharepoint.com)](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Funiversityofsouthwales.sharepoint.com%2Fsites%2FStudent_Services%2FSitePages%2Fen-GB%2Flack-of-engagement-process.aspx&data=04%7C01%7Celiza-bethany.simmonds-trigwell%40southwales.ac.uk%7C39667c6f2f554a67fb3508d99a268144%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637710312424727358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=kLboV6VSBT7yL0BsM6x5FA84Jysw3HzB8%2F8syz7dvWk%3D&reserved=0)

Is your student at risk of not progressing or is not sure they can continue to study? Is your student a care leaver? Would you like to initiate the Lack of Engagement process?

Does your student have a question and unsure who to ask? This can include questions about extenuating circumstances, regulations, additional support or anything impacting on their studies?

**Disability Service**

**Email:** [**disabilityadviser@southwales.ac.uk**](mailto:disabilityadviser@southwales.ac.uk)

The Disability Service provides a confidential and professional service where disabled students can discuss their individual study related support requirements.

Disability Adviser appointments (on campus, via telephone or via TEAMS) can be booked at: [**https://advice.southwales.ac.uk/a2z/appointments/**](https://advice.southwales.ac.uk/a2z/appointments/)

Does your student have a specific learning difficulty, disability or medical condition?

**The Advice Zone**

**Student Development & Study Skills Service**

**Email:** [**studyskills@southwales.ac.uk**](mailto:studyskills@southwales.ac.uk)

Offering a wide range of sessions (1:1 and group) to help improve study skills and maths, both on and off campus. To book appointments and for self-help resources: [**http://studyskills.southwales.ac.uk/**](http://studyskills.southwales.ac.uk/)

To find out about the Student Mentoring and PASS schemes:

<https://studentmentoring.southwales.ac.uk/>

Email: [studentmentoring@southwales.ac.uk](mailto:studentmentoring@southwales.ac.uk)

Does your student need to improve their academic skills? Would your student benefit from having a Mentor or could become a Mentor

Telephone: **01443 482540**

The Advice Zone is located on the ground floor in the library and is the first point of contact for advice and information regarding University life.

Advice Zone Assistants can answer and advise on queries and can book appointments or make referrals to specialist teams and services.

Advice Zone Online is a 24/7 Enquiry Management System that all USW and Partner College students can access via: [**https://advicezone.southwales.ac.uk**](https://advicezone.southwales.ac.uk)

**Wellbeing Service**

Email:[**wellbeingservice@southwales.ac.uk**](mailto:wellbeingservice@southwales.ac.uk)

The Wellbeing Service consists of the Health Service, Mental Health Service and Counselling Service. We are concerned with your overall wellbeing, including physical and mental health, social welfare, and ways to improve those things. The service offers 1-1 appointments, Group activities and Workshops, as well as Self-help strategies and Out of Hours information. See online for more details: **https://wellbeing.southwales.ac.uk/**

Is your student experiencing mental health problems or personal difficulties? Does your student have a medical issue?

**USW Careers**

**Email:** [careers@southwales.ac.uk](mailto:careers@southwales.ac.uk)

**Careers websites:**

<https://universityofsouthwales.sharepoint.com/sites/learningservices88/sitepages/en-GB/careers.aspx> – Staff

<https://careers.southwales.ac.uk/> - Students

Does your student need advice on employment and career planning?

**Student Money Advice Team**

**Centre for International English**

**Email:** [**money@southwales.ac.uk**](mailto:money@southwales.ac.uk)

The team assists students experiencing difficulty with government student funding, helps students apply to the University Student Support Fund, provides money management advice and assists with a wide range of student funding issues

<https://studentmoney.southwales.ac.uk/>

**Email:** [**international.english@southwales.ac.uk**](mailto:international.english@southwales.ac.uk)

The Centre for International English offers academic and English language programmes for international students. These courses provide support and guidance to improve your academic and language skills within a UK university environment.

[**https://ciestudents.southwales.ac.uk/**](https://ciestudents.southwales.ac.uk/)

**Student Union**

Is your student experiencing financial difficulty?

**Email:** [**Studunion@southwales.ac.uk**](mailto:Studunion@southwales.ac.uk)

**Tel: 01443 483500**

The Students’ Union helps students to enrich all aspects of student life. Services include support and guidance on academic and welfare related matters, extracurricular activities including clubs, teams and societies, and student representation. Students will need to make an appointment with officers and staff either through email or getting in touch through social media. The Students Union is also responsible for administering the Course Reps and Student Voice Rep systems. <https://www.uswsu.com/>

Is your student an EU/International student that will benefit from English language tuition?

**Accommodation Services**

**Immigration & International Student Advice**

All enquiries: [**accom@southwales.ac.uk**](mailto:accom@southwales.ac.uk)

Halls Residents 24hr line: **01443 482845**

This service is based on the Treforest campus, however we are able to offer limited support and advice on accommodation issues across all campuses and on all accommodation types including private sector and third party private providers.

<https://www.southwales.ac.uk/student-life/accommodation/>

**Email:** [**international.advice@southwales.ac.uk**](mailto:international.advice@southwales.ac.uk)

**Tel: 01443 482083**

The Immigration & International Student Advice team offers information and advice to international and EU students on a range of non-academic issues such as immigration, welfare, cultural issues and daily life in the UK.

[**https://intadvice.southwales.ac.uk/**](https://intadvice.southwales.ac.uk/)

We also have a new section on our website for 2021 arrivals: [**https://intadvice.southwales.ac.uk/welcome/**](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fintadvice.southwales.ac.uk%2Fwelcome%2F&data=02%7C01%7Csally.skym%40southwales.ac.uk%7C586330992b2141d6e0ae08d8540ac4ae%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637351752514258207&sdata=54twWCZvwoRZII4bkHYX7NMAnIAYh%2BEXqeypc42Otis%3D&reserved=0)

Is your student an EU / International student who has a question in regards to their welfare or visa?

Does your student have problems with their housing or halls?

**Chaplaincy Service**

[**chaplaincy@southwales.ac.uk**](mailto:chaplaincy@southwales.ac.uk)

**Tel; 01443654060; out of hours emergency: 03455760101**

Chaplaincy Services offers a range of support options for both staff and students. We can support staff who are supporting students, support students alongside staff, and receive referrals from staff for direct contact with students. We can also support staff dealing with personal or work related issues. We promise to do all we can to speak to you when you need us most.

**USW Library**

**Chaplaincy Service**

Would it help you to talk a problem through with someone? Do you or a student need to talk to someone? Do they need general support and encouragement?

**Email** [librarysupport@southwales.ac.uk](mailto:librarysupport@southwales.ac.uk)

The Faculty Librarians offer students appointments face to face or online for help with searching techniques, finding books, journal articles and audio-visual resources.  These will give students confidence to complete their academic assessments

[https://library.southwales.ac.uk/contact-us/faculty-librarians/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Flibrary.southwales.ac.uk%2Fcontact-us%2Ffaculty-librarians%2F&data=04%7C01%7Csally.skym%40southwales.ac.uk%7Cfe56f730e32f4e47465308d9fd069659%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637819026991247999%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=15JXgm5V%2FJVHMzWe3%2B3Q9QuRqSoa%2BlqwPKqjedZ8MTY%3D&reserved=0)

[https://library.southwales.ac.uk/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Flibrary.southwales.ac.uk%2F&data=04%7C01%7Csally.skym%40southwales.ac.uk%7Cfe56f730e32f4e47465308d9fd069659%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637819026991247999%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=Ii6PHf7Mwjqiwqx3CmCR8CGeLj6oPUOThe1E1XvvjSk%3D&reserved=0)

**Email:** [**chaplaincy@southwales.ac.uk**](mailto:chaplaincy@southwales.ac.uk)

**Tel; 01443654060**

We serve all campuses. We offer general pastoral support to all staff and students. We can also offer particular advice about matters of faith and belief. We promise to do all we can to speak to you when you need us most. We offer an out of hours emergency service on **03455 760101**

Does your student need help to find quality academic information to improve their assignments and coursework?