

STUDENT SERVICES

**ADVICE
TEAM**



Student Advice Team Booklet

The CCAD Student Advice Team is committed to providing high quality support on a range of issues and topics. We are knowledgeable, experienced and professional staff and will be happy to provide you with the advice and guidance you need to maximise your learning experience and make the most of student life.

If the Student Advice Team is not able to answer your query we are able to support you to contact other support services outside of the college. It is important to us that you get the advice and guidance you need as quickly and easily as possible.

Who do I need to see?

You can see any member of the Student Advice Team. There are three members of staff based within the Student Services office:

- Michelle Peart - Student Services and Disability Adviser
- Joey McGurk - Senior Student Services Adviser
- Teresa Latcham - Student Services Manager

When is the Advice Team available?

Our Hartlepool office opening hours are:

Monday to Thursday	8:30 – 17:00
Friday	8:30 – 16:30

If the person you see is unable to help you they can arrange an appointment for you to see another adviser or provide you with contact details of an external agency who can support you.

Contact details

Hartlepool Office:	01429 858410
Middlesbrough Office:	01642 856125
E-mail:	HEStudentServices@ccad.ac.uk

What can the Student Advice team support me with?

The Student Advice Team can support you with a wide range of issues including:

- Accommodation queries
- Student Finance & Budgeting advice
- Counselling service
- Student Welfare enquires
- Pastoral support
- Disability support

Accommodation

With some of the lowest weekly rental costs in the country, living and studying in Hartlepool really does mean you have more money in your pocket. We have our own halls of residence within 2 minutes walking distance of the college. We also work closely with local landlords and other agencies to ensure that you have access to good quality housing within walking distance of the college site. We ask all landlords that work with us to adhere to a clear code of conduct and set minimum standards for the accommodation that they offer. Our close working relationship with our landlords aims to ensure that you have a positive experience while living in Hartlepool. If, however, you experience any issues or you are looking for new accommodation the Advice Team can help.

We are able to provide information about current vacancies in our registered housing, give details of local letting agents and also give you advice on how to resolve any issues that you are experiencing with people that you are sharing a property with.

Finance and Funding

Through our experience of providing advice and guidance we know that the student funding system can sometimes be difficult to navigate, especially if this is all new to you.

Our friendly staff would be happy to talk to you about any questions or issues that you have. We can also provide advice and guidance about other sources of funding that may be open to you while you are studying, such as the Access to Learning Fund (ALF), the emergency loan system and CCAD bursary schemes.

More detailed information regarding funding, Student Finance, emergency loans and additional funding can be found in the Money Matters booklet, part of the Student Services information series.

Counselling

The Student Advice Team offers all of our students access to our free onsite counselling service. You can access this service at any time whether you have seen a counsellor before or not. The service is entirely confidential. If our counsellor feels that they are unable to support you or they feel you would benefit from a different type of service, they will discuss this with you and will support you to seek the support that is appropriate for you.

More information about the Student Counselling Service can be found in the Counselling booklet, part of the Student Services information series.

Disability Support

If you experience a disability, mental health condition, specific learning difficulty or long-term health condition, you might be wondering if support is available and how to access it. The college is committed to equality of opportunity and recognise that every student is an individual. We would be pleased to talk to you about any individual difficulties you may experience.

We will support you to access additional funding (Disabled Students Allowance), which may fund the cost of any support needs you have. Putting support in place can take a number of

weeks, so it is important that you contact us as soon as possible so that we can start to work together to make sure you have the support you need to study effectively.

You can find more detailed information regarding disability support in 'Disability Support in Higher Education', another booklet within the Student Services information series.

Student Welfare

Starting a Higher Education course can often mean a big change in any student's life, from moving away from home, managing your money to registering with a GP or dentist and much more besides.

You will be pleased to hear however that the Student Advice Team is here to help.

Whenever you have a question or concern you just need to call in to see us and let us know.

We can then provide the advice and guidance you need or support you to contact an external agency so that you can access the support you need.

Where can I find the Student Advice Team?

The Student Advice Team is located in the office behind reception in the main building.

Do I need an appointment?

No, the Student Advice team are available Monday – Friday during term time in the Hartlepool office. Students can call in to see us at any time, although if your question is complex or we are working with another student you may need to make an appointment with the Student Advice Team Assistant. We also operate a chat facility over Moodle.

How will you support me?

The Advice Team want you to have a positive student experience during your time at CCAD. Our aim is to provide you with the support, advice and guidance you need to make independent choices and decisions.

The Student Advice Team cannot take responsibility for the issues that you are currently experiencing, but will work with you to help you plan what you need to do to resolve them.

We may suggest you contact other college staff or external agencies such as Student Finance and we can often provide you access to a telephone and provide contact numbers.