

SIGNPOSTING STUDENTS

When running a society or event, there may be times where students will come to you with a problem, query or information that may indicate that they need some extra support. If a student comes forward with something, be supportive, but **don't feel like you have to try and fix the issue yourself – it is not your responsibility.** Your responsibility lies in making sure the distressed student knows who to go to!

Student Support

- If another student is experiencing any issue at all that is not related to the society, they can talk to student support, who can advise further. They can do this via [OurNorwichUni](#).
- If someone discloses that they have or are experiencing **sexual misconduct, harassment, bullying or a hate crime**, you should encourage them to fill out the [You Report We Support](#) form. If they are worried about this, or want to discuss further, signpost them to the drop in – see attached poster
- If you believe the student is at serious risk to themselves or another, contact Student Support or the SU as soon as possible and they will be able to help or advise on next steps.
- You can also encourage any student affected by any of the above to visit Student Support during their drop in hours or go there with them when the disclosure occurs. You can accompany them if both you and the student are comfortable with this. They can also reach student support out of hours, see attached poster for more info.
- If you are concerned for a student, always feel free to let student support know. They can advise further, and share guidance regarding managing your own wellbeing.

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Students Union

- If the issue is something in relation to society activities eg. Bullying, anxiety around society, loneliness– encourage the student to talk to the SU staff members. They can do this by emailing **su.advice@norwichuni.ac.uk** or dropping by the SU Offices
- If the issue is to do with an academic concern, such as they want to make a complaint or appeal – encourage them to speak to the SU through the SU Advice service. They can do this by emailing **su.advice@norwichuni.ac.uk** or dropping by the SU Offices
- If a student expresses that they are struggling financially and unable to afford food, signpost them to the Students Union – we run a community pantry and can provide emergency food supplies.

Encouraging a student to talk to anyone is great! Some students prefer to talk to the SU, some won't– advertise both options and also let the student know that coming forward to yourself is a great step in the right direction! If anything you hear impacts your own wellbeing, do report back to the SU to get support, you can mention issues to the SU without naming those involved and talk about whatever you like. The team are all there to help you!