

Student Mental Health and Wellbeing Guide 2022



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1. Introduction

Kaplan adopts a continual process of investment in ongoing wellbeing initiatives to support students through their learner journey. The Student Guide to Wellbeing will provide you with information about how Kaplan can support you during your studies and also signpost you to sources of support outside of Kaplan. Please also refer to our

2. What is Mental Health?

We all have mental health, just as we have physical health and it is important that we look after both of these. One in four of us will experience a mental health issue every year. Looking after your mental health and wellbeing is so important and we are here to support you with this if and when you need us.

3. How can I look after my Mental Health and Wellbeing?

Mind highlights '[Five Ways to Wellbeing](#)' which focus on connecting, being active, taking notice, learning and giving. Whilst you are studying with us small changes really can make a difference for example: walking wherever and whenever you can, taking the stairs instead of the lift, going for a walk at lunch or before/after class, doing some stretching or desk yoga and getting away from your desk for 5 minutes every hour.

4. How can Kaplan support me with my Mental Health and Wellbeing?

Kaplan Student Wellbeing Advice (Kaplan website)

The [Kaplan Student Wellbeing](#) and social media sites are continually updated for new wellbeing content specifically targeted at students' needs.



Student well-being advice

There are times when we all need a little extra help and support and our student wellbeing is of paramount importance to us. We've pulled together some blogs and supportive information to help you at times when you need it.

Find out more:

[Contacts for help/advice](#)

[View Instagram Live sessions](#)

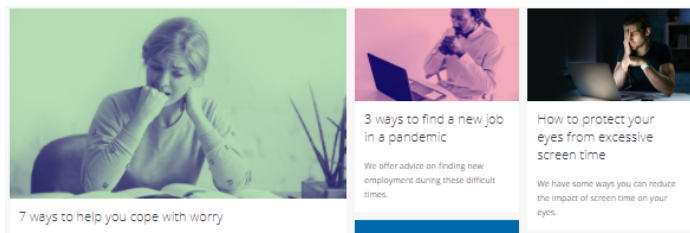
Wellbeing microsites

For apprentices, we have a wellbeing microsite which hosts a range of content to support apprentices with their mental fitness. Talk to your Talent Coach or Tutor if you'd like access to this.



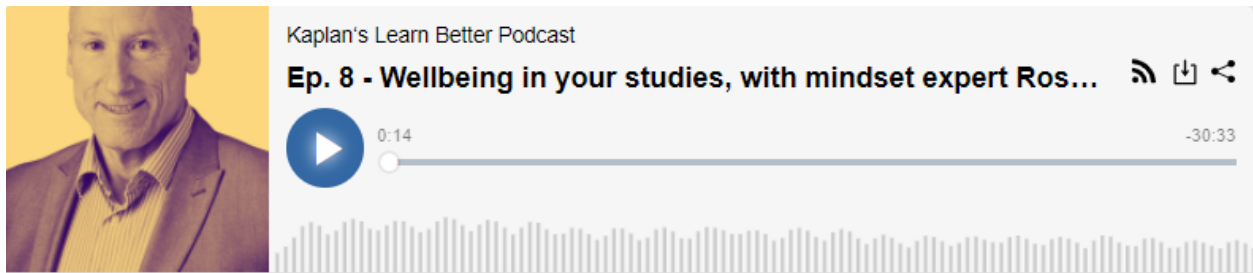
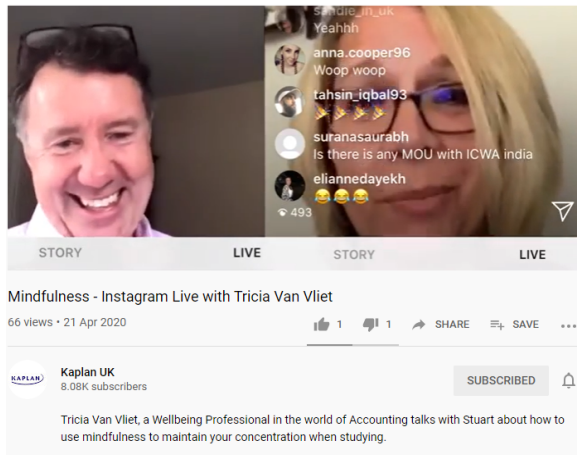
Kaplan Insights

The Kaplan insights series is continually updated to cover a range of topics such as; how to deal with challenging times and 7 ways to help you cope with worry.



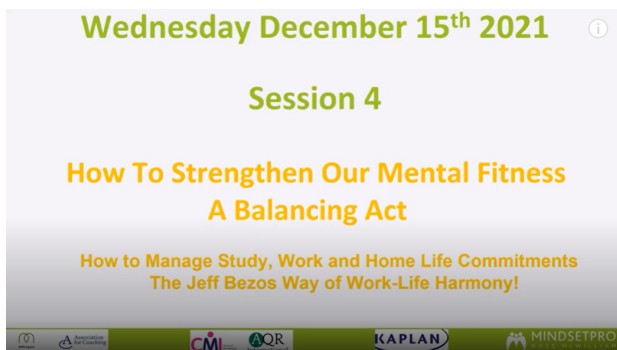
Wellbeing podcasts and videos

The [Kaplan Youtube](#) channel has a variety of wellbeing content including our Instagram live and Mental Health Awareness series - both of these are designed to support students and contain useful guidance on how to look after their mental fitness. Our [Learn Better Podcast](#) series contains 10 conversations with experts on a range of topics including coping with exam anxiety, looking after our wellbeing and the importance of sleep for study.



Live Mental fitness Seminars

Every month we host free online seminar sessions with our resident expert Ross McWilliam of [MindSet Pro](#). The sessions last one hour and cover a range of topics such as 'coping under pressure', 'reaching your potential' and 'emotional confidence, imposter syndrome and maximising mindset'. Check out our Eventbrite page or ask your tutor or talent coach for further details or to register.



Staff you can talk to

If you have any concerns about your mental health and wellbeing please talk to any of the following staff with which you feel comfortable: your tutor, your talent coach or your learning coach.

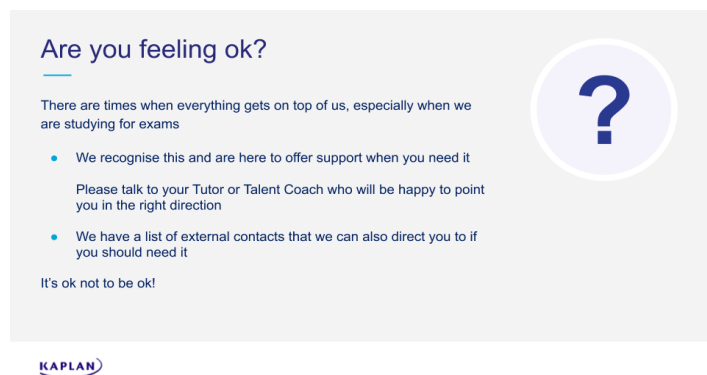
For confidential advice and support, our Safeguarding team is there to help during normal office hours. For more information, please contact safeguarding@kaplan.co.uk.

For outside of office hours, you can contact the NHS on 111, the NSPCC for concerns about young people 0808 800 5000, The Samaritans 116123 or Text 'SHOUT' 85258. We can also signpost you to several helpful organisations which we have listed at the end of this document.

If you have serious concerns about your mental health though we would suggest that you contact your GP or other healthcare professional without delay.

Protecting Wellbeing in the (online) classroom

Our courses are designed with wellbeing in mind in terms of our flexibility and support that we offer. Teaching guidance includes ways in which tutors can engage with students and touch points to check that students are feeling ok.



Are you feeling ok?

There are times when everything gets on top of us, especially when we are studying for exams

- We recognise this and are here to offer support when you need it

Please talk to your Tutor or Talent Coach who will be happy to point you in the right direction

- We have a list of external contacts that we can also direct you to if you should need it

It's ok not to be ok!

KAPLAN

MyKaplan Activity Feed

Watch out for News posts on MyKaplan activity feeds which alert students to wellbeing news and updates. We also support key calendar events including Mental Health Awareness Week in May. Look out for ways in which you can get involved!

5. Reasonable adjustments

If you have any additional learning needs, a disability, a long-term health condition or specific learning difficulty, we will ensure that wherever possible reasonable adjustments are put in place to support you to ensure you are not being disadvantaged. Please take a look at our [Accessibility page](#) and [FAQ's](#) for further information or contact als@kaplan.co.uk to speak to our dedicated support team.

6. Useful contacts and resources

There are times when we all need a little extra support across many areas in our lives, both professional and personal. Here is a list of some **useful sources of support** which you may find helpful.

ACCA student wellbeing hub

Launched in January 2020, the hub provides mental health, lifestyle and community support for students, in response to requests for additional help with exam stress. [The hub can be accessed here.](#)



CABA (for ICAEW members and students)

T: 01788 556 366

E: enquiries@caba.org.uk

Confidential live chat function and other resources available via caba.org.uk/contact-us



AAT Study Tips

Guide your students to this insightful article written by former AAT tutor, Lisa Phillips, who provides advice on how to cope with stress when studying for your AAT qualification. [Access the article here.](#)



Mind mental health charity

Mind provides advice and support to empower anyone experiencing a mental health problem.

T: 020 8519 2122

E: supporterrelations@mind.org.uk



Anxiety UK charity

Anxiety UK works to relieve and support those living with anxiety by providing information, support and understanding via an extensive range of services.

T: 03444 775 774 **Text service:** 07537 416 905

E: support@anxietyuk.org.uk

Confidential live chat function and other resources available via anxietyuk.org.uk



NHS services

The NHS provides a wealth of information and support regarding mental health, which can be accessed [via their website here](#).



Young Minds charity

Young Minds is the UK's leading charity fighting for children and young people's mental health.

Text the YoungMinds Crisis Messenger for free 24/7 support if you are experiencing a mental health crisis. Text YM to 85258.



Mental Health at Work

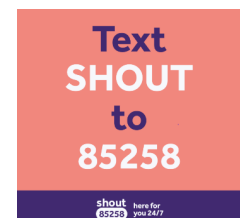
Whether you work with 10 people, 10,000 people or just yourself, paying attention to mental health in the workplace has never been more important. Mental Health at Work helps you to find the information and resources you need. It is a collaboration between Mind, The Royal Foundation and Heads Together). [You can access the resources and toolkits here](#).



SHOUT (for everyone)

Shout is a free text messaging service which provides 24/7 support for anyone experiencing a mental health crisis.

Text 'Shout' to 85258 for 24/7 support if you are struggling to cope.



Other useful sources of help can be found below:

Anxiety, Depression and Mental Health

Bipolar UK

Website: www.bipolaruk.org.uk

CALM (Campaign Against Living Miserably – Men 15-35)

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: www.thecalmzone.net

PAPYRUS – Young Suicide Prevention Society

Phone: 08000684141 (Mon to Fri 10am-5pm/7pm-10pm, and 2pm-5pm on weekends)

Website: www.papyrus-uk.org

Rethink Mental Illness – Support/advice for people living with mental illness.

Phone: 0300 5000 927 (Mon to Fri, 9.30am to 4pm)

Website: www.rethink.org

SANE - Emotional support/information/guidance for those affected by mental illness

SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)

Website: www.sane.org.uk/textcare

Able Futures

Charity providing mental health advice. Self-referral with same-day response

Phone: 0800 3213137, Website: www.able-futures.co.uk

Samaritans -Confidential support for people experiencing feelings of distress Phone: 116 123 (free 24-hour helpline)

Website: www.samaritans.org.uk

Relationships

Refuge - Advice on dealing with domestic violence

Phone: 0808 2000 247 (24-hour helpline)

Website: www.refuge.org.uk

National Society for the Prevention of Cruelty to Children (NSPCC)

National charity specialising in child welfare

Phone: 0808 8005000

Website: www.nspc.org.uk

Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Phone: 0808 800 2222 (Mon to Fri, 9am to 9pm and Sat to Sun, 10am to 3pm)

Website: www.familylives.org.uk

Relate

The UK's largest provider of relationship support

Website: www.relate.org.uk

Alzheimer's Society

Providing advice and guidance to people who are impacted upon by dementia

Phone: 0300 222 1122 (Mon to Fri, 9am to 5pm; 10am to 4pm on weekends)

Website: www.alzheimers.org.uk

Cruse Bereavement Care

Charity providing support to people who have been bereaved

Phone: 0844 477 9400 (Mon to Fri, 9am to 5pm)

Website: www.crusebereavementcare.org.uk

Addictions

Alcoholics Anonymous

Phone: 0845 769 7555 (24-hour helpline)

Website: www.alcoholics-anonymous.org.uk

National Gambling Helpline

Phone: 0808 8020 133 (daily, 8am to midnight)

Website: www.begambleaware.org

Narcotics Anonymous

Phone: 0300 999 1212 (daily, 10am to midnight)

Website: www.ukna.org

Beat – Eating Disorder Support and Advice

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Phone: 0845 390 6232 (Mon to Fri, 9.30am to 5pm)

Website: www.ocdaction.org.uk

Website: www.b-eat.co.uk

Obsessive Compulsive Disorder

OCD Action

OCD UK

Phone: 0845 120 3778 (Mon to Fri, 9am to 5pm)

Website: www.ocduk.org

No Panic Support for sufferers of panic attacks and OCD

Phone: 0844 967 4848 (daily, 10am to 10pm)

Website: www.nopanic.org