



24/7 Student Wellbeing Support on Placements – Guidance

This guidance explains how students, placement providers, and Keele University staff can access well-being support for students while on placement.

Support is available to all students, regardless of background, culture, disability, or location, **24 hours a day, 7 days a week**.

1. Purpose

Placements are an essential part of many programmes but can bring added pressures such as new environments, financial strain, and changes to routine. Keele University is committed to ensuring students can quickly access the right support if difficulties arise.

This guidance covers access to:

- Welfare and well-being support
- Mental health and crisis support
- Financial and accommodation advice
- Emergency and out-of-hours support

2. Key Principles

All services are accessible via the Keele University website, and this guidance supports existing University policies and procedures.

- Student safety and wellbeing are a shared priority.
- Urgent concerns should be acted upon immediately.
- Clear, consistent routes to support are available for everyone involved in placements.
- Support is inclusive, confidential, and responsive.

3. How to Get Support (For All Stakeholders)

Start here and use this table first to decide who to contact.

Situation	When	Who to Contact	What Happens Next
Emergency (Immediate danger to life)	Anytime	999	Emergency services respond. University should be notified as soon as possible.
Urgent Welfare Concern (Immediate risk, suicidal)	9am–5pm	Student Services: 01782 734481	A Student Experience & Support Officer (SESO) assesses and supports the student.
Urgent Welfare Concern	5pm–9am	Campus Safety: 01782 733999	Campus Safety contacts the Resident Life Manager or on call manager.
Routine Wellbeing Concern	Anytime	student.services@keele.ac.uk	Picked up during office hours.
Placement or Performance Issue (Attendance, professionalism)	Office hours	Relevant School / Placement Lead	School follows its internal process.

4. Roles and Responsibilities

Below details how each stakeholder can access support using the table above and provides case examples which are illustrative to show how the support process works in practice.

4.1 Students:

- Use the table above to contact the correct service.
- Call 999 in an emergency.
- Call student services or campus safety if urgent welfare concern, dependent on if in office hours or out of hours.
- Email student.services@keele.ac.uk for routine concerns and it will be responded to within office hours.

All services are accessible via the Keele University website, and this guidance supports existing University policies and procedures.

- Contact your School for academic or placement-related issues and it will be responded to within office hours.

Case Example - Financial Difficulty

- A student was unable to attend placement due to financial hardship.
- The student contacted Student Support at student.services@keele.ac.uk and accessed emergency financial support and food vouchers.

4.2 Placement Providers:

- Act immediately if you are concerned about a student's safety or wellbeing.
- Follow the urgent or out-of-hour process as appropriate for 24/7 support.
- Email student.services@keele.ac.uk for routine concerns and it will be responded to within office hours.
- Report professional or performance concerns to the relevant School and it will be responded to within office hours.
- You will be informed once action has been taken.

Case Example – Urgent Mental Health Concern

- A student became distressed while on placement outside of normal office hours.
- The placement provider contacted Campus Safety during out of hours, who reported to the on-call manager.
- The student was supported immediately and referred to Student Services who provided support and confirmed actions taken with the placement provider.

4.3 Academic Staff:

- Report urgent welfare concerns to the student's SESO or Student Services during office hours.
- Use Campus Safety for urgent issues out of hours.
- Email student.services@keele.ac.uk for routine concerns.
- Manage placement or academic matters through School processes.

Case Example – Emergency Accommodation

- Students' placement accommodation was broken into, and they contacted an academic in the school.
- The academic contacted Campus Safety out of hours, as it was after 5pm.
- Emergency transport and temporary campus accommodation was arranged for the affected students.

5. Additional Support Available to Students

Students can access a range of support services alongside placement support. Use the options below to find the help you need.

5.1 For wellbeing, emotional support, or someone to talk to

- **Student Services**

Provides advice and support for wellbeing, mental health, finance, accommodation, and personal circumstances.

³ [Student services - Keele University](#)

³ [Health Assured - Keele University](#)

- **Spectrum.Life – 24/7 confidential support**

A free, confidential support service is available to all Keele students. You can speak to someone about stress, anxiety, family issues, bereavement, or low mood.

³ [Spectrum.Life - Keele University](#)

- **How to access Spectrum.Life**

Portal: keeleuniversity.spectrum.life/login

Organisation code: KEELEUNI

Freephone: 0800 031 8227

International: +353 1 518 027

WhatsApp: Text 'Hi' to 074 1836 0780

5.2 If you do not feel safe or need urgent help

- **Campus Safety**

Available 24/7 for urgent safety concerns and out-of-hours support.

³ [Campus safety - Keele University](#)

5.3 For financial difficulties

- **Financial Support Services**

Advice and support with emergency funding, hardship support, and financial guidance.

5.4 Out of hours wellbeing support

If you need support outside normal office hours, help is available overnight, at weekends, and during holidays.

³ [Out of hours support - Keele University](#)

5.5 To report concerns or raise safeguarding issues

- **NeverOK and Safeguarding**

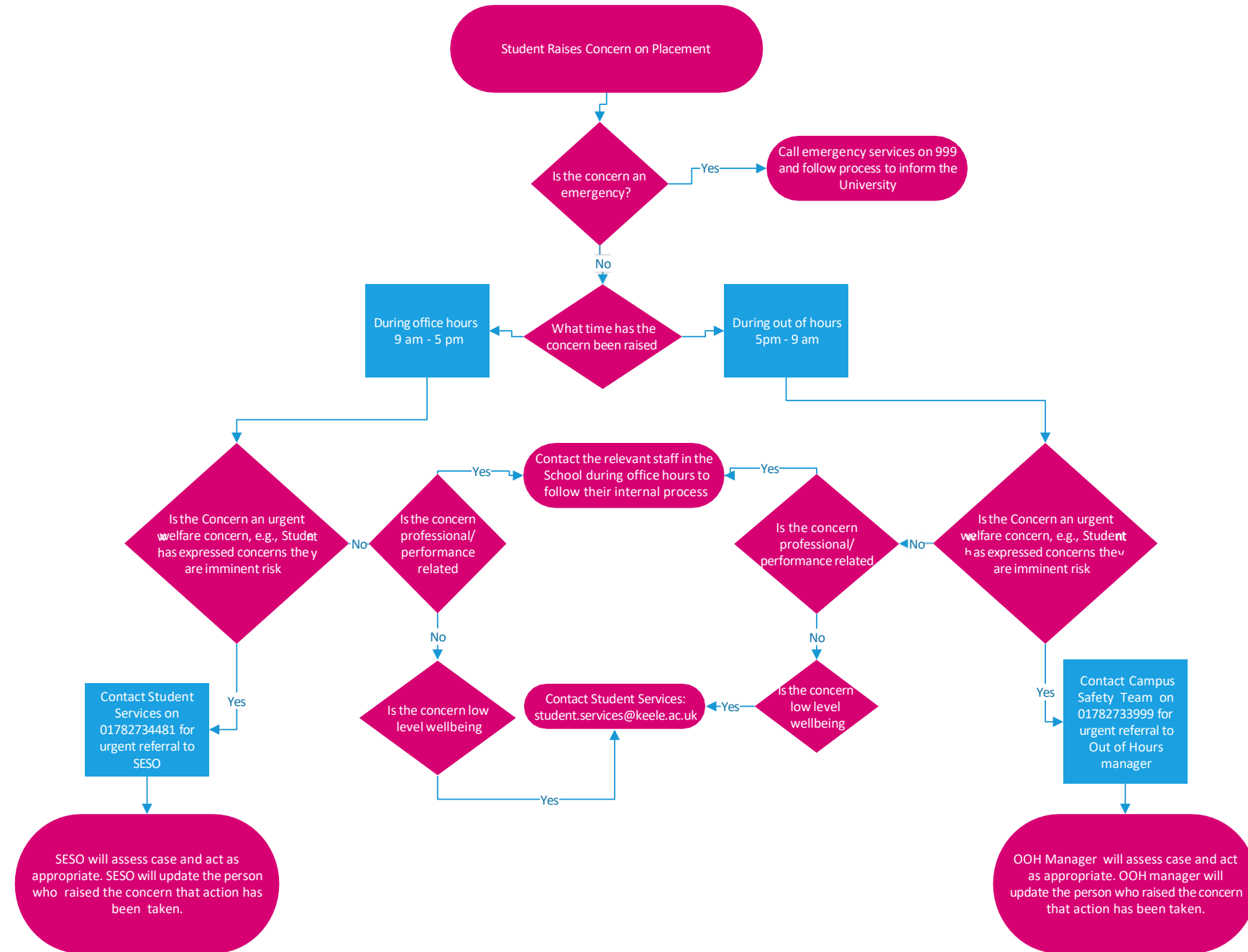
Use these services to report concerns, inappropriate behaviour, or safeguarding issues, including anonymously if needed.

³ [NeverOK - Keele University](#)

³ [Raising concerns - Keele University](#)

³ [Anonymous reporting tool - Keele University](#)

³ [Safeguarding Policy - Keele University](#)



Key:
SESO: Student Experience and Support Manager
OOH: Out of Hours Manager



Student Services contact 01782 734481 student.services@keele.ac.uk
Campus Safety Team 01782 733999