

Mental Health Team – FAQ's

1. Can the MH Team authorise my absence if I am engaging in support?

The Mental Health Team cannot authorise absence on the basis of support provided, however, if sufficient medical evidence is presented that reflects barriers to engagement, we can present this and advocate that certain absence is authorised.

2. Can the MH Team authorise a payment deadline extension?

No – The MH Team can provide 1-2-1 support around student's wellbeing but cannot influence withdrawal decisions or deadlines related to payments.

3. Can the MH Team prescribe medications?

No – The MH Team is not authorised to prescribe or advise students on taking medications. This will need to be addressed with student's GP or Clinician.

4. Can the MH Team register me with a GP?

No – The MH Team cannot register with GP's on students' behalf, however, we can provide information on GP's most local to you along with their contact details.

5. Can the MH Team contact my GP on my behalf?

Yes – If student's provide consent the MH Team can contact their GP on their behalf.

6. Does the MH Team need student's consent to contact Emergency Services or GP's if there is presenting risk to self or others?

No – consent to share is not absolute and can be overridden if felt necessary and in accordance with the team's risk assessment processes.

7. Is the Mental Health Team the same as the Welfare & Learning Support Teams?

No – The MH Team is a separate team but operate under the Safeguarding, Student Life & Wellbeing umbrella.

8. Can the MH Team refer me to different services if they cannot support query?

Yes – The MH Team can make the necessary referrals to the appropriate services but internally and externally if requested.

9. If I am late for class, can the MH Team email my lecturer to allow me entry?

No – The MH Team cannot undermine or override processes relating to student expectation and code of conduct.

10. Do I need a diagnosis to access support from the MH Team?

No – Student's can access support with or without a formal diagnosis and can self-refer via qahe.mentalhealthsupport@qa.com.

11. Do I have to pay to receive support from the MH Team?

No – There are no additional costs to access support from the MH Team. Students can also access support whilst on a leave of absence.

12. Who can I contact if I have a medical or mental health emergency?

If a student is experiencing a medical emergency or needs immediate life saving support, please call 999.

13. Can the MH Team help me with extensions/deferrals?

Yes – The MH Team can provide support with extensions/deferrals if certain criteria are met, and students are actively engaging in support.

14. What kind of support can the MH Team provide?

The Mental Health Team can provide 1-2-1 person-centred support with a focus on mental health and overall wellbeing. This can take the form of intervention based, practical or solution focused support in relation to challenges and barriers to engagement. The Mental Health Team offers 3, 5 or 7 sessions with a trained practitioner depending on presentation and assessment.