



PAM Wellness



# Student Assistance Programme

Frequently asked questions  
and what to expect

[pamwellness.co.uk](https://pamwellness.co.uk)

# Frequently Asked Questions

## 1. What is an SAP?

A Student Assistance Programme (SAP) is a professional independent service that offers support, guidance and counselling for a wide range of issues and concerns you might have whilst studying. The service is **confidential**, available **24/7/365** and **free** to you as a student.

This free and confidential service can also be utilised by your immediate family members\*.

\*Immediate family members are defined as your spouse and children aged 16-24 in full time education and residing at the same household address.

## 2. What services are available?

**SAP service – free for all:**

- In the moment confidential support or guidance regarding any personal issues
- Referral to specific support for money worries, student loans, relationship support and bereavement
- PAM Assist Wellbeing App – online and app health and wellbeing platform
- Studdie - online and app learning support platform

## 3. How do I contact the SAP?

- Free Phone: **0808 196 3533**
- **Live chat:** Access via the app or portal at **pam-assist.co.uk**
- Email: [counsellingteam@pamwellbeing.co.uk](mailto:counsellingteam@pamwellbeing.co.uk)

## 4. Why are we providing this service for you?

PAM Wellness are dedicated to supporting your physical, mental, financial, social and wellbeing needs. The SAP is a place for you to discuss any concerns or issues confidentially with an impartial trained professional.

## 5. How can this service help me?

You can contact the SAP for any personal, academic or health concerns you have. **The SAP provides information, signposting, guidance and in the moment support on:**

- **Personal matters** such as relationship problems, help with family issues, loneliness, bereavement and loss
- **Money and legal matters**, including housing and tenancy, student finance, loans and debt
- **Health and wellbeing information** on lifestyle issues such as diet, exercise, sleep, health, drug and alcohol misuse, sexual health, and medical concerns

## 6. What time of day are the services available?

You can contact the helpline any day or night, it is available 24/7, 365 days a year. There is also the option to contact us through the **live chat** via our wellbeing app.

## 7. Who will answer the phone or email when I make contact?

When you contact the SAP you will speak with a professional trained counsellor with experience of supporting students, who will understand your needs and share the best possible next steps to get you the support you need. All counsellors are registered with British Association for Counselling and Psychotherapy (BACP), and/or National Counselling Society (NCS).

## 8. Is there a limit on the number of times I can contact the SAP?

No. The helpline is available as many times as you need it, whenever you need it.

**Need to talk?**

**For free and confidential support, call us on:  
0808 196 3533**

## Frequently Asked Questions continued...

### 9. How can I use the service if I have a hearing impairment?

If you're hard of hearing, you can reach out to the SAP for support through email or **live chat**. Please refer to question 3 for more details. We also offer a relay service for those who are deaf, hearing or speech impaired.

## Confidentiality

### 10. How confidential is the SAP?

Everyone who contacts the SAP does so confidentially. The content and details of your discussions will not be shared with anyone. PAM Wellness adhere to the strictest standards of data protection. Counsellors are bound by BACP guidelines to protect confidentiality.

### 11. Are there any situations when confidentiality could be broken?

Yes, there may be. A risk or safeguarding situation is rare but necessary if a person indicates there is an immediate danger or threat to their safety or that of others. The counsellor will make it clear to you that confidentiality will be broken to ensure your safety.

### 12. Who will know if I've contacted the SAP?

PAM Wellness will never share that you've made contact or provide details of your discussion without your consent. The only exception to this is the previously mentioned risk or safeguarding situation.

## Counselling

### 13. What counselling services are available?

#### Telephone or email counselling support:

In the moment support is provided by qualified counsellors.

#### Live chat:

Via the **live chat** feature of the PAM Assist Wellbeing app and portal you can make direct contact with one of the SAP counsellors who will support you in the moment.

### 14. What number can I expect to appear when the SAP is trying to contact me?

Our head office is based in Warrington, UK. The area code for the number which will contact you is **01925**.

### 15. What if I need professional support outside of what the SAP can provide?

The counsellor will make recommendations to seek the appropriate care you need via your GP or other primary care service.

### 16. Will the SAP be involved in any academic disputes?

No. Any disputes will remain in the academic institution. However, you can seek support from the SAP to help support your wellbeing through any related processes.

## Feedback and Complaints

### 17. I'm having trouble logging into PAM Assist Wellbeing App or Portal. Who can I contact?

If you are having trouble logging into the PAM Assist Wellbeing App or Portal please email: **info@pamwellbeing.co.uk**

### 18. What if I'm not happy with the service PAM Wellness have provided?

If you are not happy with the service you receive, email **complaints@pamwellbeing.co.uk** to give your feedback. PAM Wellness welcomes feedback to help maintain the highest quality of service.

**Need to talk?**

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**PAM Wellness**

# Getting in touch

Visit us at: [www.pamwellness.co.uk](http://www.pamwellness.co.uk)

Email: [counsellingteam@pamwellbeing.co.uk](mailto:counsellingteam@pamwellbeing.co.uk)

Telephone: 01925 596244

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