

Student Support & Wellbeing Service (SSWS)

Embedded, accessible wellbeing support tailored for further and higher education students

The **Student Support & Wellbeing Service** from Life & Progress is a structured support programme designed specifically for students navigating the personal, emotional and practical challenges of modern academic life.

The service complements institutional mental health frameworks by offering confidential, professionally led support that students can access easily and without stigma – helping them manage stress, build resilience and stay connected to positive outcomes during their studies.

What it is

This wellbeing service provides students with **24/7 access** to confidential support by phone, online and through self-directed digital tools. Support includes guidance on emotional wellbeing, relationships, accommodation

challenges, study-related pressures, financial concerns and lifestyle issues. Delivered by trained professionals, the service focuses on early engagement and practical assistance rather than crisis response alone.



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For support in shaping your wellbeing strategy, get in touch:
0808 164 3941 or email sales@lifeandprogress.co.uk

Core features

- **24/7 confidential support:** telephone and online access to wellbeing guidance around the clock.
- **Trained wellbeing professionals:** dependable listening, support and signposting for a wide range of student concerns.
- **Multichannel access:** choose between telephone, online chat or digital tools according to preference.
- **Practical information and guidance:** covering wellbeing, lifestyle, academic pressures, housing, relationships and more.
- **Self-help resources and digital tools,** including access to the MyMindPal mental-fitness app for ongoing wellbeing practice (Optional)
- **Outreach-ready materials:** communications templates and promotional assets to help institutions raise awareness and engagement.

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Who it supports

The service is available to enrolled students and, where included, their immediate household members. It is designed to meet the diverse needs of student populations — from those managing academic stress and transitional life stages to students seeking everyday emotional support. For institutions, the service augments existing in-house wellbeing teams by providing additional capacity and accessible support outside standard office hours.

How it works

Students use a dedicated Freephone number or secure online portal to contact support whenever they need it. On first contact, wellbeing professionals assess needs and offer listening support, practical guidance and, when appropriate, signpost or refer students to additional resources. The service is designed to be easy to access, discrete and supportive — reducing barriers to seeking help.

Why it matters

Academic life presents unique pressures — balancing study, social expectations, financial responsibilities and personal development. Timely access to confidential, professional support helps students manage stress, build coping strategies and maintain focus on their personal and academic goals. For education providers, offering this service demonstrates commitment to student wellbeing and supports overall retention, satisfaction and a positive student experience.

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