


spectrum
.life 

Student Assistance Programme.

24/7 Support Programme



Support & Counselling Services.

Our Student Assistance Programme (SAP) provides you with access to counselling support to help you cope and deal more effectively with any personal problems.



Accessing the SAP.

The SAP is available **24/7/365** days per year.

As well as through a free telephone helpline, you can also access the SAP directly through a web portal, mobile phone app, or via video counselling.

– TYPES OF PROBLEMS

The SAP can help with a wide variety of problems. Our fully qualified team of counsellors and experts are highly experienced in personal and college related issues and can support anyone with issues including, but not limited to:

- Depression, anxiety, stress
- Grief and bereavement
- Addictions
- Relationships
- Stress and work-life balance issues
- Conflict and communication
- Career Guidance
- Employment
- Further Education

– CASE MANAGEMENT

All cases that come into our SAP are managed by our Case Managers, who are all qualified and experienced counsellors. This means they can understand the root causes of an emotional issue and help with onwards referral to the service most appropriate.

When one of our Case Managers takes an initial call from you, they will become your dedicated Case Manager. Your dedicated Case Manager will be the main point of contact for any query or issue you have. They will be the one who oversees the case from start to finish.

When you contact the service, please inform them that you are from **Open Training College**.



Other Student Assistance Services.

Looking at the whole individual in the complete context of their lives, our SAP includes access to a number of additional services for you to overcome various practical issues you may face.



Life Coaching.

Our Life Coaches can offer coaching in the following areas:

- Confidence coaching
- Presentation skills
- Communication skills
- Time management and organisation skills

Career Guidance.

Our Career Coaches can help individuals plan their future in the world of:

- Work
- Employment
- Career development
- Further education
- Training
- Learning and development

Help with practical, day to day issues & services.

Our team can assist you and your family members with day to day queries and provide information on services such as:

- Home (Contractors, trades etc.)
- Travel
- Eldercare Services
- Childcare

Mediation Information.

Our team of highly experienced mediators can advise around how mediation could help with disputes involving:

- Conflict or bullying
- Family business
- Shareholders or partnership
- Intellectual property
- Defaulting debtors
- Defective goods or services
- Building construction or subcontractors
- Public authorities

Legal Assistance.

Our SAP can provide consultations with solicitors for a wide range of legal issues including:

- Family law matters
- Consumer and financial law
- Criminal law
- Property acquisition and sales
- Enduring powers of attorney
- Probate law and estate planning
- Personal injury claims



Financial Assistance.

We can provide consultation on a wide range of financial issues including:

- Budgeting and personal spending
- Borrowing and debt management
- Saving, investing and the possible risks
- Life assurance, income replacement and protecting loved ones

Consumer Assistance.

Our team can ensure you have the relevant information to help with a variety of consumer issues such as:

- Food and food safety
- Product performance
- Guarantees/warranties and deposits
- Finance and financial products
- Environment and health issues
- Consumer rights and how to safeguard these rights.



Call and see how we can help.

IRE Freephone:
1800 903 542

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Where
wellbeing
works.

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