

# Student Assistance Programme.

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24/7 Support Programme



# Support & Counselling Services.

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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
- Dealing with exam stress
- Financial stress
- Homesickness
- Loneliness and isolation

## – 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 the **RCSI**.



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**Call and see how we can help.**

Freephone: 1800 851 340

International: 00353 1 518 0277

WhatsApp: Text 'Hi' to 087 369 0010

Register online:

<https://rcsi-sap.spectrum.life/login>

Download the **Spectrum.Life** app in the app store for access to hours of additional wellbeing content.



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**wellbeing**  
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