A-Z of Queen Mary Support Services (cont)

Academic School/ Institute
How can they help?
There are a number of staff who are able to help with pastoral issues including:
- Personal Tutor
- Academic Adviser
- Dedicated Student Support Staff
These staff members can help with:
- any difficulties you might be having with your programme of study
- any issues that might be affecting your attendance or progress
- general queries about your programme of study, module choice or further study opportunities
- A reference for prospective employers or further study

Contact details
You can find details of the Student Support officer for your school at:
www.qmul.ac.uk/studentlife/support/contacts
Alternatively, ask staff in your Academic School office who you need to speak to.

Admissions Office (non-medicine and dentistry programmes)
How can they help?
- Questions about applying to study at Queen Mary
- Fee status queries
- Questions about transferring to a new programme of study at Queen Mary
- Bank letters for new students (to help you open an account)
- Confirmation of Acceptance of Studies (CAS) requests and queries

Contact details
Student Enquiry Centre
Ground Floor
Queens’ Building Mile End campus
Undergraduate: 020 7882 5511
Postgraduate: 020 7882 5533

Admissions Office (medical and dental students)
How can they help?
- Questions about applying to the Medical and Dental School
- Fee status queries
- Course enquiries

Contact details
Undergraduate:
The Admissions Office
Garrod Building
Turner Street,
Whitechapel
London E1 2AD
Medical and Dental enquiries (five year MBBS and BDS courses only):
020 7882 8478
smdadmissions@qmul.ac.uk
Graduate Entry Programme (undergraduate):
020 7882 2244
smdadmissions@qmul.ac.uk
Postgraduate:
Ground Floor
Queens’ Building Mile End campus
020 7882 3377/3078
pgsmd@qmul.ac.uk

Advice and Counselling Service
How can they help?
Professional, confidential support and advice.
Welfare Advice: specialist advice about your rights and entitlements including:
- Student Finance - loans and bursaries
- Immigration law
- Additional sources of funding
- International student issues
- Planning a budget and cutting costs
- Dealing with debt
- Council Tax
- Welfare and disability benefits
- Fee status

Welfare Advisers can offer you specialist advice to prevent problems happening, and to remedy problems if they do happen. If your case is complex, a Welfare Adviser can advocate on your behalf, e.g. if you need help to appeal a decision, or your entitlement to something is based on law or regulations.

Counselling: professional support with emotional and psychological issues including:
- Relationship problems
- Difficult decisions
- Family problems
- Exam stress
- Homesickness
- Depression
- Anxiety

Counsellors and Therapists can help you with all kinds of difficulties, whether you are dealing with something quite serious that you have struggled with for many years, or something small which has happened recently. We have a range of different types of support including one to one counselling, group therapy, Cognitive Behavioural Therapy, and workshops on specific topics like exam anxiety.

Contact details
Ground Floor
Geography Building
Mile End campus
020 7882 8717
welfare@qmul.ac.uk
www.welfare.qmul.ac.uk

A-Z of Queen Mary Support Services (cont)
Advocacy Manager (Annie Mitchell)

**How can they help?**
Advice and representation around your rights and entitlements as a QMUL student:
- appealing academic decisions
- submitting extenuating circumstances
- help with complaints to QMUL
- disciplinary issues, professional capability/fitness to practise

**Contact details**
020 7882 8042
a.c.mitchell@qmul.ac.uk

Appeals, Complaints and Conduct Office

**How can they help?**
The Appeals, Complaints and Conduct Office is responsible for handling cases under the following procedures:
- Appeal Regulations
- Student Complaints Policy
- Code of Student Discipline
- Assessment Offence Regulations
- Fitness to Practise
- Queries relating to QMUL processes for dealing with complaints and misconduct.

**Contact details**
Appeals, Complaints and Conduct Office
Room E12, Queens’ Building
Queen Mary University of London, Mile End Road
London E1 4NS
0207 882 3457
appeals@qmul.ac.uk

Barts and The London Students’ Association (medical and dental)

**How can they help?**
- Academic advice and representation
- Course Rep System
- Student Council
- Sports, society and volunteering opportunities
- Peer-to-peer teaching
- Mummies and Daddies scheme
- Social events
- Multi Faith Room

**Contact details**
Student Enquiry Centre
Ground Floor Queens’ Building
Mile End campus
020 7882 5079
bursaries@qmul.ac.uk
www.arcs.qmul.ac.uk/students/finaances/bursaries-grants-scholarships/

Career Leavers Support

**How can they help?**
QMUL has dedicated support for care leavers to help with the transition to university:
- Support and advice on welfare and finance issues e.g. help you apply for student finance as an independent student / plan a personal budget / access additional funding
- One to one support from a named contact
- High priority for QMUL halls of residence for your first year
- A dedicated Careers Consultant
- Priority for the UNITE Foundation Scholarship

We also have a dedicated web page for Care Leavers
www.welfare.qmul.ac.uk/money/undergraduates/care-leavers

**Contact details**
Advice and Counselling Service
020 7882 8533
www.welfare.qmul.ac.uk

Careers and Enterprise Centre

**How can they help?**
We provide information, advice and employer events to help you get work whilst you study and after you graduate.
- Build your work experience through the internships and temp roles we source
- Find part time, voluntary, internship and graduate opportunities through the vacancy board QM JobOnline
- Access one to one advice on choosing and exploring your options
- Receive feedback on your applications, CVs and personal statements
- Collect industry specific job hunting guides
- Attend practice sessions and collect resources to improve your interview technique
- Explore further study choices and funding
- Access sample Psychometric test and assessment centre information
- Receive support and funding for students looking to start or grow a business idea

**Contact details**
Room WG3 Queens’ Building
Mile End campus
020 7882 8533
careers@qmul.ac.uk
www.careers.qmul.ac.uk

Course Representatives

**How can they help?**
Each year of each course has at least one elected Course Representative - they are the key link between students and staff in their School. Course Reps:
- Represent students’ views at Staff Student Liaison Committee (SSLC) meetings.
- Work with staff to improve their course and resolve course-related issues as they arise.
- Work with the Students’ Union to campaign for change and make things better for their fellow students.

Course Reps deal with issues which affect the course as a whole and not with individual student’s issues – these should be taken up in the first instance with the Student Support Officer for your School.

**Contact details**
Contact details for Course Reps can be found on the Students’ Union website at www.qmsu.org/reps/coursereps
Students’ Union VP Education: su-vpeducation@qmul.ac.uk
Estranged Students Support (not in contact with their family)'

**How can they help?**
QMUL has taken the Standalone Pledge confirming our dedicated support for students who are no longer in contact with their family (estranged) to help with the transition to university, or to help you if you become estranged from your family during your course:

- Support and advice on welfare and finance issues e.g. help you to apply for student finance as an independent student / plan a personal budget / access additional funding
- Access to Specialist Mentoring (on site)
- Support in applying for the Disabled Student’s Allowance (DSA)
- On site DSA needs assessments
- Access to non-specialist human support, where appropriate, e.g. note-taking

**Contact details**
Room 2.06
Francis Bancroft Building
Mile End campus
020 7882 2756
dds@qmul.ac.uk
www.dds.qmul.ac.uk
A-Z of Queen Mary Support Services (cont)

Housing and Residential Services and Support

Housing Services team

How can they help?
- All queries about applying for and living in Queen Mary residences, room allocations and rent collection
- Online database of available privately rented accommodation
- Information on finding and living in privately rented accommodation
- Advice about your rights and responsibilities in relation to living in privately rented/alternative accommodation
- Tenancy checking - get your private tenancy agreement checked before you sign it to ensure it is fair
- Problems with your accommodation, for example getting the deposit back, eviction, difficulties with other tenants, repairs, etc.

Residential Support team

How can they help?
- Advice for students applying to QMUL
- Study Abroad student enquiries
- Advice for students applying to QMUL through our International Partners:
international-partnerships@qmul.ac.uk

Contact details
Room C8105, Queens' Building
Mile End campus
020 7882 6530
internationaloffice@qmul.ac.uk
www.qmul.ac.uk/international

Language Centre

How can they help?
- Development of your English language and university study skills through specifically designed 5 week and 10 week in-sessional classess: Free to students
- Pre-sessional summer programme to help you achieve your English language entry requirement
- Foundation programme to enable you to join your undergraduate degree programme
- Pre-masters Graduate Diploma to enable you to join your postgraduate programme
- Language learning – variety of courses in Arabic, Chinese, French, German, Japanese and Spanish
- Multimedia Language Resource Centre – technology enhanced learning environment
- Academic English Online: Free interactive learning for English and study skills

Contact details:
Language Centre Reception
ArtsOne 108
020 7882 2826/2827
www.language-centre.sllf.qmul.ac.uk/language-centre

Learning Development

How can they help?
- Development of your English language and university study skills through specifically designed 5 week and 10 week in-sessional classess: Free to students
- Pre-sessional summer programme to help you achieve your English language entry requirement
- Foundation programme to enable you to join your undergraduate degree programme
- Pre-masters Graduate Diploma to enable you to join your postgraduate programme
- Language learning – variety of courses in Arabic, Chinese, French, German, Japanese and Spanish
- Multimedia Language Resource Centre – technology enhanced learning environment
- Academic English Online: Free interactive learning for English and study skills

Contact details:
Language Centre Reception
ArtsOne 108
020 7882 2826/2827
www.language-centre.sllf.qmul.ac.uk/language-centre

Legal Advice Centre

How can they help?
- The LAC provides advice on a very broad range of legal issues; whether we can take your case depends upon the available expertise of our supervising solicitors and barristers and a case assessment. Please contact us to discuss the possibility of an appointment (during term time only).
- Our projects cover the following areas of law: family, immigration, criminal, landlord and tenant, contract, employment, revenge pornography, company, and intellectual property law. We also specialise in LGBT family and immigration matters.

Contact details
Department of Law
Mile End campus
020 7882 3931
lac@qmul.ac.uk
www.lac.qmul.ac.uk

Libraries

How can they help?
- As well as books and a variety of study spaces, you will find:
  - A wide range of e-resources - books and journals
  - Bookable group study rooms
  - 2 Silent PC rooms
  - Post Graduate Taught and Research Reading Rooms
  - Access to information and research skills training
  - Reading Lists Online
  - Assistance by Faculty Liaison Librarians - helping you find subject related material
  - PCs, printing and photocopying facilities
  - Assistive Technology Room
  - Mile End Learning Cafe

Contact details
Location and contact details of our libraries and study places can be found at:
www.library.qmul.ac.uk/contact-us/contact-a-library/
Mental Health Support
How can they help?
- Offer confidential support and advice
- First point of contact for students experiencing mental health problems
- Coordinates ongoing support both internally and externally
- Arrange specialist mentoring
- Identify coping strategies
- Supports students with mental health issues to access the Disabled Student’s Allowance
- Specialist support for students with Autistic Spectrum Disorders

Contact details
Niall Morrissey
Disability and Dyslexia Service
Room 2.06 Francis Bancroft Building
Mile End campus
020 7882 2756
dds@qmul.ac.uk

Nursery
How can they help?
- Westfield Nursery has places available to children of staff and students of Queen Mary, and people outside the College, for children aged three months to five years.
- 5 activity rooms with children grouped according to age
- Each room has a daily routine to ensure activities are varied
- Meals included in the fee

Contact details
The Nursery is open between the hours of 8.30 am and 5.30 pm, 48 weeks of the year.
The Nursery, QMUL
406-408 Bancroft Road
E1 4DH
020 7882 2782/90
nursery@qmul.ac.uk
www.nursery.qmul.ac.uk

Occupational Health
How can they help?
For medical and dental students only:
- Blood tests for clinical placements
- Immunisations
- Health clearance
- All students going on a medical/dental elective will need to schedule an appointment with Occupational Health where a travel risk assessment will be undertaken.

Contact details
Ground Floor
Geography Building
Mile End campus
020 7882 8700
occhealth@qmul.ac.uk
hr.qmul.ac.uk/about-us/medical-and-dental-students

PASS (Peer Assisted Study Support)
How can they help?
- Course-based mentoring scheme where first-years can explore problems with higher year students (mentors).
- Mentoring takes place in a friendly, informal environment and can help you to settle in to university life, your department and studies.
- Schools currently running PASS schemes: Biological and Chemical Sciences; Business and Management; Dentistry; Economics and Finance; Electronic Engineering and Computer Science; Engineering and Materials Science; English and Drama; Geography; History; Languages, Linguistics and Film; Mathematical Sciences; Physics and Astronomy; Politics and International Relations.

Contact details:
First-year students can find out about PASS here and see who to contact in their own school: www.qmul.ac.uk/pass

Research Degrees Office
How can they help?
Notification of:
- Change of address
- Change of programme
- Taking time out from your studies
- Withdrawing from your programme of study

To request:
- Certificate of attendance letter
- Confirmation of Acceptance of Studies (CAS)
- Council Tax certificate
- Replacement student ID card

With questions about:
- Enrolment
- Thesis submission and examinations
- Special exam arrangements due to disability or ill health
- Administration of studentships
- Research admissions
Contact details
Research Degrees Office, Room E15 Queens’ Building Mile End campus
020 7882 5864 researchdegrees@qmul.ac.uk
www.arcs.qmul.ac.uk/research-degrees

Security
How can they help?
• Advice on personal safety and crime prevention
• Reporting crime, contact closest Security Control Room (either in person or via telephone)
• Lost and found property
• Car parking policy

Contact details
Security Control Rooms are located at:
Mile End - France House. (020 7882 5000)
Whitechapel - Garrod Building, Room G.07 (020 7882 2599)
Charterhouse Square - Dawson Hall, Front Entrance. (020 7882 6020)
In case of emergency, dial 020 7882 3333
www.security.qmul.ac.uk

Student Enquiry Centre
Undergraduates and taught postgraduates
How can they help?
General enquiry service and front of house for Academic Registry and Admissions
Main services include:
• QMUL letter and transcript production
• replacement student ID cards
• bursary/scholarship information
• emergency loan appointment bookings
• General records, awards, exams and bursary and scholarship queries

Contact details
Non-medicine and dentistry programmes:
Student Enquiry Centre Ground Floor Queens’ Building, Mile End campus
020 7882 5005 SEC Online helpdesk (accessed via https://mysis.qmul.ac.uk)
www.arcs.qmul.ac.uk/students

Medicine and Dentistry programmes:
Student Office, Whitechapel campus Garrod Building, Turner Street, Whitechapel, London E1 2AD
020 7882 2239 smd-student-enquiries@qmul.ac.uk

Student Health Service
A National Health Service (NHS), medical service on campus (Mile End) during term time where you can see an NHS Doctor (GP) or nurse every weekday
• Students who live on campus or within Tower Hamlets postcodes (E1, E2, E3, E14) can register with the Student Health Service
• QMUL students who are not registered Student Health Service patients may be able to use the service in certain circumstances (visit www.studenthealth.qmul.ac.uk for further information)
• For more information on how to access a doctor, visit www.studenthealth.qmul.ac.uk

How can they help?
• prescribe medicine
• advice on sexual health, contraception and sexually transmitted deseases (STDs)
• free condoms
• confidential chlamydia testing
• immunisations
• repeat prescriptions
• blood tests

Contact details
Ground Floor Geography Building Mile End campus
020 7882 8710 www.studenthealth.qmul.ac.uk

Student Life
Stop Hate Crime
24 Hour Helpline
at QMUL for staff
and students
How can they help?
• find out more about Hate
Speech, Hate Incidents and
Hate Crime - what they are,
why they matter and what the
new initiative between QMUL
and Stop Hate UK is doing to
help and reduce all three for
students and staff
• provision of a 24 hour
helpline at QMUL, for victims
and witnesses of Hate
Crime, which will provide
independent support and
advice
• opportunity to report all Hate
Crimes to the appropriate
authority or even to report
anonymously, whether you
are a victim of Hate Crime,
you have witnessed incident
you believe to be a Hate
Crime or you are a third party
to an incident that could be a
Hate Crime
• raise awareness of Hate
Crime
Contact details
24 hours a day:
On the phone: 0800 138 1625
Chat on the web: www.
stophateuk.org/talk-to-us/
In an email: talk@stophateuk.
org
In a text: 07717 989 025
With text relay: 18001 0800
138 1625
For people who are deaf,
or have speech or hearing
impairments
In an online form on the web:
www.stophateuk.org/tell/
In the post: PO Box 851, Leeds
LS1 9QS
www.stophateuk.org/queen-
mary-university-of-london/

Student Support
Office (Medicine
and Dentistry
programmes)
How can they help?
• Pastoral support for medical
and dental students
(including International
Students and the Mentor
Scheme)
• Dean’s Benevolence Fund
(financial support for medical
and dental students in
financial hardship).
Contact details
Student Support Office
Room 2.43, Garrod Building
Turner Street Whitechapel
London E1 2AD
Lucie Langley (until March
2018)
(Student Support Manager)
020 7882 2228
l.bone@qmul.ac.uk
Desna Roberts (from April 2018)
(Student Support Manager)
020 7882 2228
d.roberts@qmul.ac.uk
Carole Rice
(Student Support Office
Administrator)
020 7882 2126
For Dean’s Benevolence
Fund application forms:
Kate McFarlane (Student
Finance and Bursary Manager)
k.mcfarlane@qmul.ac.uk
020 7882 2124 Room 2.42

Students’ Union
How can they help?
• collective voice of all students
studying at QMUL
• represents your views through
elected representatives
• student-led activities and
services
• over 300 student groups
for you to join - make new
friends and develop new skills
• sport
• volunteering in the local
community
• Buddy Scheme, a peer
mentoring scheme
• Academic Advice and
Representation
Contact details
Queen Mary Students’ Union
Hub
329 Mile End Road
London E1 4NT
020 7882 8030
su-qmsu.reception@qmul.ac.uk
www.qmsu.org

Course Reps
Welfare Loan
Multi-Faith Centre
social facilities and events

A-Z of Queen Mary Support Services (cont)
Music at QMUL can help if you are interested in applying for music scholarships, joining an ensemble or choir, taking vocal or instrumental tuition or simply attending one of the many student or professional events.

For further information, visit: www.music.qmul.ac.uk or contact email: music@qmul.ac.uk

Do you enjoy music?

Do you need to calm your mind?

St Benet’s is QMUL’s Chaplaincy and is a space to get away from the daily stresses of university life. Attend a meditation session, a film night or just make yourself a drink and take a seat on the comfy sofas for a bit of you time.

For further information, visit: www.faith.qmul.ac.uk/stbenets or contact email: chaplaincy@qmul.ac.uk
Information on the following topics is online at www.welfare.qmul.ac.uk:

**Immigration**
- What immigration permission do I need to study at Queen Mary?
- Applying for Tier 4 (General) Student immigration permission
- Tier 4 - What to do if things go wrong

**Money**
- Undergraduate Funding for home and EU undergraduates
- Additional Sources of Funding for home and EU undergraduates
- Planning your budget and managing your money
- Funding for medical and dental students
- Postgraduate Funding - a guide for home and EU students
- Extra money: disability and ill health
- Council tax
- Financial advice for international students

**Study related**
- Extenuating Circumstances
- Resitting, interrupting or leaving your course - a guide for home and EU undergraduates
- Resitting, interrupting or leaving your course - a guide for international students

**Working**
- Part-time and vacation work

**Wellbeing**
- Self-help for common problems
- Worried about someone else
- Building emotional resilience
- Help in a crisis
For further information contact:
Student Life
Student and Academic Services
Queen Mary University of London
Mile End Road
London
E1 4NS

The information given in this publication is correct at the time of going to press. We reserve the right to modify or cancel any statement in it and accept no responsibility for the consequences of any such changes.