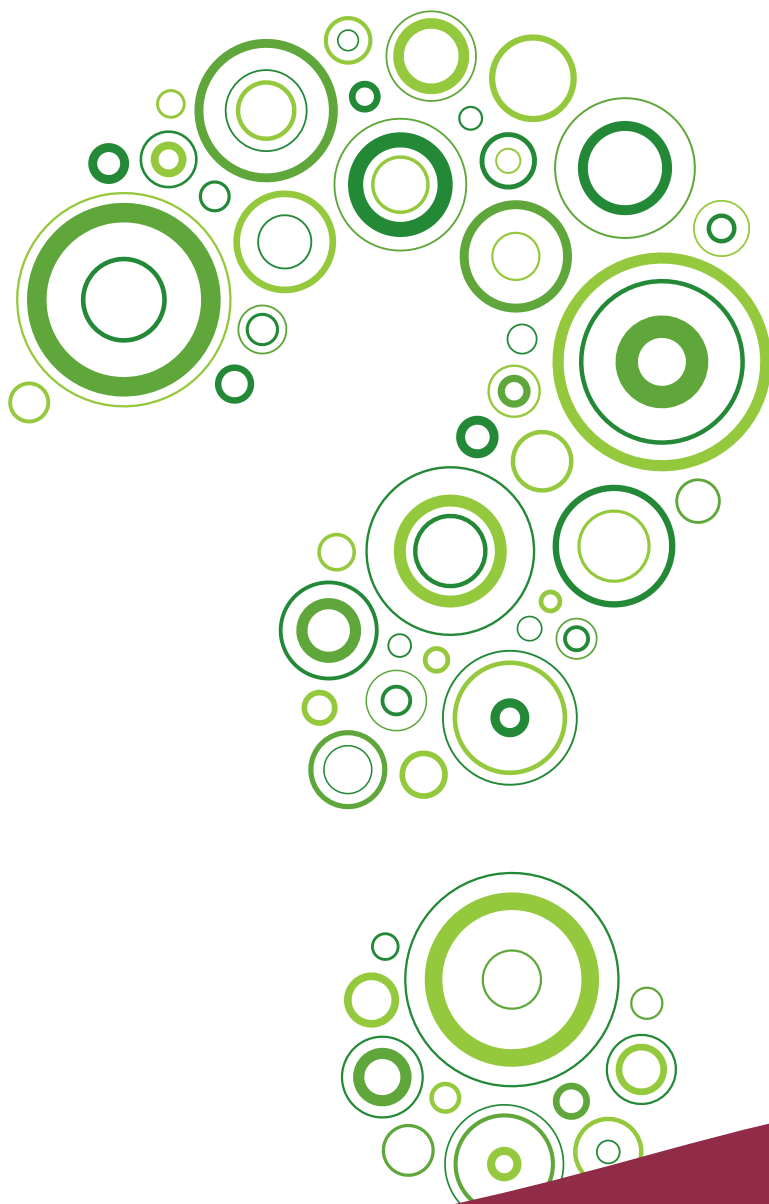


# A-Z of Queen Mary Support Services



## 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](http://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

Contact the specific Admissions team email (listed on your QMUL documentation) or use [admissions@qmul.ac.uk](mailto:admissions@qmul.ac.uk) if no documentation.

## 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](mailto:smdadmissions@qmul.ac.uk)

#### Graduate Entry Programme (undergraduate):

020 7882 2244  
[smdadmissions@qmul.ac.uk](mailto:smdadmissions@qmul.ac.uk)

#### Postgraduate:

Ground Floor  
Queens' Building Mile End  
campus  
020 7882 3377/3078  
[pgsmd@qmul.ac.uk](mailto: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, personal or 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



## 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](mailto: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](mailto:appeals@qmul.ac.uk)

## Barts and The London Students' Association (medical and dental)

### How can they help?

- Academic advice and representation
- Welfare support
- Course Rep System
- Student Council
- Sports, society and volunteering opportunities
- Peer-to-peer teaching
- Mums and dads scheme
- Social events

### Contact details

Newark Street  
Whitechapel  
London E1 2AT

020 7882 8685

[su-vpbartsandthelondon@qmul.ac.uk](mailto:su-vpbartsandthelondon@qmul.ac.uk)

[www.qmsu.org/blsa](http://www.qmsu.org/blsa)

## Bursaries, Grants and Scholarships Office

### How can they help?

- Financial Assistance Fund applications
- Emergency loans
- QMUL Bursaries
- Prizes
- Undergraduate Scholarships
- Taught Postgraduate Scholarships
- US loans programme

### Contact details

Student Enquiry Centre  
Ground Floor Queens' Building  
Mile End campus

020 7882 5079

[bursaries@qmul.ac.uk](mailto:bursaries@qmul.ac.uk)

[bit.ly/QMULBursaries](http://bit.ly/QMULBursaries)

[GrantsScholarships](#)

## Care 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 to plan a personal budget or 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

### Contact details

Advice and Counselling Service

020 7882 8717

welfare@qmul.ac.uk

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 work experience through QRecruit which sources Internships and Temp Roles
- 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/rep/coursereps](http://www.qmsu.org/rep/coursereps)

Student's Union VP Education:  
[su-vpeducation@qmul.ac.uk](mailto:su-vpeducation@qmul.ac.uk)

## Dental Care Professionals Diploma in Dental Hygiene & Therapy/ Foundation Certificate in Oral Health Education

### How can they help?

- Course enquiries
- Bank letters for new students to help open an account
- Fee status

### Contact details

020 7882 8157  
020 7882 8153  
e.c.philogene@qmul.ac.uk  
www.dentistry.qmul.ac.uk

## Disability and Dyslexia Service

### How can they help?

Advice, guidance and support for disabled students, including those with mental health issues and specific learning difficulties, (e.g. dyslexia). Amongst the support that the service offer are:

- Initial dyslexia 'screenings' and, where necessary, referrals for student wishing to find out if they have a specific learning difficulty, e.g. dyslexia
- Specialist one to one skills support (on campus) for students with specific learning difficulties and other disabilities
- Liaison with QMUL schools and faculties with regard to 'reasonable adjustments', e.g. examination arrangements
- 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

## Faith at QMUL

For the Multi-Faith centre see:  
[www.qmsu.org/multifaith/](http://www.qmsu.org/multifaith/)

For information on St Benet's Chaplaincy and its activities see: [www.faith.qmul.ac.uk/StBenets](http://www.faith.qmul.ac.uk/StBenets)

### How can they help?

- Chapel and meeting place
- All QMUL students of all faith or none are welcome
- Spaces for prayer, reflection and contemplation
- Informal, confidential pastoral support



- coffee lounge
- weekly movies
- weekly lunch
- other fun stuff

## Contact details

St Benet's  
(near the Queens' Building,  
Mile End campus)

020 7882 5732  
[www.faith.qmul.ac.uk](http://www.faith.qmul.ac.uk)

## Fees and Finance office

### How can they help?

- Tuition fee enquiries
- Setting up a payment arrangement for tuition fee payment
- If you are having difficulty paying your fees on time, contact the Fees Office to see what instalment arrangements might or might not be possible

## Contact details

Room W117  
Queens' Building Mile End  
campus

020 7882 3087  
[fees@qmul.ac.uk](mailto:fees@qmul.ac.uk)  
[www.qmul.ac.uk/tuitionfees](http://www.qmul.ac.uk/tuitionfees)

## 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
- Lists of 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?

For those students living in campus accommodation

- Welfare and pastoral support
- Conflict management
- Discipline
- Mediation

## Contact details

### Housing Services:

020 7882 6474  
[residences@qmul.ac.uk](mailto:residences@qmul.ac.uk)  
[www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)

### Residential Support:

020 7882 5064  
[residences-support@qmul.ac.uk](mailto:residences-support@qmul.ac.uk) (for welfare and pastoral support)

Both teams are located in the The Housing Hub, Feilden House, Westfield Way, London E1 4NP

## International

### How can they help?

- Advice for international students on applying to QMUL
- Study Abroad student enquiries
- Advice for students applying to QMUL through our International Partners: [international-partnerships@qmul.ac.uk](mailto:international-partnerships@qmul.ac.uk)

### Contact details

Room CB105, Queens' Building  
Mile End campus

020 7882 6530

[internationaloffice@qmul.ac.uk](mailto:internationaloffice@qmul.ac.uk)  
[www.qmul.ac.uk/international](http://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-session classes: 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.silf.qmul.ac.uk](http://www.language-centre.silf.qmul.ac.uk)

## Learning Development

### How can they help?

Learning Development works with students at any level from any subject discipline, undergraduate or postgraduate, to become more effective in their academic work.

They can help with aspects of study including:

- reading effectively
- writing
- exam technique
- revision
- note-taking
- time-management
- critical thinking
- avoiding plagiarism
- presentation skills
- group work

Throughout the year they run one-to-one tutorials, drop-ins, retreats and various workshops. They also host the Royal Literary Fund (RLF) Writing Fellows.

### Contact details

Mile End Library  
Mile End campus

[www.learningdevelopment.qmul.ac.uk](http://www.learningdevelopment.qmul.ac.uk)



## 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 a case assessment. Please contact us to discuss the possibility of an appointment (during term time only).

For services on Law for the Arts (writers, musicians, painters, performers, designers and sculptors), revenge pornography and Pink Law (for the LGBT community) see the website below for further information.

### Contact details

Department of Law  
Mile End campus

020 7882 3931  
lac@qmul.ac.uk  
www.advicecentre.law.  
qmul.ac.uk

## Libraries

### How can they help?

As well as books and silent study space, you will find:

- A variety of e-resources including books and journals
- Bookable group study rooms
- Access to information and research skills training
- Reading Lists Online
- Assistance by Faculty Liaison Librarians in finding information for your subject
- PCs, printing and photocopying facilities

### Contact details

Location and contact details of our libraries and study places can be found at: [www.library.qmul.ac.uk/contact/libraries](http://www.library.qmul.ac.uk/contact/libraries)

## Mental Health Coordinator and Mental Health Adviser

### How can they help?

- Offer confidential support and advice
- First point of contact for students experiencing mental health problems
- Coordinates on-going 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 8.30am and 5.30pm, 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/](http://www.nursery.qmul.ac.uk/)

## Occupational Health

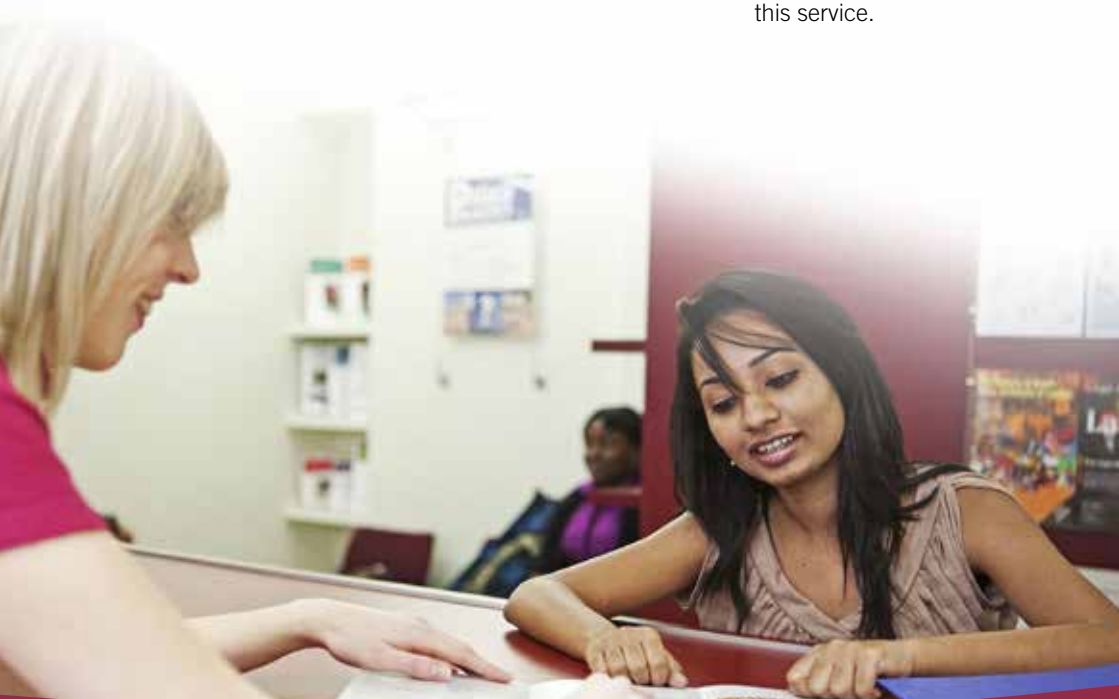
### How can they help?

For medical and dental students only:

- blood tests for clinical placements
- immunisations
- health clearance

For all students:

Travel health advice. If your travel is study related, this service is free. If you are going on holiday, there is a charge for this service.



# A-Z of Queen Mary Support Services (cont)

## Contact details

Ground Floor  
Geography Building  
Mile End campus

020 7882 8700  
occhealth@qmul.ac.uk  
qm-web.ohsd.qmul.ac.uk

## 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](http://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](mailto:researchdegrees@qmul.ac.uk)  
[www.arcs.qmul.ac.uk/research-degrees](http://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](http://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](http://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](mailto:smd-student-enquiries@qmul.ac.uk)  
[www.smd-edu.qmul.ac.uk](http://www.smd-edu.qmul.ac.uk)

## Student Health Service

A National Health Service (NHS) medical service during term time where you can see an NHS Doctor (GP) or nurse

- Students who live on campus or within Tower Hamlets postcodes (E1, E2, E3, E14) can register with the Student Health Centre
- QMUL students who are not registered patients may be able to use the service in certain circumstances (visit [www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk) for further information)
- For further information on how to access a doctor, visit [www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk)

## How can they help?

- prescribe medicine
- advice on sexual health, contraception and
- 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](http://www.studenthealth.qmul.ac.uk)

## 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

### Desna Roberts (Student Support Manager)

020 7882 2228  
[d.roberts@qmul.ac.uk](mailto:d.roberts@qmul.ac.uk)

### Carole Rice (Administrative Officer)

020 7882 2126  
For Dean's Benevolence  
Fund application forms:

### Kate McFarlane (Student Finance Officer and Bursary Manager)

[k.mcfarlane@qmul.ac.uk](mailto: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
- Multi-Faith Centre
- social facilities and events

### Contact details

Queen Mary Students' Union  
Hub  
329 Mile End Road  
London E1 4NT  
020 7882 8030  
[su-qmsu.reception@qmul.ac.uk](mailto:su-qmsu.reception@qmul.ac.uk)  
[www.qmsu.org](http://www.qmsu.org)

Do you enjoy music?

Music at QMUL can help if you are interested in applying for music scholarships, joining an ensemble, taking up tuition or simply attending one of the many musical events organised by Dr Paul Edlin, Director of Music.

For further information, visit: [www.music.qmul.ac.uk](http://www.music.qmul.ac.uk) or contact email: [music@qmul.ac.uk](mailto:music@qmul.ac.uk)



# External Sources of Support

Details of support from external agencies is available on the Advice and Counselling Service's website:

**[www.welfare.qmul.ac.uk/support/supportoutside/index.html](http://www.welfare.qmul.ac.uk/support/supportoutside/index.html)**

The section Common Problems may also be useful:

**[www.welfare.qmul.ac.uk/wellbeing/problems/index.html](http://www.welfare.qmul.ac.uk/wellbeing/problems/index.html)**



## **Other advice guides published by the Advice and Counselling Service:**

You can find information on the following topics and more on our website:

### **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 (for pre-2016 starters and 2016 onwards starters)
- 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:  
Advice and Counselling Service  
Student Services  
Queen Mary University of London  
Mile End Road  
London  
E1 4NS  
Tel: +44 (0)20 7882 8717  
Fax: +44 (0)20 7882 7013**

**This publication has been produced by  
Marketing and Communications for  
Advice and Counselling Service - 703\_16**

[www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)