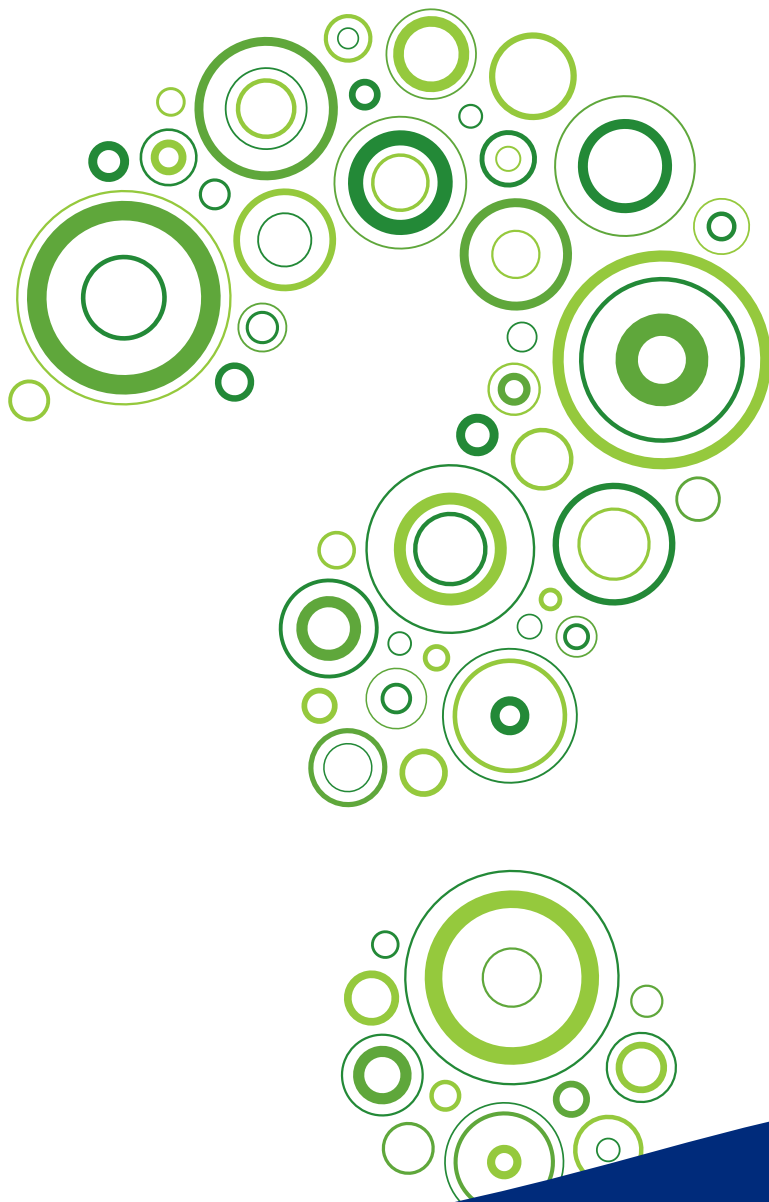


A-Z of Queen Mary Support Services



Academic Advice Service (Students' Union)

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

www.qmsu.org/advice/

academic/

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

admissions@qmul.ac.uk

Postgraduate:

020 7882 5533

pgtadmissions@qmul.ac.uk

Contact the specific Admissions team email (listed on your QMUL documentation) or use 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

Graduate Entry Programme (undergraduate):

020 7882 2244

smdadmissions@qmul.ac.uk

Postgraduate:

020 7882 5533

pgtadmissions@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, funding and financial hardship
- Immigration law
- International student issues
- Planning a budget and cutting costs
- Dealing with debt
- Council Tax
- Welfare and disability benefits
- Fee status
- Domestic Violence
- Forced Marriage
- Support for estranged

students (not in contact with family)

- Support for students with experience of local authority care
- Support for refugees and students with asylum related immigration 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
- Drug and alcohol - specialist clinic available on campus



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

Contact details

Ground Floor
Geography Building
Mile End campus

020 7882 8717
welfare@qmul.ac.uk
www.welfare.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

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

Newark Street
Whitechapel
London E1 2AT
020 7882 7368
su-blsa.reception@qmul.ac.uk
www.qmsu.org/blsa

Bursaries, Grants and Scholarships Office

How can they help?

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

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/finances/bursaries-grants-scholarships/

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 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
- Support applying for 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 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 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/rep/coursereps

Students' Union VP Education:
su-vpeducation@qmul.ac.uk

Dental Care Professionals Degree in Dental Hygiene & Therapy

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?

Confidential advice, guidance and support for disabled students, including those with mental health difficulties, Autistic Spectrum Disorder (ASD) 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

- First point of contact for students with diagnosed mental health problems
- Specialist support for students with Autistic Spectrum Disorders (ASD), e.g. Asperger’s
- Liaison with QMUL schools and institutes with regard to ‘reasonable adjustments’, e.g. examination arrangements
- Access to Specialist Mentoring support – if students contact our mental health specialists this can be arranged here on campus at Mile End
- 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 3.06
Francis Bancroft Building
Mile End campus
020 7882 2756
dds@qmul.ac.uk
www.dds.qmul.ac.uk

Doctoral College

How can they help?

We provide information, support and advice for all PhD students at QMUL.

- Access training for PhD students provided by the Doctoral College and our partners across QMUL and London
- Record your ongoing researcher development and receive a Diploma of Researcher Development at the end of your PhD
- Take part in the annual Graduate Festival
- Find out more about opportunities for PhD students at QMUL

- Access funding for PhD students including the Doctoral College Initiative Fund and Postgraduate Research Fund
- Attend annual cohort days and PGTips events for PhD students to learn new skills and meet other PhD students.

Contact details

Graduate Centre 2.07
Mile End campus
020 7882 3037
doctoralcollege@qmul.ac.uk

www.doctoralcollege.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

- One to one support from a named contact
- A dedicated Careers Consultant
- Support applying for UNITE Foundation Scholarship

We also have a dedicated web page for estranged students: www.welfare.qmul.ac.uk/money/undergraduates/students-not-contact-their-family-estranged

Contact details

Advice and Counselling Service
020 7882 8717
welfare@qmul.ac.uk
www.welfare.qmul.ac.uk

Faith at QMUL

For the Multi-Faith centre see: www.qmsu.org/multifaith/
St Benet’s welcomes QMUL students of all faiths or none. For information on St Benet’s Chaplaincy and its activities see: www.faith.qmul.ac.uk/StBenets

How can they help?

- Chapel
- Spaces for prayer, reflection and contemplation
- Informal, confidential pastoral support

- A supportive and open community made up of your fellow students
- Coffee lounge
- Weekly lunch on Fridays
- Other fun activities

Contact details

St Benet’s
(near the Queens’ Building, Mile End campus)
020 7882 5732
faith@qmul.ac.uk
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 7676
fees@qmul.ac.uk
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
- 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?

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
www.residences.qmul.ac.uk

Residential Support:

020 7882 5064
residential-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

Contact details

Room CB110, 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-session classes: Free to students
- Pre-session 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.slif.qmul.ac.uk/language-centre

Learning Development

How can they help?

Learning Development (LD) works closely with undergraduate and post-graduate students on targeted aspects of study guidance, according to student need. This guidance includes:

- reading effectively
- aspects of writing
- revision & exam techniques
- note-taking
- time-management
- critical thinking
- avoiding plagiarism
- spoken presentation skills
- understanding & applying feedback

Such guidance is offered throughout the year in the form of one-to-one tutorials, drop-ins, small groups, retreats and various workshops. In addition to its own Writing & Study Guidance team, LD hosts the Royal Literary Fund (RLF) Writing Fellows, who also offer tutorials.

Contact details

Mile End Library
studyguidancetutorials@qmul.ac.uk
www.learningdevelopment.qmul.ac.uk

Legal Advice Centre

How can they help?

The Legal Advice Centre (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, wills and probate, 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
- Self-service laptop loans
- 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?

For students with diagnosed mental health difficulties, the first point of contact at QMUL is the Disability and Dyslexia Service (DDS). Amongst the support that DDS can offer are:

- Liaison with QMUL schools and institutes with regard to 'reasonable adjustments', e.g. examination arrangements
- Access to Specialist Mentoring support – if students contact our mental

health specialists this can be arranged here on campus at Mile End

- Support in applying for the Disabled Student's Allowance (DSA)
- Specialist support for students with Autistic Spectrum Disorders (ASD), e.g. Asperger's

Contact details

Disability and Dyslexia Service
Room 3.06

Francis Bancroft Building
Mile End campus
020 7882 2756
dds@qmul.ac.uk
www.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

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

Refugee Background Students

How can they help?

QMUL is committed to providing support for those who have either been granted refugee status, or a different status as the result of an asylum application, or who are awaiting a decision on their asylum application.

- Specialist advice on eligibility for Student Finance as a refugee / limited leave to stay
- Support and advocacy if you are having problems with Student Finance
- Support applying for the Article 26 Bursary
- Support and advice on welfare and finance issues e.g. plan a personal budget / access additional funding

We also have a dedicated information online: www.welfare.qmul.ac.uk/money/refugees-and-asylum-seekers/

Contact details

Advice and Counselling Service
020 7882 8717
welfare@qmul.ac.uk
www.welfare.qmul.ac.uk



Research Degrees Office

Research degree students

How can they help?

Enquiry service (office open hours 10.00am to 4.00pm Monday to Friday)

Notification of:

- change of address
- change of programme
- taking time out from your studies
- withdrawing from your programme of study

To request

- QMUL letters
- Replacement student ID cards

Contact details

Graduate Centre, Room 213
Mile End campus

020 7882 7474
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 diseases (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



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 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 for Medicine

Student Support Office
Room 2.46, Garrod Building
Turner Street Whitechapel
London E1 2AD

020 7882 2126
smd-student-support@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),
Room 2.42
k.mcfarlane@qmul.ac.uk
020 7882 2124

Contact details for Dentistry

Student Support Office
5th Floor, Office 2
Institute of Dentistry

Turner Street,
Whitechapel E1 2AD

Jacky Trappitt (Administrator for Student Support - Undergraduate)

0207 882 6933
j.m.trappitt@qmul.ac.uk

Nina Booty (Senior Administrator for Student Support - Postgraduate)

0207 882 8930
n.booty@qmul.ac.uk

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
- Course Reps
- Welfare Loan
- 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
www.qmsu.org



Do you enjoy music?

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 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



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

www.welfare.qmul.ac.uk/alternative-and-out-hours-support/support-outside-qm/

The section Common Problems may also be useful:

www.welfare.qmul.ac.uk/emotional-wellbeing/self-help-resources-and-workshops/z-common-problems/



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.

August 2018