



A-Z of Queen Mary Support Services

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Academic Advice Service (Students' Union)

How can they help?

- Advice and representation around your rights and entitlements as a Queen Mary student:
- Appealing academic decisions
- Submitting extenuating circumstances
- Help with complaints to Queen Mary
- Disciplinary issues, professional capability/fitness to practise

Contact details

020 7882 8042

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: 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
- 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

Contact the specific Admissions team email (listed on your Queen Mary documentation) or use admissions@qmul.ac.uk if no documentation

Postgraduate

020 7882 5533

pgtadmissions@qmul.ac.uk

Contact the Admissions team via the applicant portal (mysis.qmul.ac.uk)

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

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

Undergraduate (Graduate Entry Programme)

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
- Tier 4 immigration advice
- 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
- Bullying/Harassment
- Drug and alcohol – established links with local specialist support services



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, a Consultant Psychiatrist offering assessments and onward referral to appropriate services, and workshops on specific topics like exam anxiety, study problems and sleep.

Contact details

Ground Floor Geography Building
Mile End campus
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
- Academic Misconduct Policy
- Fitness to Practise
- Queries relating to Queen Mary processes for dealing with complaints and misconduct

Contact details

Room E12, Queens' Building
Mile End campus
020 7882 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
qmsu.org/blsa



Bursaries, Grants and Scholarships Office

How can they help?

- Financial Assistance Fund applications
- Emergency loans
- Queen Mary 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
arcs.qmul.ac.uk/bursariesoffice

Care Experienced Students Support

How can they help?

Queen Mary has dedicated support for care experienced students 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
- A dedicated Careers Consultant

We also have a dedicated web page explaining the support for care experienced students
welfare.qmul.ac.uk/money/undergraduates/care-experienced-students

Contact details

Advice and Counselling Service
Ground Floor Geography
Building
Mile End campus
welfare.qmul.ac.uk

Careers and Enterprise

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 QMJobsOnline
- 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
qmul.ac.uk/careers

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 qmsu.org/yourvoice/rep/coursereps

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

Dental Care Professionals Degree in Dental Hygiene and 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
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 Conditions (ASC) and Specific Learning Difference, (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 difference, e.g. dyslexia
- Specialist one to one skills support (on campus) for students with specific learning difference and other disabilities
- First point of contact for students with diagnosed mental health problems

- Specialist support for students with Autistic Spectrum Conditions (ASC), e.g. Asperger’s
- Liaison with Queen Mary 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
- 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 Queen Mary
- 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

Room 3.06
Francis Bancroft Building
Mile End campus
020 7882 2756
dds@qmul.ac.uk
dds.qmul.ac.uk

Doctoral College

How can they help?

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

- Access training for PhD students provided by the Doctoral College and our partners across Queen Mary and London
- Teach your first session – a workshop for those entirely new to teaching
- Continuous professional development workshops – individual workshops on key aspects of teaching and learning such as assessment and feedback

Contact details

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

Education and Learning (PhD students)

How can they help?

We provide educational development support for PhD students who teach:

- Teach your first session – a workshop for those entirely new to teaching
- Continuous professional development workshops – individual workshops on key aspects of teaching and learning such as assessment and feedback

- Certificate in Learning and Teaching (CILT) – a 30 credit postgraduate taught programme which leads to Associate Fellowship of the HEA and introduces participants to the knowledge, skills and principles required to be an effective teacher in higher education.

Contact details

Queen Mary Academy
Room 0.08, Scape East
Mile End campus
adp@qmul.ac.uk
[qmul.ac.uk/
queenmaryacademy/
education-and-learning](http://qmul.ac.uk/queenmaryacademy/education-and-learning)

Estranged Students Support (not in contact with their family)

How can they help?

Queen Mary 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

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

Contact details

Advice and Counselling Service
Ground Floor Geography
Building
Mile End campus
welfare.qmul.ac.uk



Faith at Queen Mary

The Students' Union operates the Multi-Faith Centres located in the Students' Union Hub and BLSA Building (Whitechapel). For more information see qmsu.org

St Benet's welcomes Queen Mary students of all faiths or none. For information on St Benet's Chaplaincy and its activities see 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
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
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

The Housing Hub, Feilden House, Mile End campus
020 7882 6474
residences@qmul.ac.uk
residences.qmul.ac.uk

Residential Support

Residences Reception, France House, Mile End campus
020 7882 6470
residential-support@qmul.ac.uk (for welfare and pastoral support)

International

How can they help?

- Advice for international students on applying to Queen Mary
- Study Abroad student enquiries
- Advice for students applying to Queen Mary 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
qmul.ac.uk/international

IT Services

How can they help?

IT Services is a key enabler to the successful fulfilment of Queen Mary's strategic goals of excellence in research, and teaching and learning.

IT Services support students and colleagues and can help with:

- email and internet access, AppsAnywhere
- the state-of-the-art teaching and learning facilities
- teaching and learning software and mobile app in support of teaching and learning
- business application software and high-performance computing in support of research

Contact details

Room W209, Queens Building, Mile End campus
020 7882 8888

Web Portal/ live chat:

its.qmul.ac.uk

Status Update:

status.its.qmul.ac.uk

Service Desk:

servicedesk@qmul.ac.uk

helpdesk.qmul.ac.uk

Report Phishing:

report-phishing@qmul.ac.uk

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-masters Graduate Diploma to enable you to join your postgraduate programme
- Language learning – variety of courses in Arabic, Chinese, French, German, Japanese and Spanish. Undergraduate students can study a language as part of their degree, if their programme allows it (check with your Programme Leader); Undergraduate and Postgraduate students can study a language in addition to their degree for pleasure and to enhance their employability skills. Classes are usually in the late afternoons and early evenings to accommodate your study timetables.
- Multimedia Language Resource Centre – technology enhanced learning environment
- Academic English Online: Free interactive learning for English and study skills

Contact details

Language Centre Reception
Room 1.40, Arts One
Mile End campus
020 7882 2826/2827
language-centre.slif.qmul.ac.uk/language-centre

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
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
- Two Silent PC rooms
- Post Graduate Taught and Research Reading Rooms
- Information literacy, academic skills and research skills training and support
- Reading Lists Online
- Assistance by Faculty Liaison Librarians - helping you find subject related material
- Assistance from the Academic Skills Enhancement (ASE) team – helping you study effectively and to the best of your ability
- PCs, printing and photocopying facilities
- Self-service laptop loans
- Assistive Technology Room

Contact details

Location and contact details of our libraries and study places can be found at 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 Queen Mary is the Disability and Dyslexia Service (DDS). Amongst the support that DDS can offer are:

- Liaison with Queen Mary 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)

Contact details

Disability and Dyslexia Service
Room 3.06
Francis Bancroft Building
Mile End campus
020 7882 2756
dds@qmul.ac.uk
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 Monday to Friday, 48 weeks of the year.

The Nursery, Queen Mary
406-408 Bancroft Road
London E1 4DH
020 7882 2782/90
nursery@qmul.ac.uk
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
qmulstudents@ohworks.co.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
qmul.ac.uk/teachers/our-activities/pass

Refugee Background Students

How can they help?

Queen Mary 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 Sanctuary Scholarship
- Support and advice on welfare and finance issues e.g. plan a personal budget/ access additional funding
- We also have a dedicated information online
welfare.qmul.ac.uk/money/refugees-and-asylum-seekers

Contact details

Advice and Counselling Service
Ground Floor Geography Building
Mile End campus
welfare.qmul.ac.uk

Research Degrees Office

Research degree students

How can they help?

Enquiry service (office open hours 10am to 4pm Monday to Friday)

Main services include:

- Management of research student records and student processes on MySIS
- Enrolment and replacement student ID cards
- Stipend payments to funded students
- Change of address
- Change of programme
- Taking time out from your studies
- Nomination of examiners, thesis submission and award
- Withdrawing from your programme of study

Contact details

Room 213, Graduate Centre
Mile End campus

020 7882 7474

researchdegrees@qmul.ac.uk

arcs.qmul.ac.uk/research-degrees

Researcher Development (PhD students)

How can they help?

We provide personal, professional and career development support for PhD students through:

- A programme of workshops and courses to help you develop research and transferable skills (e.g. statistics, writing, time management, assertiveness)

- Wellbeing and mental health initiatives such as the workshop 'Stress, Resilience and Strengths' and the PhD Support Group (with Advice and Counselling Service)
- Events such as the 3-Minute Thesis competition and Café Scientifique
- The points-based skills development system and database (Skills Points System)

Contact details

Queen Mary Academy
Room 0.08, Scape East
Mile End campus

resdev@qmul.ac.uk

qmul.ac.uk/

[queenmaryacademy/](http://queenmaryacademy/researcher-development)

researcher-development



Report + Support

How can they help?

An online platform for all staff, students and visitors to report any incident of sexual violence, harassment or any hate crime to Queen Mary:

- Reports can be made anonymously or with contact details
- Information about local and national specialist support services is also available

Contact details

reportandsupport.qmul.ac.uk

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
security.qmul.ac.uk

Student Enquiry Centre

Undergraduates and taught postgraduates.

How can they help?

General enquiries and frontline service for Academic Registry

Main services include:

- Student Status Letter
- Student ID cards
- Bursary/scholarship information
- Student records, enrolment and Student Finance funding
- Exams and awards
- Graduate documents/ and third party verification requests
- Gradintelligence account (in progress for medical and dentistry students)
- Hear: digital transcript (in progress for medical and dentistry students)

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 mysis.qmul.ac.uk)
arcs.qmul.ac.uk/students

Medicine and Dentistry programmes

The 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:

- Registrations for the Student Health Service can take place online, for all students living in inner London unless for clinical reasons (visit studenthealth.qmul.ac.uk)
- Queen Mary students who are not registered Student Health Service patients may be able to use the service in certain circumstances (visit studenthealth.qmul.ac.uk for further information)
- For more information on how to access a doctor, visit studenthealth.qmul.ac.uk

How can they help?

- Prescribe medicine
- Advice on sexual health, contraception and sexually transmitted diseases (STDs)
- Immunisations
- Repeat prescriptions
- Blood tests

Contact details

Ground Floor Geography Building
Mile End campus
020 7882 8710
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 for Medicine

Student Academic and Pastoral Support Office
Room 2.46, Garrod Building
Turner Street, Whitechapel
London E1 2AD
020 7882 2126

smd-student-support@qmul.ac.uk

Arianna Bosio, Carole Rice and Evan Bates
(Student Support Office Administrators)
020 7882 2126

For Dean's Benevolence Fund application forms:

Kate McFarlane (Student Finance and Bursary Manager)
Room 2.42
020 7882 2124
k.mcfarlane@qmul.ac.uk

Contact details for Dentistry

Student Support Office
4th Floor, Office 5
Institute of Dentistry
Turner Street, Whitechapel
London E1 2AD
dental.sso@qmul.ac.uk

Dr. Dominic Hurst
(Academic Lead for Student Support)
020 7882 2500
r.d.hurst@qmul.ac.uk

Rebecca Hunter (Student Support Officer)
020 7882 8670
rebecca.hunter@qmul.ac.uk

Mason Newbury (Student Support Administrator) 020 7882 8670
m.newbury@qmul.ac.uk

Students' Union

How can they help?

- Collective voice of all students studying at Queen Mary
- 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
- Academic Advice and Representation
- Course Reps
- Welfare Loan
- Multi-Faith Centre
- Social facilities and events

Contact details

Queen Mary Students' Union Hub
Mile End campus
020 7882 8030
su-qmsu.reception@qmul.ac.uk
qmsu.org

Togetherall

How can they help?

24/7 online and anonymous support for mental health at Queen Mary:

- Support network – a 24/7, supportive community with clinical guidance plus useful resources
- Guided support - online courses available on a range of wellbeing and lifestyle topics

Contact details

togetherall.com



A young man with dark hair and glasses is shown in profile, playing a violin. He is wearing a dark blue shirt. The background is a blurred orchestra with other musicians and a warm, reddish-pink lighting. The text "Do you enjoy music?" is overlaid in large white font on the left side of the image.

Do you enjoy music?

Music at Queen Mary 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 music.qmul.ac.uk or contact email music@qmul.ac.uk

Do you need to calm your mind?

St Benet's is Queen Mary'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 faith.qmul.ac.uk/stbenets
or contact email
chaplaincy@qmul.ac.uk

More information

Details of support from external agencies is available on the Advice and Counselling Service's website:
welfare.qmul.ac.uk/alternative-and-out-hours-support/support-outside-qm

The section Common Problems may also be useful:
welfare.qmul.ac.uk/emotional-wellbeing/self-help-resources-and-workshops/z-common-problems



Information on the following topics is online at **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
- Guidance for EU, EEA and Swiss students

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

CONTACT US:
Student Life
Student and Academic Services
Queen Mary University of London
Mile End Road, London, E1 4NS
Email: studentlife@qmul.ac.uk

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.

November 2020 V2