



UNIVERSITY OF  
BIRMINGHAM

# Support for Students



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For more information about the support available at the University and in the community, please visit  
[www.intranet.birmingham.ac.uk/student](http://www.intranet.birmingham.ac.uk/student)

# General Enquiries

## Student Help FAQs

Find answers to over 1,000 frequently asked questions (FAQs), covering a wide variety of topics about student life. Each FAQ has a 'Contact Us' button so should you need extra information, you can speak to the most relevant support team.

[More information](#)  
[www.studenthelp.bham.ac.uk](http://www.studenthelp.bham.ac.uk)

## Aston Webb Student Hub

The Student Hub is located in the Aston Webb building and is home to a wide range of services, including wellbeing support and careers advice.

At the Student Hub we can help you with general enquiries, provide ID cards and letters/statements, and process your thesis submission.

[More information](#)  
[www.intranet.birmingham.ac.uk/studenthub](http://www.intranet.birmingham.ac.uk/studenthub)



# Your Academic Life

## Personal Academic Tutors/Supervisors

Personal Tutors/Supervisors are academic members of staff who are assigned to you. They will support you with your academic progress, the development of your transferable skills, and assist with any academic issues. You should have regular contact with your Personal Tutor/Supervisor and you're encouraged to see them whenever you need support.

### More information

Please contact your School/Department office.

## Academic Skills Centre

The Academic Skills Centre supports undergraduate and postgraduate taught students to become more effective learners, thinkers and communicators.

We can help you develop your:

- academic writing
- digital skills
- confidence in maths and statistics
- research and information skills.

### More information

[www.intranet.birmingham.ac.uk/asc](http://www.intranet.birmingham.ac.uk/asc)



## Support for postgraduate students

Alongside services open to all students, we provide specific advice and guidance for postgraduate taught (PGT) students and postgraduate researchers (PGRs).

## University Graduate School

The University Graduate School is your main point of contact at the University, giving you access to a wealth of services to support you, develop your skills, and prepare you for success in a competitive global market.

We run a number of development activities, networking opportunities, advice events and conferences. We also offer monthly inductions for postgraduate researchers throughout the year. We can support with PGR funding, academic studies and your career.

### More information

[www.intranet.birmingham.ac.uk/graduateschool](http://www.intranet.birmingham.ac.uk/graduateschool)

## Westmere: Postgraduate Researcher Hub

Westmere House is the home of the University Graduate School, and provides space for study, workshops, conferences, training, social events and networking.

There are five Westmere Scholars who lead the way in bringing postgraduate researchers from different disciplines together for social and networking events. Check out our list of upcoming events on our website.

### More information

[www.intranet.birmingham.ac.uk/westmere](http://www.intranet.birmingham.ac.uk/westmere)



# Your Wellbeing

## Self-help guides

Our self-help guides have been written by clinical psychologists, and provide suggestions for simple ways in which you can begin to make positive changes.

The guides cover a wide-range of topics, including depression, sleeping problems, and stress.

[More information](http://www.intranet.birmingham.ac.uk/selfhelpguides)  
www.intranet.birmingham.ac.uk/selfhelpguides

## Wellbeing Officers

Each College and/or School has their own Wellbeing Officer(s). They are able to provide practical and emotional support if you are experiencing personal challenges, particularly when these might interfere with your academic work.

They can recommend sources of professional help and will guide you through the extenuating circumstances process if appropriate.

[More information](http://www.intranet.birmingham.ac.uk/wellbeingofficers)  
www.intranet.birmingham.ac.uk/wellbeingofficers

We're available to talk every weekday!



## Check-in service

The daily check-in service provides you with the opportunity to talk to one of our psychological practitioners about your personal concerns and to find out more about the further support and resources available to you.

The 30 minute slots are available to all students at the University and are based in the Aston Webb Student Hub.

[More information](http://www.intranet.birmingham.ac.uk/checkins)  
www.intranet.birmingham.ac.uk/checkins

We're available to talk every weekday!

## Pause drop-ins

The new Pause drop-in service is a comfortable, safe and open space on campus for mental health support, exclusively for University of Birmingham students.

Based on Forward Thinking Birmingham's own Pause service, you can drop into the main library every day and access specialist support from their friendly team of qualified therapists and volunteers.

[More information](http://www.forwardthinkingbirmingham.org.uk/pause)  
www.forwardthinkingbirmingham.org.uk/pause

We're available to talk every weekday!

## Personalised support

Personalised support will offer you a safe and confidential space in which to explore the difficulties you may be facing. After registering with the service, we will assess your needs and offer you the best support for you. This could include one-to-one sessions with a psychological practitioner or counsellor.

[More information](http://www.intranet.birmingham.ac.uk/personalsupport)  
www.intranet.birmingham.ac.uk/personalsupport

## Workshops and groups

Workshops are one-off sessions where you can explore strategies for managing common issues, such as settling into university and exam stress. We also offer a variety of group support sessions that run over several weeks; they cover more specific challenges, such as sexual assault, eating issues, and bereavement.

Both workshops and groups can help you explore your challenges and think about strategies for managing them throughout your time as a student.

[More information](#)

[www.intranet.birmingham.ac.uk/workshopsandgroups](http://www.intranet.birmingham.ac.uk/workshopsandgroups)

## Student Disability Service

The Student Disability Service is here to help both undergraduate and postgraduate students with a disability, including long-term mental or physical health conditions, specific learning difficulties and autistic spectrum conditions.

To speak with an advisor about what support you may need, including applying for the Disabled Students Allowance and accessing additional academic support, you need to register with our service and provide medical evidence of your disability.

[More information](#)

[www.intranet.birmingham.ac.uk/disability](http://www.intranet.birmingham.ac.uk/disability)

## Screenings for dyslexia, dyspraxia and dyscalculia

We are able to provide information about screening tools for students who think they may have dyslexia, dyspraxia or dyscalculia.

[More information](#)

[www.intranet.birmingham.ac.uk/learningsupport](http://www.intranet.birmingham.ac.uk/learningsupport)

## Reasonable adjustments

To enable you to get the most out of university life and to support you in effectively undertaking your studies, we may be able to provide a range of adjustments. These may include extra time in exams and use of a computer, depending on your individual needs and the evidence submitted. We will work with you to create and implement a Reasonable Adjustment Plan (RAP).

You are eligible for a RAP if you have:

- physical and sensory disabilities
- long-term mental health difficulties
- dyslexia and other specific learning difficulties (SpLD)
- autism or Asperger syndrome
- other long-term health conditions.

Please contact us as soon as possible, to ensure we have enough time to write and implement your plan.

[More information](#)

[www.intranet.birmingham.ac.uk/reasonableadjustments](http://www.intranet.birmingham.ac.uk/reasonableadjustments)



## Guild Advice

Guild Advice is a free, impartial and confidential advice service. They provide practical advice on all kinds of subjects relating to student life, including academic work, housing, finance and wellbeing. Guild Advice offer weekday drop-in sessions, available to all students.

[More information](#)

[www.guildofstudents.com/guildadvice](http://www.guildofstudents.com/guildadvice)

## Student Mentor Scheme

The Student Mentor Scheme is run by the Guild of Students in partnership with the University to support you whilst you live in University-owned and partner accommodation.

The Student Mentors are current students, so they know what living in halls is really like. They can provide you with information, guidance and support on lots of issues, including wellbeing, accommodation, academic and financial queries.

[More information](#)

[www.guildofstudents.com/studentmentors](http://www.guildofstudents.com/studentmentors)

## Nightline

Birmingham Nightline is a confidential and non-judgemental listening and information service run by students. They will listen and support you as you talk through whatever is on your mind.

Nightline is open every night of term and you can contact them via phone, instant-messenger, email, or drop-in at St Francis Hall.

[More information](#)

[www.bhamnightline.co.uk](http://www.bhamnightline.co.uk)

## GP (Doctor)

A GP (General Practitioner - doctor) can provide support for your mental and physical health, and they are usually the first health service you should contact when you are experiencing a problem.

[More information](#)

[www.intranet.birmingham.ac.uk/GP](http://www.intranet.birmingham.ac.uk/GP)



## External services

For a list of mental health and wellbeing services available in the local area, including accessing NHS services, please visit [www.intranet.birmingham.ac.uk/mentalhealth/external](http://www.intranet.birmingham.ac.uk/mentalhealth/external)

## Urgent support

If you or someone you know requires urgent mental health support, please contact one of the services below:

- call 111 if you or someone you know requires urgent care, but the situation is not life-threatening
- visit A&E or call 999 if you or someone you know is experiencing a life-threatening mental health emergency
- whatever you may be going through, you can call Samaritans at 116 123 to speak to someone confidentially 24 hours a day
- if you're a young person and you're worried about how you're feeling, you can call Papyrus Hopeline at 0800 068 4141 for confidential and non-judgemental support.

If this isn't something that you feel you're able to do, make sure that you tell someone about how you're feeling as soon as possible.

[More information](#)

[www.intranet.birmingham.ac.uk/urgentsupport](http://www.intranet.birmingham.ac.uk/urgentsupport)



## You Report, We Support

We are here to support any student that has been affected by sexual violence. Sexual violence can take many different forms and covers a range of unwelcome sexual misconduct.

Our online reporting tool provides two options: to report and speak to a trained responder, or to tell us about an incident anonymously. Our trained responders will help you explore all your options. You will be respected, listened to, and empowered to make your own decisions.

### More information

[www.intranet.birmingham.ac.uk/youreportwesupport](http://www.intranet.birmingham.ac.uk/youreportwesupport)

## Not On campaign

The Guild and the University believe that sexual harassment is not acceptable. Together, we're committed to tackling sexual harassment, and believe staff and students alike have the right to live and study in a safe and supportive environment.

The Not On campaign aims to promote an environment in which sexual harassment is deemed wholly unacceptable. We want everyone to have the knowledge, ability and confidence to report and take action against all forms of sexual harassment.

### More information

[www.guildofstudents.com/noton](http://www.guildofstudents.com/noton)



## Hate crime

We are committed to providing a safe and supportive environment for all. We believe that hate crime of any kind is never okay, and we will provide an effective response to anyone who reports an incident.

You can report a hate crime/incident to the University by contacting Security Services or Guild Advice. You can also use the police online reporting facility, True Vision.

### More information

[www.intranet.birmingham.ac.uk/hatecrime](http://www.intranet.birmingham.ac.uk/hatecrime)

## UB Safe Hub

Located in University Centre, the UB Safe Hub is occupied by our on-campus police officers, and provides crime prevention advice and support to the University community. You're welcome to visit the Hub and other locations during our drop-ins and discuss issues you may be experiencing, in a safe and confidential environment. Staff will provide guidance and advice on what action to take, and signpost to relevant support services internal and external to the University.

### More information

[www.intranet.birmingham.ac.uk/ub-safe-hub](http://www.intranet.birmingham.ac.uk/ub-safe-hub)



# Your Student Community

## Equality and Diversity

Our Equality and Diversity for Students team can offer you confidential support on issues relating to equality. For example:

- advice if you have been affected by discrimination
- support if you are going through a gender transition (including changing your student record)
- help developing a plan to continue your studies as a new parent.

The team also work with Equality and Diversity Student Ambassadors and the University community to promote an inclusive culture for all.

### More information

[www.intranet.birmingham.ac.uk/studentequality](http://www.intranet.birmingham.ac.uk/studentequality)



## Multi-faith chaplaincy

St Francis Hall is a place to relax and escape from the busyness of campus life – it doesn't matter if you are religious or not.

You can visit us to pray, meditate, eat lunch with friends or talk to one of our Chaplains; we have a number of faith leaders from different religions.

### More information

[www.intranet.birmingham.ac.uk/chaplaincy](http://www.intranet.birmingham.ac.uk/chaplaincy)

## Liberation associations

The Guild is home to a number of liberation associations that represent and campaign on behalf of students who may face barriers, or feel underrepresented within Higher Education or wider society.

Liberation groups include:

- Birmingham Ethnic Minority Association (BEMA)
- Disabled & Mental Health Students' Association (DAMSA)
- LGBTQ Association
- Women and Non-Binary Association (WANBA).

Liberation associations also organise social activities and events, so students can develop a strong support network.

Discover all associations, alongside 300+ student groups and societies, here:

[www.guildofstudents.com/associations](http://www.guildofstudents.com/associations)



## The Guild of Students

The Guild is the Students' Union for over 37,000 students studying at the University of Birmingham.

The Guild represents all students to the University, giving them a voice on the issues that matter most to them during their studies. They are also here to help students develop academic skills, support their wellbeing, and provide a range of events and activities to help students have fun, meet new people and truly make the most of University life.

**Guild of Students website:**

[www.guildofstudents.com](http://www.guildofstudents.com)

## Onsite support for student accommodation

In University-owned accommodation, each village has dedicated Customer Service Managers, who are responsible for certain residences. They are there to make sure you have the best possible experience whilst you are living in student accommodation.

In partner accommodation, each organisation offers its own bespoke support package. We encourage you to have a chat with your site reception about any issues you encounter whilst living in accommodation, no matter how big or small.

### More information

[www.birmingham.ac.uk/accommodation/support](http://www.birmingham.ac.uk/accommodation/support)

## Community Living

Community Living is here to support all who live, work, and study in the local area. We're here to help residents across the community engage with one another, learn new skills, seek advice, and explore the issues facing everyone who lives here. Students can benefit from:

- house hunting advice and support
- free contract checks all year round
- shared living agreement workshops
- information about living well in the community, and much more.

As well as supporting you with private sector accommodation, we facilitate a range of community initiatives and events to help make Selly Oak a thriving and vibrant community. You can visit our Community Hub at the Bournbrook Pavilion.

### More information

[www.community-living.org.uk](http://www.community-living.org.uk)



## Community Wardens

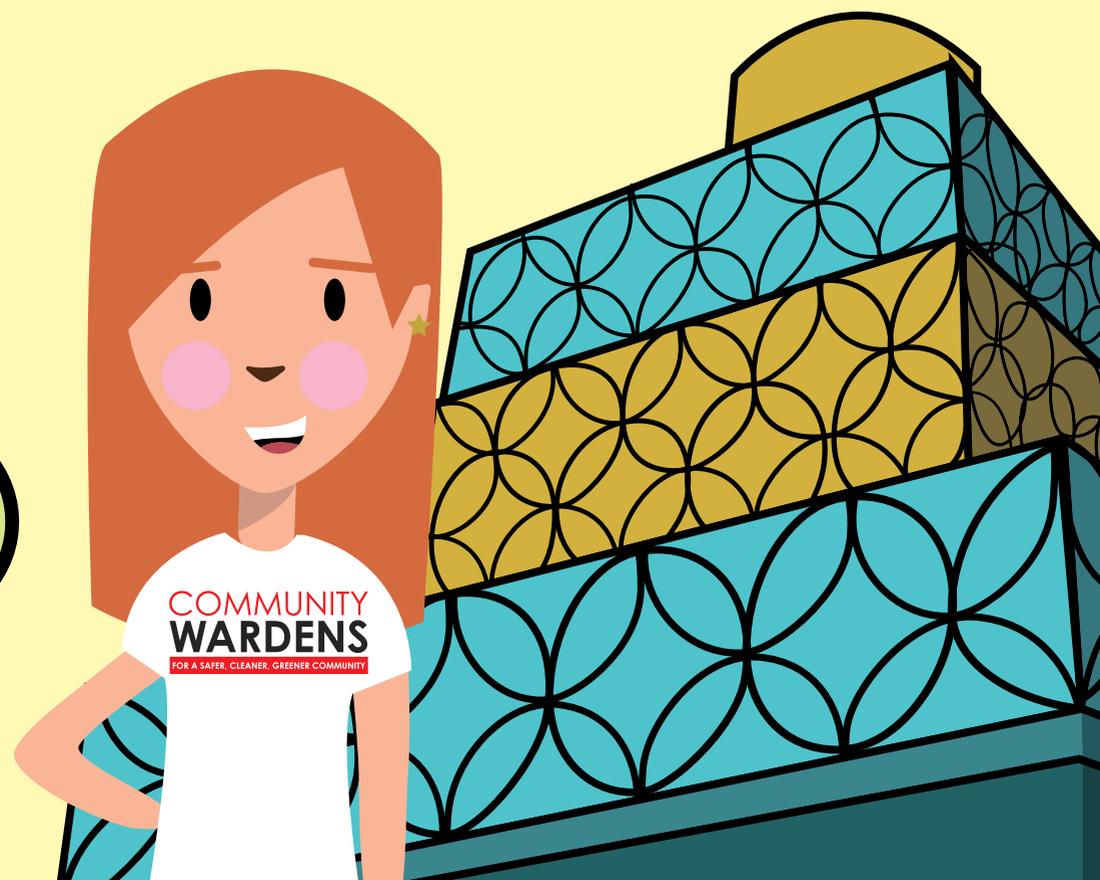
The Community Wardens are a team of students based at the Guild of Students, who work for a safer, cleaner, greener community for all.

They can help you make your community a better place to live by providing you with information, advice and contacts to help you resolve any issues or problems you may be facing. This might include problems with your landlord or neighbour, advice on keeping your home safe and help disposing of unwanted items. They also provide a range of fun events and volunteering projects throughout the year.

### More information

[www.guildofstudents.com/community-wardens](http://www.guildofstudents.com/community-wardens)

[www.facebook.com/ilovesellyoak](https://www.facebook.com/ilovesellyoak)



# International Student Support

## International Student Team

The International Student Team (IST) provides help and advice with visas and immigration. We can support you with a range of queries, including how to extend or change your visa and how to bring your family to the UK.

Our services include:

- an online enquiry service
- face-to-face appointments
- workshops – topics include extending your visa, the Doctorate Extension scheme and how to make an online application
- checks of supporting documents for Tier 4 visa applications
- a visa correction scheme.

[More information](#)

[www.intranet.birmingham.ac.uk/student/international](http://www.intranet.birmingham.ac.uk/student/international)

## Global Buddies

Global Buddies is a scheme run by the Guild of Students to help international students settle into life at the University.

Through regular social events and activities, including their popular Global Café, students have plenty of opportunities to make friends, have some fun and meet volunteer 'Buddies', who offer informal peer-to-peer support.

[More information](#)

[www.guildofstudents.com/globalbuddies](http://www.guildofstudents.com/globalbuddies)



## Birmingham International Academy

The Birmingham International Academy (BIA) provides support for students whose first language is not English, and offers various short courses on specific academic skills that students need when they're studying undergraduate and postgraduate programmes.

Our services include:

- 1 to 1 English
- Drop in English
- Lunchtime English
- Synthesise for Success
- Thesis writing
- Workshop English
- Exam Skills.

[More information](#)

[www.intranet.birmingham.ac.uk/bia](http://www.intranet.birmingham.ac.uk/bia)

# Careers, Jobs and Finances

## Careers advice

From your first day at the University to two years after graduation, the Careers Network is here to support you. We can help you explore your career options and start making decisions about your future.

Our services include careers advice, internships, mentoring programmes, employer events, work experience bursaries, further study, and business start-up information.

We run programmes such as the Personal Skills Award and the Birmingham Project to help you gain the experience and skills you will need for your chosen career. We also offer a range of bursaries, so your finances are not a barrier to gaining valuable work experience.

### More information

[www.intranet.birmingham.ac.uk/careers](http://www.intranet.birmingham.ac.uk/careers)

## Financial advice and support

One of the most important things you will need to know as a student is how to manage your money.

The Funding, Graduation & Awards (FGA) team is here to provide you with financial advice and support with funding applications throughout your studies. We also administer the Student Support Fund, which is designed to help students who are struggling financially.

### More information

[www.birmingham.ac.uk/funding](http://www.birmingham.ac.uk/funding)

## Scholarships and bursaries

The University offers a range of additional financial support options for you in the form of scholarships, bursaries and emergency funds. Navigating these different sources of funding can be bewildering, so we have developed online funding databases to help you to find out which scholarships and bursaries may be open to you.

### More information

Undergraduate: [www.birmingham.ac.uk/undergraduate/funding](http://www.birmingham.ac.uk/undergraduate/funding)

Postgraduate: [www.birmingham.ac.uk/pgfunding](http://www.birmingham.ac.uk/pgfunding)

## Budgeting advice

For hints and tips on effective budgeting, follow FGA on Twitter @uobfga and Instagram @uobfundingandawards.

There are a number of budgeting tools available online, which you can access through our website.

### More information

[www.intranet.birmingham.ac.uk/moneyadvice](http://www.intranet.birmingham.ac.uk/moneyadvice)

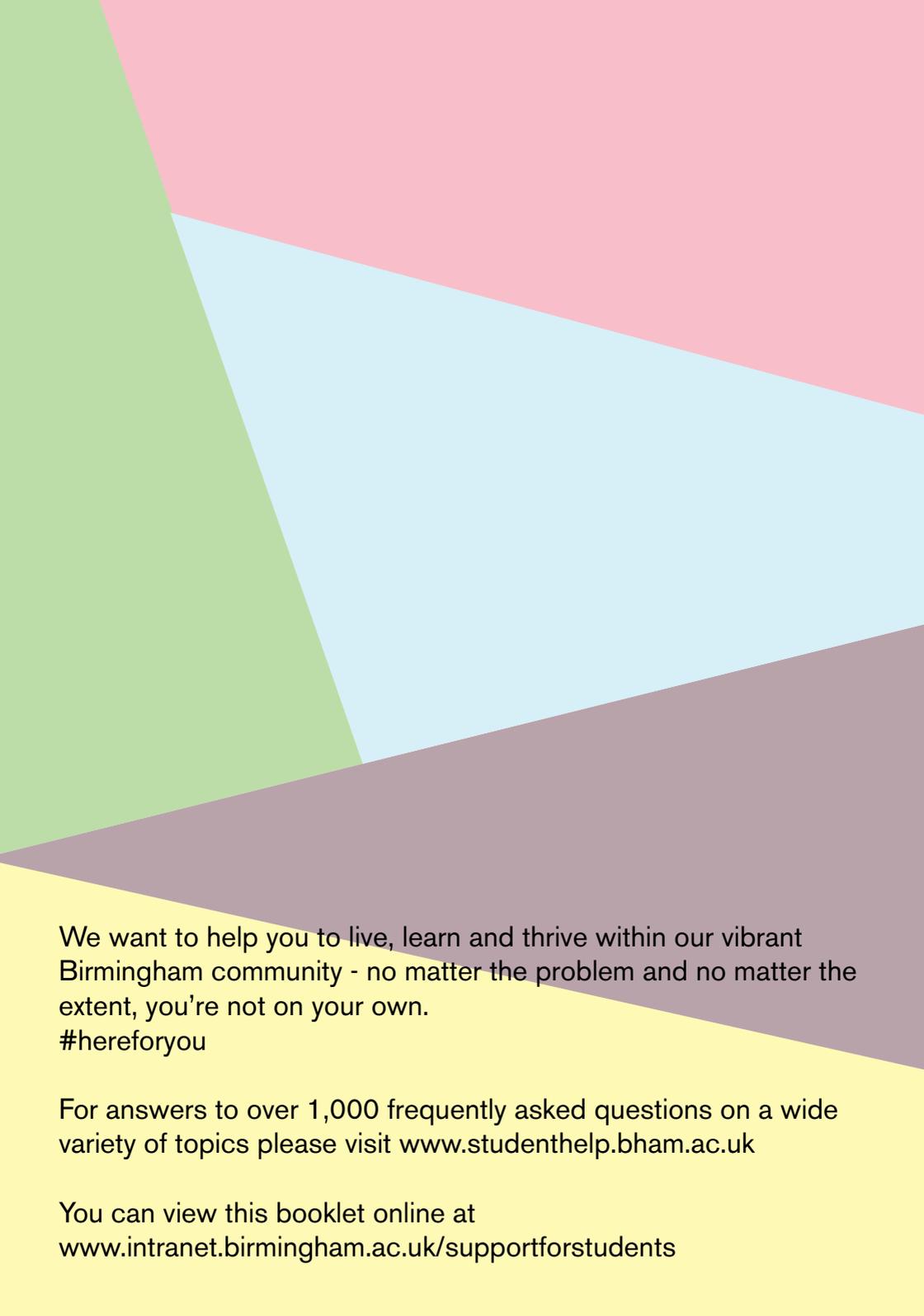
## Part-time jobs

Working a few hours a week can help to ensure that you don't get into financial difficulty. Worklink can help you to find part-time jobs at the University, and Guild Jobs advertise work in the local area that will fit around your studies.

### More information

[www.intranet.birmingham.ac.uk/parttimejobs](http://www.intranet.birmingham.ac.uk/parttimejobs)





We want to help you to live, learn and thrive within our vibrant Birmingham community - no matter the problem and no matter the extent, you're not on your own.

#hereforyou

For answers to over 1,000 frequently asked questions on a wide variety of topics please visit [www.studenthelp.bham.ac.uk](http://www.studenthelp.bham.ac.uk)

You can view this booklet online at [www.intranet.birmingham.ac.uk/supportforstudents](http://www.intranet.birmingham.ac.uk/supportforstudents)