



UNIVERSITY OF
BIRMINGHAM

Support for Students 2018/19



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Introduction

In this booklet we have included information about the wide range of support available at the University of Birmingham and Guild of Students.

These services are available to all students, unless stated otherwise, and include academic and wellbeing support, financial advice, and help with planning for your future career.

For more information about the support available at the University and in the community please visit 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

Aston Webb Student Hub

The Student Hub is located in the Aston Webb building (R7 on the Edgbaston campus map) and is home to a wide range of services, including wellbeing support, careers advice and your student registration.

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

Guild Advice

Guild Advice is a free, impartial and confidential advice service, which is independent from the University. We can provide you with practical advice on all kinds of subjects relating to student life, including academic work, housing, finance and wellbeing.

[More information](#)

www.guildofstudents.com/guildadvice



Support for academic work



Personal Academic Tutors/Supervisors

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

More information

Please contact your School/Department office.

Welfare Tutors/Wellbeing Officers

Each College and/or School has their own Welfare Tutor(s) and/or Wellbeing Officer(s) who are able to provide practical and emotional support, if you are experiencing personal problems that interfere with your academic work.

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

More information

www.intranet.birmingham.ac.uk/welfaretutors

Screenings for dyslexia, dyspraxia and dyscalculia

We offer advice and guidance on screenings for students who think they may have dyslexia, dyspraxia or dyscalculia.

More information

www.intranet.birmingham.ac.uk/learningsupport

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

Reasonable adjustments

To enable you to get the most out of university life and to effectively complete exams and other assessments, we can provide a range of adjustments, including extra time and use of a computer. We will work with you to create and action a Reasonable Adjustments Plan (RAP).

You are eligible for a Reasonable Adjustment Plan 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

Support for postgraduate researchers



Alongside services open to all students, we provide specific advice and guidance for postgraduate researchers (PGRs), which includes doctoral and masters researchers.

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 in your research, 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, including monthly inductions. We can also offer support with funding, academic studies and your career.

More information

www.intranet.birmingham.ac.uk/graduateschool

Westmere: Postgraduate Researcher Hub

Westmere House (G15 on the Edgbaston campus map) 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

Careers advice



From your first day at the University to two years after graduation, Careers Network are 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



Mental health and wellbeing support



Self-help guides

Written by clinical psychologists, our self-help guides provide suggestions for simple ways in which you can make positive changes.

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

[More information](#)

www.intranet.birmingham.ac.uk/selfhelpguides

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.

Our groups take place over a number of weeks and cover topics such as sexual assault, eating issues, and bereavement. In the sessions you will be able to explore how certain issues are affecting you and learn from other participants about their coping strategies.

[More information](#)

www.intranet.birmingham.ac.uk/workshopsandgroups



Drop-ins

We provide drop-ins which cover a number of topics related to mental health and wellbeing.

Drop-ins are short appointments (usually 20 minutes) where you can discuss emotional and personal concerns, find out about the Disabled Students Allowance, ask about disclosing a disability, or learn more about our services.

[More information](#)

www.intranet.birmingham.ac.uk/dropins

Personalised support

If you would like to access more personalised support, please register with our Mental Health and Wellbeing service (details of how to register are available on the webpage listed below).

Once we have assessed your needs, we will offer you an appropriate service. This could be a two session workshop, a two session consultation, or a series of short-term one-to-one sessions.

[More information](#)

www.intranet.birmingham.ac.uk/mentalhealth/access

Nightline

Birmingham Nightline is a confidential and non-judgemental listening and information service run by students. We 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 us via phone, instant-messenger, email, or drop-in at St Francis Hall (O2 on the Edgbaston campus map).

[More information](#)

www.bhamnightline.co.uk

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
- book an emergency GP appointment
- visit A&E or call 999 if you or someone you know is experiencing a life-threatening mental health emergency.

More information

www.intranet.birmingham.ac.uk/urgentsupport

External services

For a list of mental health and wellbeing services available in the local area, please visit www.intranet.birmingham.ac.uk/mentalhealth/external.



Hate crime

We are committed to providing a safe and supportive environment. 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

Sexual harassment and violence



You Report, We Support

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

Our online reporting tool provides two options: to report and speak to a trained responder, or to report 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

Not On campaign

The Not On campaign aims to create 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.

You can take the Not On pledge and look out for any Not On events, such as our workshops about consent.

More information

www.guildofstudents.com/noton



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



Liberation and representation associations



The Guild of Students hosts a number of liberation and representation associations.

Associations work on behalf of students that may face barriers or be disadvantaged within Higher Education and/or within wider society, such as people living with a disability, in an ethnic minority or LGBT.

Our groups are here to represent you and campaign on issues that you think are important. We also organise activities and social events.

More information

www.guildofstudents.com/associations

Multi-faith chaplaincy



St Francis Hall (O2 on the Edgbaston campus map) is a place to relax and escape from the busyness of campus life – it does not 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

Financial advice and support



One of the most important things you will need to know as a student is how to manage your money. Knowing that your finances are under control means you can relax, concentrate on your studies and fully enjoy your time here at the University.

Funding advice

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.

You can get in touch with us through the Student Help FAQs, or book a one-to-one funding advice session with a member of our team through your Welfare Tutor or Wellbeing Officer.

More information
www.intranet.birmingham.ac.uk/studenthelp

Scholarships and bursaries

The University offers a range of additional financial support 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
www.intranet.birmingham.ac.uk/funding

Part-time jobs

Working a few hours a week can help to ensure that you don't get into financial difficulty. We can help you to find part-time work. Visit:

- Worklink for jobs at the University
- Guild Jobs for work at the Guild of Students or in the local area.

More information
www.intranet.birmingham.ac.uk/parttimejobs

Budgeting advice

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

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

More information
www.intranet.birmingham.ac.uk/moneyadvice



Support for international students



International Students Advisory Service

At the International Students Advisory Service (ISAS) we provide 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/isas

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 the fortnightly Global Café, you will have plenty of opportunities to network with other students, have some fun and meet our volunteer 'buddies', who can offer informal peer-to-peer support.

More information

www.guildofstudents.com/globalbuddies

Birmingham International Academy

At the Birmingham International Academy we provide support for students whose first language is not English.

Our services include:

- English language classes
- online learning materials
- 1 to 1 English tutorials
- drop-in sessions.

More information

www.intranet.birmingham.ac.uk/bia/insessional



Support in accommodation and the community



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 their 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

Community Living

At Community Living we are here to help you with your Private Sector accommodation, including:

- finding somewhere to live
- checking your rental contract
- getting on with your housemates
- getting your deposit back.

As well as supporting you with accommodation, we get involved in community initiatives and activities 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

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

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.

The Wardens 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 includes problems with your landlord or neighbour, keeping your home safe and disposing of unwanted items.

More information

www.guildofstudents.com/community-wardens



For answers to over 1,000 frequently asked questions on a wide variety of topics please visit www.studenthelp.bham.ac.uk

You can view this booklet online at
www.intranet.birmingham.ac.uk/supportforstudents

