



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 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

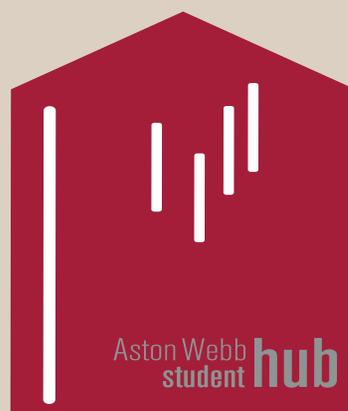
Our advice and guidance services will be available online at www.studenthelp.bham.ac.uk and our team are waiting to help you.

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.

We have developed a range of self-service letters and statements and new ways for you to receive documents and ID cards without needing to queue.

More information

intranet.birmingham.ac.uk/student-hub



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

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

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

intranet.birmingham.ac.uk/graduateschool



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

intranet.birmingham.ac.uk/selfhelpguides

Wellbeing Officers

Each College has their own team of Wellbeing Officers, accessible both in-person and virtually, who are here to provide practical and emotional support if you are experiencing personal challenges, particularly when these might impact your academic work.

They are also the first point of contact to signpost and refer to further professional support, both at the University and in the wider community, as well as guiding you through relevant academic processes to support your studies.

More information

intranet.birmingham.ac.uk/wellbeingofficers

We're available
to talk every
weekday!



Pause drop-ins

Pause is an emotional support drop-in service accessible face to face and via telephone. The service, available to all students up to their 25th birthday, offers the opportunity to have a chat with a trained practitioner on a no-appointment basis or to join group activities through their programme of workshops and events.

[More information](#)

intranet.birmingham.ac.uk/pause

Mental Health and Wellbeing Service

The service provides a range of short term therapeutic options to support students with their mental health and emotional wellbeing. After registering you will be triaged to the most appropriate service, including 121 appointments (online and face-to-face) delivered by a team of trained professionals, as well as referral and signposting to specialist services.

[More information](#)

intranet.birmingham.ac.uk/mental-health

UB Heard

UBHeard is a confidential listening and support service for all registered students (undergraduate and postgraduate) that gives you immediate emotional and mental health support 24 hours a day, 7 days a week, 365 days a year.

The service is available through telephone, text, live chat and online portal.

[More information](#)

intranet.birmingham.ac.uk/ubheard

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](#)

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](#)

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

intranet.birmingham.ac.uk/reasonableadjustments



Guild Advice

Guild Advice offer a drop-in service – please check the advice webpage for more details of this 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

Student Mentor Scheme

Student Mentors are a team of current students who offer information, help and support whilst you live in university owned and partner accommodation.

They can support you with a range of student life topics. Including your wellbeing, settling in, homesickness, flat disputes and living with others, academic queries, budgeting, and house hunting. Sometimes it helps to speak to a friendly face who has been in your shoes before.

Contact info:

Website: www.guildofstudents.com/studentmentors

Email: mentorwelfare@guild.bham.ac.uk

Telephone: 0121 415 8568

Facebook: Students Mentor Scheme

Instagram: Studentmentors

Drop in to the office between 4pm & 8pm weekdays during term-time



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

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

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

intranet.birmingham.ac.uk/urgentsupport

World of

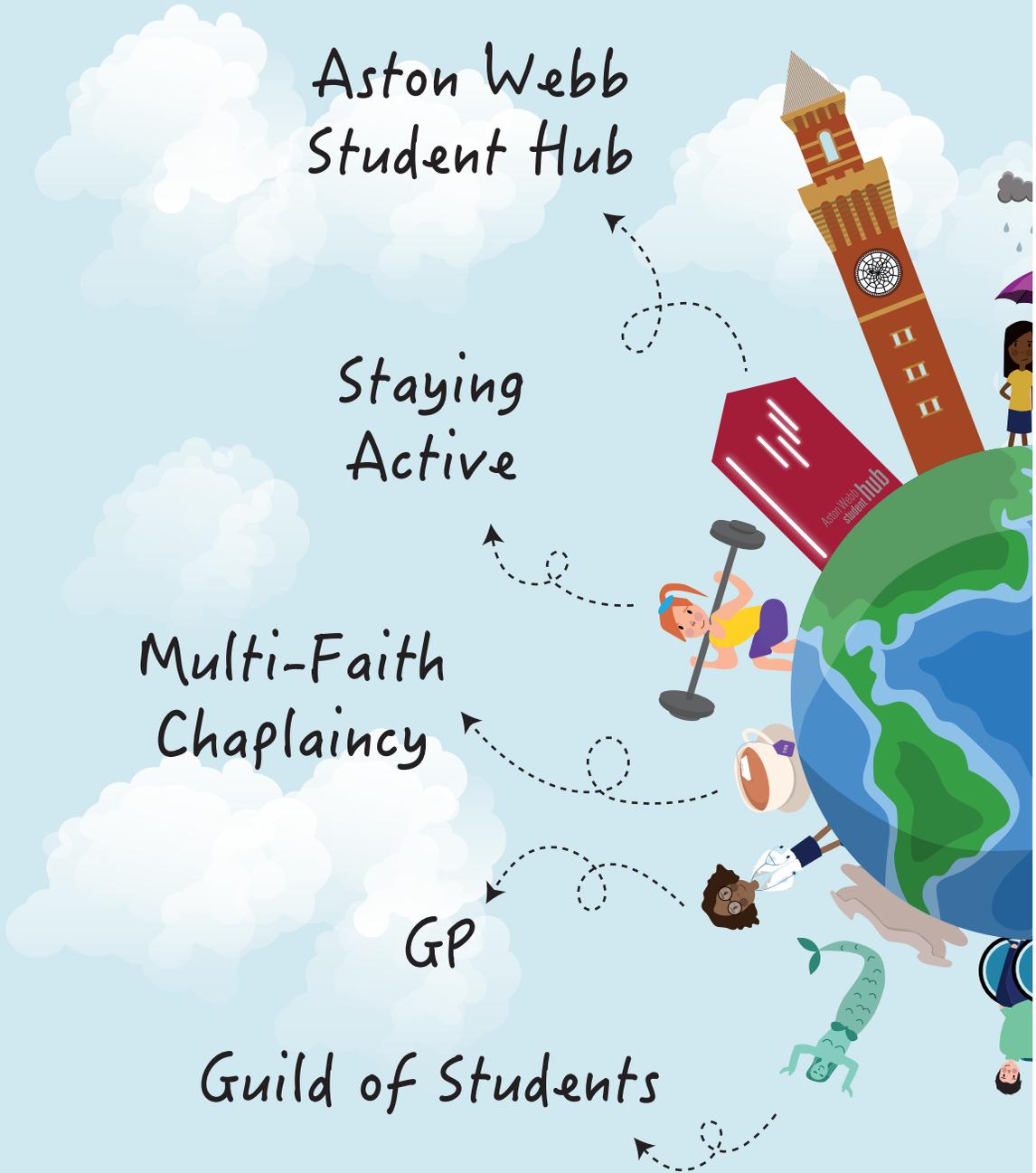
Aston Webb
Student Hub

Staying
Active

Multi-Faith
Chaplaincy

GP

Guild of Students



Wellbeing



You Report, We Support

If you've been subjected to sexual violence, we're here for you.

The University has a team of specialist trained Responders on hand to offer any support and advice you may need, and help you make an informed decision about what to do next.

You can request support by completing our 'you report, we support' online form which can be accessed at any time, you can also report anonymously.

You will be respected, listened to, and empowered to make your own decisions.

[More information](#)

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.

 Guild of Students
Advice

In partnership with
UNIVERSITY OF
BIRMINGHAM

[More information](#)

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 via www.report-it.org.uk.

[More information](#)

intranet.birmingham.ac.uk/student/your-wellbeing/hate-crime

Community Safety Hub

Located in Lodge No.2 at the North Gate (off Pritchatts Road), the Community Safety Hub is occupied by our on-campus police officers and Community Safety Team, providing crime prevention advice and support to the University community. You're welcome to visit the Hub or book an appointment 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.

Services Available:

- Crime Prevention Advice
- Safety Equipment such as door window / alarm or personal safety alarm
- Bike Security – Bike Register / D-lock
- Police appointments
- Incident reporting
- Confidential safe space
- Pop-up campaign support



SafeZone

The University of Birmingham is generally a very safe place. But for added peace of mind, download our mobile app, SafeZone, to give you 24/7 access to the Campus Safety and Security team.

App features:

- Make an emergency call
- Seek medical assistance
- 'Check In' with security when working alone
- Report any non-urgent issues



SafeZone will only track your location, if/when you require assistance. The app can also be used when you are not on campus, offering you a direct connection to the Emergency Services via a 999 call. Download the SafeZone app now via the AppStore or GooglePlay. Just register with your University email address and mobile number.

Your Student Community

Equality and Diversity

Our Student Equality, Diversity, and Inclusion 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 EDI (Equality, Diversity & Inclusivity) Student Ambassadors and the University community to promote an inclusive culture for all.

More information
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. We also hold regular religious services in various traditions.

More information
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



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

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/our-services/index.aspx

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



Community Wardens

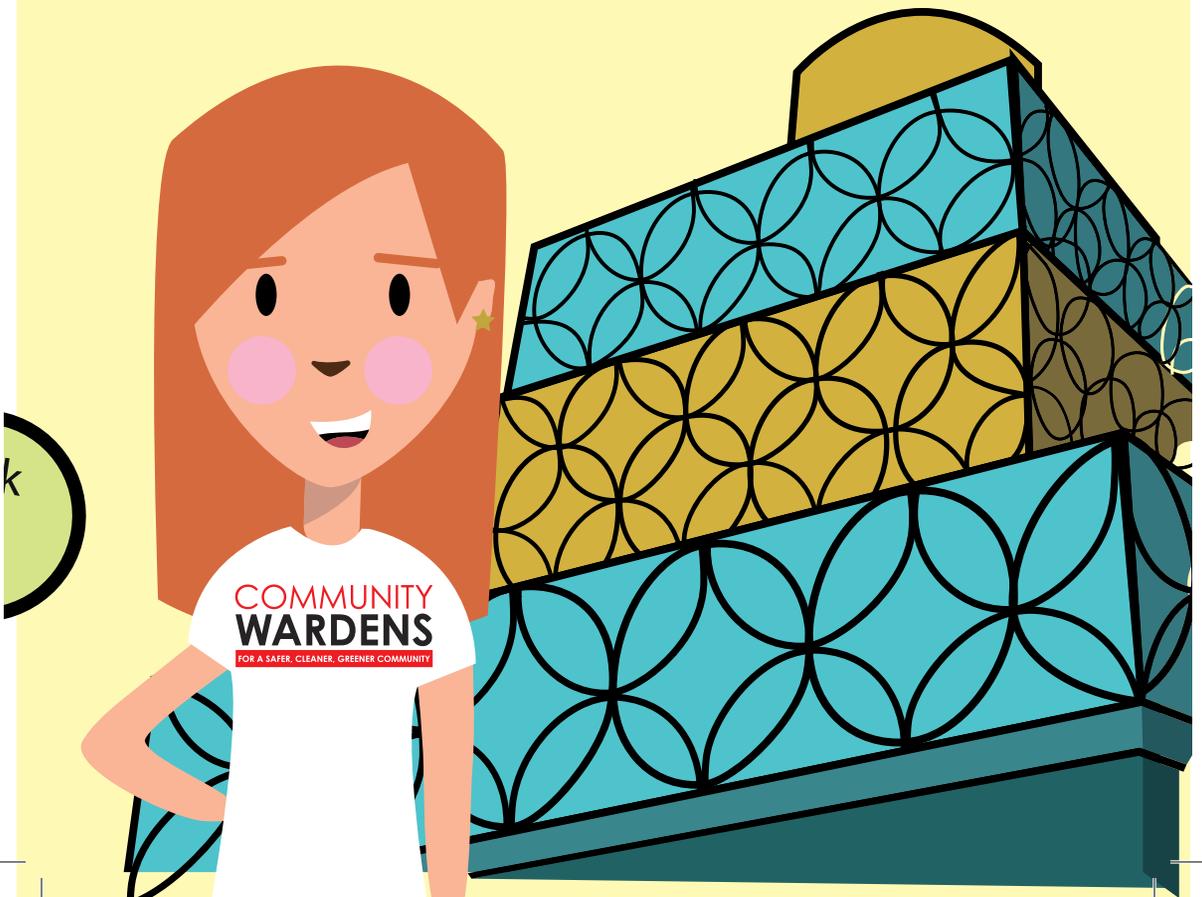
The Community Wardens are a team of students based at the Guild of Students, who work for a safer, cleaner, greener community for all.

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

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
- book online appointments
- book onto 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
- online Right to Study check

[More information](#)

intranet.birmingham.ac.uk/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



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
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](#)

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

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 find out which scholarships and bursaries may be open to you.

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

intranet.birmingham.ac.uk/parttimejobs

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

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

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