



UNIVERSITY OF
BIRMINGHAM

Your guide to Student Support

Useful information and guidance on the student support and wellbeing services available to University of Birmingham students.



We support
We activate
birmingham.ac.uk

Welcome to the University of Birmingham

Being a student is an exciting time, but it can also be overwhelming – and that's okay.

From looking after yourself physically and mentally to needing some help with your studies, we're with you every step of the way.

This guide contains some useful information and guidance to support your journey as a UoB student.

You can also explore more services, as well as the latest news and updates on the student intranet and MyUoB app.

For general enquiries, check out our Student Help FAQs – we have answers to over 1,000 frequently asked questions (FAQs) along with a 'Contact Us' button for extra information.



Find out more:
studenthelp.bham.ac.uk

You can also pop into the Aston Webb Student Hub, located in the Aston Webb building, to speak to the Hub Services Team, International Student Team and Careers Network.

If you need any letters, statements, documents and ID cards, these can also be picked up here.

The Hub opening hours are:

Monday to Tuesday: 09:00-17:00

Wednesday: 10:00-17:00

Thursday to Friday: 09:00-17:00



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Supporting you with your studies

Personal Academic Tutors (PATs)/Supervisors

At the start of university, you'll be assigned a Personal Tutor/Supervisor. These are academic members of staff who are assigned to you to support you with your academic progress, the development of your transferable skills, and help you 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. For more information, contact your School/Department office.

Academic Skills Centre

If you're an undergraduate or postgraduate taught student, the Academic Skills Centre can help you to develop your academic, digital and mathematical skills. Based in Libraries and Learning Resources, the centre offers a range of support via workshops, drop-ins, and one-to-one appointments.

Visit intranet.birmingham.ac.uk/asc to find out more.

Student Reps

Student Reps and Postgraduate Research (PGR) Reps are current students and researchers at Birmingham, who work to collect and act on your feedback. They represent your academic interests to the University, and work both with the Guild of Students (your students' union) and the University to improve your academic experience.

You can contact your Rep with feedback about your course or your university experience. There are over 1,000 Reps available to support you.



For more information visit:
guildofstudents.com/studentreps

Postgraduate support

Alongside services open to all students, the University provides specific advice and guidance for postgraduate students to support you, develop your skills, and prepare you for success in a competitive global market.

Throughout the year, there are lots of development activities, networking opportunities, advice events, talks and conferences. There are also regular postgraduate mental health workshops.

For postgraduate researchers (PGRs), we offer online group coaching. Look out for your University Graduate School scholars who are there to welcome and support you by organising social and networking events.



Scan the QR code to view all postgraduate events:
intranet.birmingham.ac.uk/ugsevents

Westmere: Postgraduate Researcher Hub

Westmere House is the Postgraduate Researcher Hub. It provides PGRs with a space for study, workshops, conferences, training, social events and networking. Westmere House can be found on Edgbaston Park Road, a short distance from Winterbourne House and Garden.



Your health and wellbeing

University life is exciting, but it also comes with its fair share of challenges. Whatever you're going through, big or small, we have a range of free services to help you during your time at UoB.

Wellbeing Officers

Each School has their own team of Wellbeing Officers, who can provide you with practical and emotional support if you're experiencing personal challenges whilst at university. We would always encourage you to contact your Wellbeing Officer (either in person or online) at the earliest opportunity if your circumstances are impacting your studies.

Your Wellbeing Officer can also help signpost you to other support if required, both at the University and in the wider community, as well as guide you through relevant academic processes to support your studies, such as Extenuating Circumstances.

UBHeard

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.

Call: **0800 368 5819** (Freephone UK*) or **00353 1 518 0277** (International).

Text: 'Hi' to **+44 74 1836 0780** for SMS & WhatsApp Support (standard rates apply).

The online portal and live chat can be accessed through the UBHeard page on the student intranet.

Pause drop-ins

Pause is a face-to-face emotional support drop-in service where you can talk about anything that may be worrying you. Available to all students up to their 25th birthday, you can chat to a team of trained and experienced workers every Tuesday, Wednesday and Thursday (11:00-17:00) at The Lodge No.1, North Gate, on campus. No appointment is needed, just drop in.

Pause also offer weekly group and social sessions for students of all ages. Join their free 'crafternoons' in the Library Lounge, Main Library, every Wednesday (13:00-16:00), or pop into Comfort Zone at The Lodge every Thursday (14:00-15:00) for a cup of tea and to meet others.

Mental Health and Wellbeing Service

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



Registering with a GP (doctor)

A GP (General Practitioner) 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. We recommend you register with a local doctor as soon as you know your term-time address. Don't wait until you feel ill or need a repeat prescription. There are a few GP surgeries near to campus.

Visit nhs.uk/service-search/find-a-gp to find ones near your address.

Vaccinations

We encourage all students to be fully vaccinated before leaving for university or as soon as you can after starting the new term through your GP (doctor), to protect yourself and others.

These are some of the vaccinations we advise you to have:

- MMR vaccine
- MenACWY vaccine
- HPV vaccine

Urgent support

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

- Call the NHS **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 Helpline at **0800 068 4141** for confidential and non-judgmental 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.

Our campus Security team can also be contacted in an emergency on **0121 414 4444**.

Report + Support

If you've been subjected to any form of sexual violence, harassment, domestic abuse, hate or other harmful behaviour, then we are here for you. Our team of specialist trained Responders are on hand to offer confidential support. You will be respected, listened to, and empowered to make an informed decision about what to do next. You can meet with a Responder by completing our 'Report + Support' online form which can be accessed at any time. You also have the option of letting us know what happened anonymously. You can visit our Report + Support pages for further information, including access to a range of internal and external specialist support services available to you.

Your options, Your choices, Our support



For more information visit:
intranet.birmingham.ac.uk/wellbeing



Community Safety Hub

Located at Lodge No.2 at the North Gate, the Community Safety Hub is occupied by our on-campus Police Team, and the Community Safety Team, who can offer you crime prevention advice and support.

It's a safe and confidential environment where you can drop in or book an appointment to discuss any issues you may be experiencing. Our friendly and approachable staff will provide guidance and advice on what action to take and signpost to relevant support services internal and external to the University. They can also assist in making reports to both the police and University.

Other services available at the Hub:

- Free safety equipment such as door, window and personal safety alarms
- Bike Security – including registration and D-locks

The Community Safety Hub is open Monday to Friday (10:00-16:00). Teams can be contacted on **0121 414 2613**, or via email communitysafetyteam@contacts.bham.ac.uk

Better Than Well

Better Than Well is a community of recovering students on campus who support each other in shaping and maintaining an abstinence-based life in higher education through peer support, mutual aid, 'sober social' activities and recovery-focused groups and meetings.

Follow them on Instagram: [@btw.uob](https://www.instagram.com/btw.uob) for more information.

SafeZone

We recommend that all students download the free SafeZone app to your mobile phones, designed to give you extra peace of mind when on campus. As well as giving you access to the Community Safety and Security teams on campus, you can:

- Make an emergency call.
- Seek medical assistance.
- 'Check In' 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're not on campus, offering you a direct connection to the Emergency Services via a **999** call.

Download the free SafeZone app now via the App Store or Google Play. Just register with your university email address and mobile number.

Not On campaign

The Guild of Students 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.

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

Guild Advice

The Guild of Students offers an online and drop-in advice service providing practical advice on all kinds of subjects relating to student life. Dedicated hubs are available on the Guild main website addressing issues such as money matters, housing, academic matters and wellbeing. You'll find FAQs and links to relevant websites and materials 24/7.

Drop-in services are advertised and available during term, supplemented by an email-based service accessed via an online request form.

Guild advice is available to all students.



For more information visit: [guildofstudents.com/support/guildadvice](https://www.guildofstudents.com/support/guildadvice)

Peer support in accommodation

The Guild of Students provides a team of students just like you who offer information, advice and support while you live in UoB and partner accommodation. The team can help you with a range of student queries such as your wellbeing, settling in, living with others, flat disputes, budgeting, house hunting and more.

They also provide events and activities to help you feel at home and thrive in your new surroundings and because they have lived experience, they know just what it feels like to be in your shoes!

You can contact them on the details below to ask a question, request a flat visit or arrange a meeting. You can also drop into their office in Shackleton, The Vale between 16:00-20:00 weekdays during each term.

Telephone: **0121 415 8568**

[guildofstudents.com/accommodation](https://www.guildofstudents.com/accommodation)

Looking after your physical health

Getting up and moving around can do wonders for your mood and overall wellbeing.

Whether you're getting active for the first time, are a seasoned gym-goer or are interested in trying something completely new, there's something for everyone at Sport & Fitness. With over 150 Group Exercise classes a week, 56 sports clubs, Birmingham's first 50m pool and Try A Sport and Social Sport sessions, discover your activity and take some time out to take care of your physical health.

For students living in University and partner-owned accommodation, you can enjoy free weekly fitness classes and sports in your halls thanks to the 'Active Residences' programme. From yoga and pilates to rounders and tennis, these sessions are a great way to boost your wellbeing, get moving and meet new people.

[sportandfitness.bham.ac.uk](https://www.sportandfitness.bham.ac.uk)



Student Disability Service

The Student Disability Service is here to help all students with a disability, including long-term mental or physical health conditions, specific learning difficulties and autism 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 evidence of your disability.

Screenings for dyslexia, dyspraxia and dyscalculia

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

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 but are not limited to exam adjustments such as extra time or accommodations for presentations/group work. These would be dependent on your individual needs and evidence provided.

You are eligible for a reasonable adjustment plan (RAP) if you have:

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

Please contact the Student Disability Service as soon as possible, to ensure they have enough time to write and implement your plan.



For more information visit:
intranet.birmingham.ac.uk/disability

Your student community

The Guild of Students

The Guild of Students is the students' union for all students studying at UoB. The Guild represents all students at the University, giving students like you a voice on the issues that matter most to you during their studies.

The Guild is 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.

Visit the Guild of Students website:
guildofstudents.com

Student Equality, Diversity and Inclusion (EDI)

The University has a dedicated Student EDI Team to support students on issues relating to equality. The team is joined by EDI Student Ambassadors to promote an inclusive campus culture for all. Student EDI also run the Birmingham Scholar programme which provides targeted initiatives for over 3,000 students from underrepresented backgrounds in higher education.

Visit the Student EDI intranet page and follow their social media channels to learn more about their work and how you can contribute to an inclusive campus.

Instagram and X (Twitter): [@UoBStudentEDI](https://www.instagram.com/UoBStudentEDI)



For more information visit:
intranet.birmingham.ac.uk/studentequality

Multi-Faith Chaplaincy

Situated in St Francis Hall, next to the Guild of Students, the Multi-Faith Chaplaincy is here to offer support to the whole University community, whatever your beliefs or background.

Whether you're looking for a space to pray, meditate, eat lunch with friends, or just take a breather, everyone is welcome. Our team of multi-faith chaplains are also here to provide support, guidance and advice, whenever you need it.

Liberation officers and associations

The Guild of Students is home to a number of liberation associations, as well as part-time paid officers, who represent and campaign on behalf of students who may face barriers or feel under-represented within Higher Education or wider society.

Liberation groups include:

- Black and Ethnic Minorities' Association (BEMA)
- Intersectional Feminist Association (IFA)
- Lesbian, Gay, Bisexual, Transgender and Queer + Association (LGBTQ+ Association)
- Students' Association for Neurodivergence, Disability and Mental Health (SANDAM, previously known as DAMSA)

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

Liberation officers are:

- Disabled Students' Officer
- Ethnic Minority Students' Officer
- LGBTQ+ Students' Officer
- Trans and Non-binary Students' Officer
- Women's Officer

Discover all associations, alongside 300+ student groups and societies here:
guildofstudents.com/associations

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.

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 there.

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.

The Community Living Team is based at the Student Living Hub in University Centre which is open Monday – Friday (09:00 – 17:00). You can pop in or book an online appointment by emailing contactus@communityliving.bham.ac.uk

community-living.org.uk

Community Wardens

The Guild supports a team of student Community Wardens who provide campaigns, activities and initiatives dedicated to making the community safer, cleaner and greener for all.

They can provide information and advice to help you resolve neighbourhood issues, and make your community a better place to live.

Whether you're facing problems with your landlord, a neighbour, or fellow student, or just need some advice on how to dispose of unwanted items or keep your home secure, the wardens can help.

Look out for events and volunteering projects from the wardens throughout the year.

guildofstudents.com/community-wardens

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

International Student Support

The International Student Team (IST) offers support and advice with visas and immigration. They can support you with a range of queries relating to your study in the UK as an international student.

Their services include:

- An online enquiry service.
- Online or face-to-face appointments for various student immigration topics such as extending your student visa, taking a leave of absence, correcting visa errors or support with lost documents.
- Workshops on a range of topics including how to extend your student visa, the Graduate route visa and Pre-Sessional advice.
- Biometric Residence Permit (BRP) collection service.
- Support with the online Right to Study check.

You can find the International Student Team at the Aston Webb Student Hub (check page 2 for the opening hours).

Birmingham International Academy

The Birmingham International Academy (BIA) provides Academic English and Skills support for international students whose first language isn't English. They offer various short courses on specific academic skills that students need when they're studying undergraduate and postgraduate programmes.

Services include:

- One-to-one bookable appointments
- Lunchtime English: a focus on specific areas of language
- Synthesise for Success: how to synthesise from multiple sources
- Express English: enhance a particular aspect of English
- Thesis writing: learn how to plan and write your thesis or dissertations
- Workshop English: improve your speaking skills
- Exam Skills: a focus on exam techniques
- Critical thinking: learn the foundations of reading and thinking critically
- Programme specific modules: Explore modules designed for you
- Reading retreat: Focus on reading techniques and how to use AI for reading



For more information visit:
[intranet.birmingham.ac.uk/
student/international/index](http://intranet.birmingham.ac.uk/student/international/index)



Managing your money

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 are here to provide all students at UoB with financial advice and support with funding applications throughout your studies.

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.

The team also administer the Student Support Fund, which is designed to help students who are struggling financially.

If you have any money worries during your time at UoB, our Cost of Living support page is full of information and advice to help support you.

For hints and tips on effective budgeting, follow FGA on Instagram: [@uobfunding](#).

There are several budgeting tools available online, which you can access through our website.



Visit:
intranet.birmingham.ac.uk/costofliving

Earn while you learn

Working a few hours a week can help to ensure that you don't get into financial difficulty. Worklink helps students to find paid part-time casual work with the University.

They have lots of student roles available on campus so you can work hours that fit around your studies. Jobs are often advertised on the Worklink website but keep an eye on your student communication channels such as Student News or The Brum Bulletin e-newsletter for opportunities. You can also visit the Worklink Hub in University Centre (open Monday – Friday, 10:00-16:00), call Worklink on **0121 414 5000**, or follow them on Instagram: [@worklinkuob](#).



Visit:
intranet.birmingham.ac.uk/worklink-jobs/

The Guild of Students also advertise part-time jobs in a range of settings, so it's always worth checking them out too.



Visit:
guildofstudents.com/vacancies/

Careers Advice

From your first day at UoB to well after you graduate, Careers Network is here to support you. They can help you explore your career options and start making decisions about your future.

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

Careers Network run programmes such as The Birmingham Award and the Birmingham Project to help you gain the experience and skills you will need for your chosen career.

They also offer a range of bursaries, so your finances are not a barrier to gaining valuable work experience. There is a Careers Network team in every College who will be on hand to provide the individual guidance you need throughout your studies.

Follow them on Instagram for the latest news and events: [@careersbham](#).



For more information visit:
intranet.birmingham.ac.uk/careers



Keeping you up to date

During your time at UoB, there are lots of ways the Student Communications Team will communicate with you, so can find out what's happening at University and get important news and updates on services and support.

Email

Regularly check your University email for news, events, updates and important announcements. Look out for our fortnightly e-newsletter, *The Brum Bulletin*, which brings together the latest news all in one place.

Social Media

Connect and keep up to date with us on the [@UniBirmingham](#) social media accounts, including Instagram and TikTok. Our UoB Student Services YouTube channel is also full of helpful and fun videos from our staff and team of Student Content Shapers.

youtube.com/@UoBStudentServices

MyUoB app

Wherever you are, access all the essential information you need as a UoB student through our free app. It can be viewed on any device through the web or via mobile. The app also features the Student News feed so you can catch up with what's happening at University as well as student blogs.

Student webpages

More information on all the services and initiatives mentioned in this guide can be found on our student webpages. This is where you'll also find our news feed which is updated frequently. We recommend you bookmark the site for quick and easy access.

intranet.birmingham.ac.uk/student

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