NEED HELP FINDING YOUR WAY?

YOUR GUIDE TO STUDENT SUPPORT SERVICES
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HELPING YOU HELP YOURSELF

The University of Warwick is committed to providing a supportive and positive environment for all members of its community.

However, we recognise that there will be times in everybody’s University life when things do not go as well as you would wish. In times like these, there is a comprehensive support structure available to help with all kinds of different problems.

By engaging with support services we hope you will be able to work through any difficulties and achieve your potential.

There is often more than one option available to you. Don’t worry if you don’t find the right place immediately – you will be referred on to the place you need.

This booklet gives you an overview of the help that is available to you at the University.

More information is available from go.warwick.ac.uk/supportservices or from the individual websites given in this booklet. You can also leave feedback about any of the services in this booklet at the above website.
Any student, with any welfare issue, can contact the student support office. We’ll try and help where we can, and we’ll refer you on to other specialist services where appropriate.

STUDENT SUPPORT

The Director of Student Support and the Student Support Team work closely with the University Senior Tutor (see page 6) to help students in times of need, and lead on the development of policy and practice in the area of student support across the University.

The Student Support Team:

- advises students when they are unsure about the most relevant support service and signpost where necessary
- provide support and pastoral care and helps foster a sense of community amongst students
- give advice and practical help to students on a daily or more long term basis
- manage emergency and crisis situations which impact on students

Visit the Student Support Office with non-academic issues, including:

- personal or family problems
- financial difficulties
- accommodation problems
- when you are unsure who to go to or where to get help.

FURTHER INFO

📞 024 7657 5570 or internal extension 75570
✉️ studentsupport@warwick.ac.uk
📍 Ground floor of University House (63 on map)
PERSONAL TUTORS

Personal Tutors are academic members of staff, assigned to each student on arrival at Warwick.

Your personal tutor or supervisor, based in your academic department, is there to:

◆ provide academic advice to personal tutees on their academic and personal development including feedback on their academic progress
◆ give students help and advice about pastoral/non-academic matters and refer to student support services for further professional assistance
◆ assist students with induction into university life

Contact your personal tutor for help with:

◆ concerns about academic progress
◆ study problems
◆ enquiries about course changes
◆ general concerns about university life.
◆ financial issues

FURTHER INFO

🌐 go.warwick.ac.uk/personaltutors
🔍 Academic Departments

“” It’s about having an academic member of staff in the department who knows you, knows about your subject and your course, and what’s expected of you, whom you can talk to if you’re worried about your work or any other issues that are making life difficult”
The University Senior Tutor works closely with the Director of Student Support (see page 4) to help students in times of need by promoting the academic welfare of students, individually and collectively. The Senior Tutor is an experienced member of academic staff whom students can turn to in confidence for support regarding difficulties with their studies. The University Senior Tutor is responsible for the personal tutor system.

The University Senior Tutor has no disciplinary function.

Visit the University Senior Tutor with serious academic issues, such as:

- Academic course issues – such as change of course, advice on temporary withdrawal, appeals against academic decisions
- Difficulties in getting on with a personal tutor, course tutors or supervisors
- Problems with termination of registration proceedings.

FURTHER INFO

- 024 7652 2761 or internal extension 22761
- seniortutor@warwick.ac.uk
- go.warwick.ac.uk/seniortutor
- Ground floor of University House (63 on map)

“Knowing there’s an experienced member of academic staff available outside your department who’ll listen with sympathy is very reassuring”
RESIDENTIAL LIFE TEAM

All students who have accommodation on campus, or in some off-campus properties in the surrounding area, have access to an excellent network of support called the Residential Life Team. The Residential Life Team works and lives alongside students within the Halls of Residences and are a key part of the University’s welfare and support network.

Your Resident Tutor is there to help with a wide range of matters. Knock on their door or leave a note asking them to contact you.

Visit your Resident Tutor if you:

- have personal or family problems
- are feeling lonely or homesick
- have problems with your accommodation – e.g. noisy neighbours, trouble settling in etc
- are not sure where to get help or who to talk to – they will be able to put you in touch with the right people.

In the first instance you should approach your Resident Tutor in your accommodation. If you cannot get hold of them, you can contact the Student Support Office.

FURTHER INFO

- 024 7657 5570 or internal extension 75570
- studentsupport@warwick.ac.uk
- Residences

Look out for posters in your kitchen

We’re here to help and support you and to make sure you get the best out of your time in residences.”
“Really, really appreciate the services they offered and their patience with my many phone calls and letter requests. It made my experience in dealing with visa extensions and applications so much easier.”

**INTERNATIONAL OFFICE**

The International Office supports all EU and international students during their studies at Warwick and is able to assist with:

**Immigration advice – a free and confidential service advising on issues including:**
- visa extensions
- working in the UK during or after study
- dependant visas
- travel visas etc.

**Practical support**
- bringing your family to the UK
- Providing letters to prove your student status for visa purposes
- Police registration
- Banking

**The International Student Experience**
- orientation and a programme of ongoing induction events
- social events and trips for international students and their families
- The opportunity to take part in a HOST visit

**FURTHER INFO**
- 024 7652 3706
- int.office@warwick.ac.uk (enquiries)
- immigrationservice@warwick.ac.uk (enquiries)
- Internationalsupport@warwick.ac.uk (enquiries)
- www.warwick.ac.uk/services/international
- First floor of University House (63 on the map)
COUNSELLING SERVICE

The University Counselling Service provides an opportunity for all students at any level and at any time of study at the University of Warwick to access professional therapeutic counselling so that they may better develop and fulfil their personal, academic and professional potential. There are a wide variety of services, including individual counselling, group sessions, workshops and email counselling.

You may wish to visit the Counselling Service if you:

◆ are suffering from depression
◆ are experiencing stress/anxiety
◆ are having problems with self/identity
◆ are having problems with relationships
◆ have issues from the past or present that may hinder your capacity to function – abuse, self harm, eating disorders, loss.

FURTHER INFO

📞 024 7652 3761 or internal extension 23761
💌 counselling@warwick.ac.uk
📍 Westwood House (72 on map)

““ My counsellor really helped me feel like I could deal with issues, instead of avoiding them”
I didn’t even realise half of the support that was available until the disability team pointed me in the right direction. My difficulties can be hard to manage at the best of times and disability services did all they could to make it easier.”

DISABILITY SERVICES

Disability Services offer advice, guidance and support to students with Specific Learning Differences/Dyslexia or other, hearing and visual impairments, physical disabilities, mobility difficulties, Asperger’s, unseen/medical conditions, mental health difficulties and any other impairment or condition that is likely to have an impact on their studies and life at University. The services provided are tailored to the individual and aim at enabling students to manage their support and studies independently.

Visit Disability Services:
- to discuss your individual support requirements
- for advice on the Disabled Student Allowance (DSA)
- if you think you might be dyslexic or have any other Special Learning Difference
- if you require exam arrangements, note taking, mentoring, specialist study skills support etc.
- for information about accessible campus accommodation, parking, resources and assistive technology
- for information about external agencies that also provide support.

FURTHER INFO
- 024 7615 0641 or internal extension 50641
- disability@warwick.ac.uk
- go.warwick.ac.uk/disability
- Ground floor of University House (63 on the map)
MENTAL HEALTH TEAM

The University Mental Health Team provides advice, information and support as to facilitate academic work and participation in University life.

Their main aims are to:
- promote mental health and wellbeing throughout the university
- identify support needs
- discuss strategies for managing mental health difficulties
- provide short-term or ongoing support, which may include mental health mentoring for students in receipt of Disabled Students Allowances
- provide information and if needed, access to other services within the University and local mental health services.

Contact the Mental Health Team:
- if you are struggling to manage a mental health difficulty
- if you, or other people, have become concerned about your mental health recently
- if you would like to discuss strategies which may help you to cope with university life.

FURTHER INFO

📞 024 7615 0226 or internal extension 50226
📞 024 7615 1629 or internal extension 51629
✉️ mentalhealth@warwick.ac.uk
🌐 go.warwick.ac.uk/mentalhealth
📍 Ground floor of University House (63 on the map)

“Latest research indicates around 1 in 3 students will experience mental health difficulties at some point during their studies. If you or someone you know is one of them, we can help.”

go.warwick.ac.uk/supportservices
Register with a doctor as soon as you arrive. If you wait until you fall ill, it may cause you delays accessing services.

UNIVERSITY HEALTH CENTRE

Students resident on campus and in some local areas should register with the University Health Centre. You must be registered in order to use the Health Centre, although they may be able to assist non-registered people in emergencies.

The Health Centre provides:
- primary health care GP services to registered patients
- two medical practices with both male and female doctors
- nurse practitioners and Practice Nurses
- sexual health clinics
- travel clinics and immunisation facilities
- physiotherapy sessions

Visit the Health Centre if you require:
- a consultation with a doctor or nurse
- an emergency appointment
- emergency contraception
- vaccinations or advice on vaccinations
- sickness certification

If you live off-campus, and are not able to register with the health centre, you can locate your nearest GP by visiting www.nhs.uk

FURTHER INFO
- 024 7652 4888 or internal extension 24888
- www.uwhc.org.uk
- Health Centre Road (22 on map)
The Chaplaincy is the focus of Spiritual life on campus; it provides a meeting place for Christian, Jewish and Muslim prayer and worship. It is a focal point for different faith groups and student societies and offers a safe, supportive space at the centre of campus where people can “learn to live well together”. Students of all faiths and none can come and find a friendly place to chat and eat. A chapel, three kitchens, meeting rooms and an Islamic prayer hall make the Chaplaincy an inclusive, spiritual and social space that welcomes the whole University community.

Visit the Chaplaincy with:

- personal issues – stress, debt, relationships, loneliness
- vocational issues – what am I going to do with my life?
- theological issues – does God exist? Is God relevant to my life and studies?
- enquiries about using the Chaplaincy for religious and social functions.

Although not religious, I came into the Chaplaincy to find someone to talk to... I found a place where I was welcomed, listened to, supported and experienced warm hospitality”
The Student Advice Centre is an independent, free, and confidential Students’ Union service for all Warwick students. The Education and Welfare Sabbatical Officers work alongside the Advice Centre Advisors.

They offer information, advice and representation, if you are not sure who to talk to – try them!

Visit the Student Advice Centre if you:
- have a housing problem, off or on-campus, University or private
- have academic problems and difficulties such as exams, wrong course, appeals and complaints
- have immigration problems – such as entry clearance, family members and working
- have money, debt and legal difficulties
- are not sure who to talk to or where to get help.

FURTHER INFO
- 024 7657 2824 or internal extension 72824
- advice@warwicksu.com
- www.warwicksu.com/advice
- Students’ Union (60 on map)
STUDENT FUNDING

The Student Funding team offers advice and guidance on all aspects of financial support. This includes government grants and loans, and scholarships and bursaries provided directly by the University. The team can provide budgeting advice to help make your money go further and also administers University hardship funds.

Visit Student Funding if you:

- want to know what financial support you may be entitled to
- want to know more about the scholarships and bursaries
- are having difficulty paying for your day-to-day living expenses
- have additional financial needs because you are caring for a child or have a disability.

Further Info

024 7615 0096 or internal extension 50096
studentfunding@warwick.ac.uk
go.warwick.ac.uk/studentfunding
go.warwick.ac.uk/hardshipfunds
go.warwick.ac.uk/wuap
Ground floor of University House (63 on map)

Practical advice and support was a strong feature of the service I received, which was of inestimable importance and value to me”
The University Security Team works 24 hours a day to support the University’s overall aims by ensuring there is a safe, secure and friendly environment for students, staff and visitors.

The University also has a campus policeman who is located on the University campus and is available Monday to Friday (9am – 5pm). Please contact him via the numbers below.

**Call the security team about:**
- emergency response requirements – Doctor/Ambulance/Fire
- safety and security issues on and off campus
- assistance – pastoral care, directions and facility support
- outdoor event applications and entertainment support.

**FURTHER INFO**
- emergency: internal system 999
- 024 7652 2083 or internal extension 22083
- security@warwick.ac.uk
- go.warwick.ac.uk/security
- Security gatehouse (20 on map)
EXTERNAL SERVICES

Alcohol and Gambling Advice
www.apas.org.uk  08457 626 316

Beating Eating Disorders
www.b-eat.co.uk  0845 634 1414

British Pregnancy Advice Service
www.bpas.org  08457 30 40 30

Citizens Advice Bureau
www.adviceguide.org.uk

Cruse Bereavement Care
www.crusebereavementcare.org.uk  0844 477 9400

Depression Alliance
www.depressionalliance.org  0845 123 23 20

Family Planning Association
www.fpa.org.uk  0845 122 8690

National AIDS Trust
www.nat.org.uk  020 7814 6767

National Drugs Helpline
www.talktofrank.com  0800 77 66 00

NHS Direct
www.nhsdirect.nhs.uk  0845 46 47

NHS Walk In Centre
0300 200 0060
Stoney Stanton Road, Coventry. Open 8am – 10pm, Mon – Sun

Police, Fire and Ambulance (EMERGENCY)
999

Police (NON EMERGENCY)
0845 113 5000 (West Midlands)  01926 415000 (Warwickshire)

Rape Crisis
www.rapecrisis.org.uk

ReThink – Mental Health Advice
www.rethink.org  0300 5000 927

Students Against Depression
www.studentdepression.org

Samaritans
www.samaritans.org  08457 90 90 90

SANE – Mental Health Advice
www.sane.org.uk  0845 767 8000

University Hospitals Coventry and Warwickshire
www.uhcw.nhs.uk  02476 96 4000

Victim Support
www.victimsupport.org.uk  0300 303 1977

go.warwick.ac.uk/supportservices
Student Support

The University of Warwick is committed to providing a supportive and positive environment for all members of its community. There is a comprehensive support and welfare structure available to help with all kinds of different problems.

Please contact us on:

- studentsupport@warwick.ac.uk
- go.warwick.ac.uk/supportservices
- +44 (0)24 7657 5570

Student Support
University House
The University of Warwick
Coventry
CV4 8UW