

Issue

Contact

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| Academic issues / appeals / complaints | SU Advice Centre 028 9097 1135 agnes.crawford@qub.ac.uk |
| Accommodation (University) | 028 9097 4525 accommodation@qub.ac.uk |
| Accommodation (non-University) | 028 9097 3726 http://www.qub.ac.uk/AdviceCentre/Accommodation/ |
| Debt / money problems | SU Advice Centre 028 9097 1166 d.forsey@qub.ac.uk |
| Financial / funding problems | SU Advice Centre 028 9097 1049 connie.craig@qub.ac.uk |
| Disability / dyslexia / aspergers Mental health support | Disability Services 028 9097 5251 disability.office@qub.ac.uk |
| English language support | Queen's INTO into@qub.ac.uk |
| Emergency on campus | x2222 or 028 9097 5099 |
| Employment / CV / interview skills | Careers, Employability & Skills 028 9097 2727 careers@qub.ac.uk |
| Essay writing / study / presentation skills | Learning Development Service 028 9097 3618 lds@qub.ac.uk |
| Fees (tuition) | Student Finance (SGC) 028 9097 2767 studentfinance@qub.ac.uk |
| Fees (accommodation) | 028 9097 4525 accommodation@qub.ac.uk |
| Harassment & bullying | http://www.qub.ac.uk/directorates/ HumanResources/EqualOpportunities Unit/BullyingandHarassmentComplaints Procedure/ |
| Illness affecting study | Personal Tutor / Advisor of Studies |
| Missing or injured person | x2222 or 028 9097 5099 |
| Part-time job | Oncampus Jobs 028 9097 3953 oncampusjobs@qub.ac.uk |
| Postgraduate awards, skills or advice | The Graduate School 028 9097 2585 graduateschool@qub.ac.uk |
| Student card, confirm student status letter | Information Assistants 028 9097 2727 sgc@qub.ac.uk |
| Resilience & Wellbeing Service | www.qub.ac.uk/sgc/wellbeing studentwellbeing@qub.ac.uk |
| Stress / anxiety / depression / relationships / loneliness | Counselling Service 0808 800 0016 (24 hour freephone) |
| Visa / immigration | International Student Support 028 9097 3820 iss@qub.ac.uk |

Exceptional Circumstances

Things may not always go to plan during your time at University; something may happen that has an impact on you personally or on your academic progress. If any such factors have a significant effect on you and your studies (especially around the time of assessment / coursework deadlines or exams), you should always let someone in your School know at the earliest opportunity. Exceptional circumstances are defined as unforeseeable or unpreventable events or circumstances beyond your control.

Why should I inform my School?

Your School has a range of options to assist students who are encountering exceptional circumstances. If you inform your School in a timely manner and provide evidence of your circumstances, your School may permit extensions to submission deadlines, allow you to defer examinations or agree a temporary withdrawal from your studies.

Your School will also be able to signpost you to the support services available throughout the University.

It is your responsibility to keep your School informed of any exceptional circumstances. It's only when you inform your School that support can be put in place. Exceptional circumstances cannot normally be considered after the publication of your results.

Please read the step by step guide to the exceptional circumstances procedure www.qub.ac.uk/sgc/ec. The procedure includes an indicative list of circumstances which could be considered as exceptional.



STUDENT SUPPORT



qub.ac.uk/studentinfo

QUEEN'S HAS A NETWORK OF STUDENT SUPPORT TO HELP YOU MAKE THE MOST OF YOUR TIME AT UNIVERSITY.

Academic

Personal Tutor

Each First and Second Year undergraduate student is assigned a Personal Tutor, who helps students to reflect on their general academic progress and broader personal and professional development. Your Personal Tutor will encourage you to make use of feedback and may suggest actions to help you to improve. The Personal Tutor may put you in touch with a University Service with specialist expertise relating to your situation.

Development Opportunities

The Learning Development Service (LDS) has a range of online resources available covering referencing, essay writing and time management to support your academic development. LDS also offers support for maths and statistics. www.qub.ac.uk/lds

Careers, Employability & Skills, www.qub.ac.uk/careers, offers one-to-one, online and workshop support to help you to develop and accredit a range of skills and experiences that are valued by employers. Activities and opportunities, including work experience and graduate job vacancies are advertised via the Career Management System.

www.qub.ac.uk/myfuture

Disability & Dyslexia Support

Disability Services provides support to students with a wide range of disabilities including physical disabilities, mental health difficulties, sensory impairments, medical conditions, Autistic Spectrum Disorders and dyslexia. If you have a disability or acquire a disability whilst studying at Queen's, support can be arranged to meet your individual needs.

www.qub.ac.uk/disability

Money

Money Advice

The Students' Union Advice Centre provides advice and guidance on personal finance, debt management, income maximisation and applying for bursaries.

<http://www.qubsu.org/AdviceCentre/MoneyMoneyMoney/>

Fee Information

The Student Finance Office provides information on the assessment and collection of tuition fees.

www.qub.ac.uk/tuitionfees

Financial Support

The Student Finance Office also administers the University Bursary Schemes and the Student Support and Hardship Funds, which are available to help students in financial difficulty. www.qub.ac.uk/studentsupport

Scholarships and Awards

Students are able to apply for a range of scholarships and awards. <http://go.qub.ac.uk/AAScholarships>

Oncampus Jobs

Oncampus Jobs advertises part-time jobs and one year placement experience for students throughout the year. Oncampus Jobs vacancies can be found on MyFuture, which can be accessed using the following link:

www.qub.ac.uk/myfuture

Health & Wellbeing



As a Queen's student you can access a range of support to help you manage your health and wellbeing and improve your resilience, to find out more visit:

www.qub.ac.uk/sgc/wellbeing

Your GP (doctor)

Your doctor (GP) can help you with minor or ongoing health issues, or to access specialist services you might need. Register when you arrive, don't wait until you are ill. If you have an address within 10 miles of the University, you can register with the University Health Centre.

www.universityhealthcentreatqueens.co.uk

Chaplaincies

There are 16 Chaplains and religious representatives recognised by the University. The Chaplains offer a warm welcome, support and advice (spiritual and otherwise) to all members of the University community.

www.qub.ac.uk/chaplains

Accommodation

In University accommodation, get to know the three Residential Life Co-ordinators and your Residential Assistant. They organise events and trips, and are on hand to offer advice on what to do and see in Belfast and how to get involved. They also can be a listening ear if you feel homesick and direct you to other support on campus.

www.stayatqueens.com

International

Visa, Immigration & International Support

In addition to the Academic, Money and Health & Wellbeing Support available to all students, specialised support for International Students is available from International Student Support. International Student Support provide information, advice and guidance on a range of issues, including visas, settling into life in Belfast and making the most of your time at Queen's.

www.qub.ac.uk/isso

Postgraduate

Postgraduate Support

Specialised support for postgraduates is available from the Graduate School. The Graduate School is a dedicated space for postgraduate students to study and socialise. The Graduate School offers silent study and group study facilities, training and has staff on hand to offer help and support. It also hosts a range of vibrant postgraduate community events. www.qub.ac.uk/sites/graduateschool/

Further details on the range of support available to all students can be found on the Student Gateway at: www.qub.ac.uk/studentinfo