



STUDENT SUPPORT



<http://www.qub.ac.uk/sites/Students/>

Issue	Contact
Academic issues/ appeals/complaints	Advice SU 028 9097 3726 studentadvice@qub.ac.uk
Accommodation (University)	028 9097 4525 accommodation@qub.ac.uk
Accommodation (non-University)	http://www.qubsu.org/AdviceSU/Accommodation
Debt/money problems	Advice SU 028 9097 3726 studentadvice@qub.ac.uk
Financial/funding problems	Advice SU 028 9097 3726 studentadvice@qub.ac.uk
Disability/dyslexia/ aspergers/ mental health support	Disability Services 028 9097 5251 disability.office@qub.ac.uk
English language support and courses	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 www.qub.ac.uk/myfuture
Essay writing/study/ presentation skills	Learning Development Service 028 9097 3618 www.qub.ac.uk/myfuture
Fees (tuition)	Student Finance 02890972767 studentfinance@qub.ac.uk
Fees (accommodation)	028 9097 4525 accommodation@qub.ac.uk
Harassment & Bullying	http://www.qub.ac.uk/directorates/sgc/wellbeing/BullyingandHarassment/
Illness affecting study	GP (doctor) Personal tutor/Advisor of Studies
Missing or injured person	x2222 or 028 9097 5099 (on campus) or Emergency Services (999) Off Campus
Part-time job	On campus Jobs www.qub.ac.uk/myfuture
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
Stress/anxiety/ depression/relationships	Counselling Service 0808 800 0016 (24 hour freephone) www.qub.ac.uk/sgc/wellbeing
Visa/immigration	International Student Support 028 9097 2727 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 refer 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.

Mind Your Mood is a student-led mental health campaign at Queen's University Belfast aimed at raising awareness of the importance of positive mental health in the student population. They offer free mental health workshops and programmes to equip students with the skills needed to manage stress and to improve emotional resilience, and provide information about the early warning signs of common mental health problems. For more information contact mindyourmood@qub.ac.uk or find them on Facebook or Twitter.



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/lids

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 and long term condition support

Disability Services assess, guide and support students with disabilities and long term conditions to equally and actively participate in University life. We want to help ensure that Queen's is accessible to you. If you have a disability or long term condition, support can be arranged to meet your individual needs.

www.qub.ac.uk/disability

Money

Money Advice

Advice SU provides advice and guidance on personal finance, debt management, income maximisation and applying for bursaries. <http://www.qubsu.org/AdviceSU/MoneyMoneyMoney/>

Fee Information

Student Finance provides information on the assessment and collection of tuition fees. www.qub.ac.uk/tuitionfees

Financial Support

Student Finance 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



RAW (Resilience and 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. The website offers online resources and information about upcoming workshops and events. Find out how to organize a chat with one of our Wellbeing Advisors, or find out more about counselling support by visiting:

www.qub.ac.uk/sgc/wellbeing

Counselling

24 Hour telephone support 0808 800 0016

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. <http://www.qub.ac.uk/Discover/Campusandfacilities/ChaplainsandReligiousRepresentatives/>

Accommodation

In University accommodation, get to know the three Residential Life Co-ordinators and your Residential Assistant. They organise social 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 Skills, Support and Community

Contact the Graduate School to make the most of the opportunities for you as a postgraduate student, including training and development, personal effectiveness and careers support. The Graduate School is a dedicated space for postgraduate students to study and socialize, including silent and group study facilities. It also hosts a range of vibrant postgraduate community events and opportunities for student leadership. www.qub.ac.uk/sites/graduateschool/