

Support for Students 2011/12

www.as.bham.ac.uk/support

Accommodation Services

Accommodation Services @ LIVING offers a friendly, professional service giving advice and guidance on accommodation from application to allocation. They also offer advice on private sector queries as well as a contract checking service.

Tel: 0121 414 8000
www.living.bham.ac.uk

Advice and Representation Centre (ARC)

The ARC provides free, impartial and confidential information, advice and representation on a wide range of issues to all students of the University of Birmingham.

Whatever the question - or difficulty – they'll always try to help.

Tel: 0121 251 2400
Email: thearc@guild.bham.ac.uk
www.guildofstudents.com

Careers and Employability

Want to make the most of your time at Uni? Looking to gain work experience and develop new skills? Like to start your own business? Ready for your next career move?

The team can help you create your own future.

Tel: 0121 414 6120
Email via our eguidance system at:
www.as.bham.ac.uk/careers

Chaplaincy (multi-faith)

Chaplains can give you pastoral support or a listening ear for your problems. They can put you in touch with Chaplains from all the major religious traditions and also with a number of student-run faith and religious societies.

Drop in to chat with a Chaplain, to meet with friends from your own religious tradition or from other faiths, or just for a cup of tea.

Tel: 0121 414 7000
Email: chaplaincy@contacts.bham.ac.uk
www.chaplaincy.bham.ac.uk

Community Warden Scheme

The Community Warden Scheme addresses community issues in the Selly Oak and Bournbrook area, so that local students and non-student residents feel a sense of pride in the area they live in.

Tel: 0121 251 2502
Email: community@guild.bham.ac.uk
www.guildofstudents.com

Counselling and Guidance Service

The Counselling and Guidance Service is there to help you get the most out of your time at university. The service provides counselling for all registered students as well as running groups and workshops to help students adjust to life at university.

Tel: 0121 414 5130
www.as.bham.ac.uk/counselling

Disability and Learning Support Service

The Disability and Learning Support Service offers a range of specialist advice and support so that you may have the best possible experience at the University.

If you have a study support need related to a disability, including specific learning difficulties or health conditions, they can help.

Tel: 0121 414 5130
Email: disability@bham.ac.uk
www.as.bham.ac.uk/disability

English for International Students Unit (EISU)

EISU provides free English language support to international students whose first language is not English. This includes free term-time courses in academic writing, reading, speaking and listening skills, thesis writing and British Culture. Individual assistance with academic writing is also available all year round.

Tel: 0121 414 7153
Email: v.l.spencer@bham.ac.uk
www.eisu.bham.ac.uk

Enquiry Services

The Enquiry Services Counter offers information and advice to all students with questions about activities ranging from Registration through to Graduation.

Their friendly and professional staff are here to help you through your academic studies with support and assistance.

Email: via our website
www.studenthelp.bham.ac.uk

Equality and Diversity

The University of Birmingham is proud to be a diverse community and as such we aim to provide an environment that is free from discrimination and harassment, and one in which students can reach their best potential.

Tel: 0121 414 3247
Email: equality@bham.ac.uk
www.equality.bham.ac.uk

Job Zone

Job Zone provides you with free access to hundreds of part-time and temporary vacancies in the local area and within the University. All of the jobs advertised comply with the University's regulations on student working hours.

Tel: 0121 251 2500
Email: jobzone@guild.bham.ac.uk
www.guildofstudents.com

International Students' Advisory Service (ISAS)

ISAS provides support and advice for international students at the University.

ISAS also provides information on University registration, registering with the police if required, opening bank accounts, personal safety, working in the UK and welfare legislation.

Tel: 0121 414 8464

**Email: isas@contacts.bham.ac.uk
www.as.bham.ac.uk/international**

IT Services

The IT Service Desk offers help and answers to questions, from connecting your laptop to the wireless network and protecting it from viruses, to where to find computers to use on campus or buy software.

If you have a computing problem you can report it at any time via the Web, and monitor its progress online.

Tel: 0121 414 7171

**www.itservicedesk.bham.ac.uk
www.it.bham.ac.uk**

Learning at Birmingham

Need information about learning and skills?

Enquiry-based Learning:

**www.ebl.bham.ac.uk
www.skills4uni.bham.ac.uk**

Guide to Effective Learning:

www.gel.bham.ac.uk

IT/Research skills:

www.skills.bham.ac.uk

Library Services

Library Services supports you throughout your studies by providing print and electronic resources, access to a variety of study spaces and help in finding the material you need.

You can use the Just Ask! chat service to send an instant message to the library. Both Just Ask and eLibrary are available via the Library Services web pages or the my.library tab on the student portal.

Tel: 0121 414 5828

**Email: library@bham.ac.uk
www.library.bham.ac.uk**

Mental Health Advisory Service

One in four people experience some sort of mental health difficulty in their lifetime, particularly during stressful times, such as starting University or moving away from home.

The team is here to support you throughout your time at University, helping you manage any mental health issues related to your studies.

Tel: 0121 414 5130

www.as.bham.ac.uk/mentalhealth

Nightline - Guild of Students

Nightline provides a confidential listening and information service run for students by students.

Nightline runs a drop in service from 6pm to 12am at St Francis Hall.

Tel: Our phone number is on the back of your Guild card.

Security

Looking after your interests 24/7, 365 days.

Non emergencies: 0121 414 3000

Emergencies: 0121 414 4444

Located between Aston Webb 'B' Block and the Great Hall (R5).

SHAC

SHAC is the one stop shop for students looking to move into private rented accommodation in the local area. The service is free and only advertises accredited landlords.

Tel: 0121 251 2510

**Email: shac@guild.bham.ac.uk
www.guildshac.co.uk**

Student Funding Office

The Student Funding Office provides information and advice on the UK government loans and supplementary grants available. Additional support is offered in the form of the Birmingham Grant and Scholarship but there are a variety of other non-repayable bursaries and scholarships which you may also be eligible to apply for.

Tel: 0121 414 7391

**Email: [via our website](http://www.studenthelp.bham.ac.uk)
www.studenthelp.bham.ac.uk
www.as.bham.ac.uk/funding
www.money Matters.bham.ac.uk**

Student Mentor Scheme

The Student Mentor Scheme provides advice and guidance to all students living in university accommodation. The scheme can help with a variety of issues relating to: shared living and accommodation, your academic course, financial matters, and your general wellbeing whilst studying at the university.

Tel: 0121 257 4490

**Email: mentorwelfare@guild.bham.ac.uk
www.guildofstudents.com/studentsmentors**

University Graduate School (UGS)

The University Graduate School offers support and training for the post-graduate researcher community.

The UGS also provides a gateway to support and information for post-graduate researchers on finance, careers development, university regulations and administrative processes.

Tel: 0121 414 6376

**Email: graduateschool@contacts.bham.ac.uk
www.graduateschool.bham.ac.uk**

University Senior Tutor (Professor Donna Lee)

Professor Donna Lee provides academic support to students when academic concerns raised with their School/Department remain unresolved.

She is an independent senior academic who students can consult (in strictest confidence) in relation to any difficulties they may be experiencing in their studies or any academic concerns they may have.

Tel: 0121 414 7452

**Email: ust@contacts.bham.ac.uk
WG7, ground floor Aston Webb (R5)**