



**Support for Students
2009–10**
Support & Advisory Services

Royal Holloway
University of London





Royal Holloway has a reputation as a friendly and caring community, with dedicated support and advisory services to help you get the most out of your time here.

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Support & Advisory Services

Royal Holloway prides itself on offering a high level of welfare support to its students. Support & Advisory Services is a friendly and supportive student oriented team who seek to support diversity and enhance the student experience.

We are located in Founder's West on the first floor and we operate an open door policy for students and staff. Please do come and visit us!

Support & Advisory Services includes all the services listed in this booklet, and also co-ordinates and oversees all non-academic discipline and non-specific student welfare issues including:

- Personal safety and taking care of yourself
- Behaviour on campus
- Harassment between students
- Advice on childcare
- Advice for mature students
- Liaison with the Students' Union

The Head of Support & Advisory Services is Christopher Butler.

For support and advice please contact:

SupportandAdvisory@rhul.ac.uk

Founder's West 1st floor

T: + 44 (0)1784 443394 / 443955

www.rhul.ac.uk/for-students/student-support/



Careers Service



As part of The Careers Group, University of London, our Careers Service offers students access to the largest and most comprehensive Careers Service in Europe.

Come to the Careers Service to:

- Find part time work & work experience
- Discuss jobs, careers and self-employment
- Improve your CV and prepare for interviews
- Use our extensive library and resources to explore career options
- Meet employers and successful entrepreneurs
- Sign up for a variety of events and enrol in our business start-up course

As part of The Careers Group, University of London we also offer you discounted rates for specialist courses and events.

**the
CareersGroup**
University of London

For support and advice please contact:

careers@rhul.ac.uk

Careers Centre, Horton Building

T: +44 (0)1784 443073

www.rhul.ac.uk/careers/

The Chaplaincy



The College is a multi-faith community, with many different beliefs represented on campus and excellent cooperation between faiths.

We offer:

- A warm welcome and a listening ear to everybody, whatever your belief
- Links to your local faith community – church, synagogue, temple, mosque
- An environment to explore and develop your faith
- Christian Worship – services each day of the week and on Sundays in the Chapel in Founder's Building
- Five daily Muslim prayers and classes held in the prayer room behind the NatWest Bank and Friday prayers at Wettons Annexe from 1-2pm
- Information for other faiths – see chaplaincy website or contact the chaplaincy for details of local places of worship/representatives

For support and advice please contact:

chaplaincy@rhul.ac.uk
Founder's West 1st floor

Anglican Chaplain –
Revd Sally Rogers
Founder's West 1st floor
T: +44 (0)1784 443070
M: +44 (0)7932 224416
sally.rogers@rhul.ac.uk

Catholic Chaplain –
Fr Vladimir Nikiforov
Founder's West 1st floor
T: +44 (0)1784 414358
M: +44 (0)7742 582923
vladimir.nikiforov@rhul.ac.uk

Islamic Society President –
Nabil Hawa
president@rhulisoc.com
www.rhulisoc.com

www.rhul.ac.uk/chaplaincy/

Community Liaison and Non-Resident Support



The small size of the local communities makes Royal Holloway a relaxed and peaceful place in which to live and study. The Community team are here to support students who are living off-campus in the local area and are responsible for:

- Visiting new students living locally
- Welfare support for non-res students
- Advice on settling in
- Advice on private sector housing issues
- Behaviour in the local community
- Police liaison
- Liaison with all local residents

We aim to ensure you make the most of, and enjoy, your time living with friends whilst at university.

For support and advice please contact:

DCLO@rhul.ac.uk

Founder's West 1st floor

T: + 44 (0)1784 443394

www.rhul.ac.uk/for-students/Localsupport/

Student Counselling Service



Is something worrying or upsetting you?

The Student Counselling Service offers you a chance to talk confidentially about your concerns in a friendly, non-judgemental setting and aims to help you find the best way forward.

We offer help with:

- Alcohol and drug abuse
- Anxiety and panic
- Bereavement
- Cultural issues
- Depression
- Eating problems
- Exam anxiety
- Family problems
- Homesickness
- HIV and Aids
- Insomnia
- Managing anger
- Procrastination
- Rape and assault
- Relationship problems
- Sexuality
- Surviving childhood sexual abuse
- Worries over appearance

For support and advice please contact:

counselling@rhul.ac.uk

Founder's West 1st floor

T: +44 (0)1784 443128

www.rhul.ac.uk/counselling/



Educational Support Office



Do you have additional support requirements?

The Educational Support Office offers a wide range of services to help students who need additional support in order to complete their studies at university.

We have three main services:

- 1) Support and advice to students with a disability, medical or psychological condition which impacts on their studies
 - Coordination of reasonable adjustments to teaching methods and assessment
 - Advice on funding for additional support
 - Advice regarding priority to accommodation
- 2) Assessment and support of Specific Learning Difficulties such as dyslexia, dyspraxia and ADHD
 - Screening and diagnostic assessments
 - Advice and one to one support with a specialist tutor
 - Special exam arrangements
- 3) Study skills support for all students, at any level
 - Weekly seminars and individual tutorials
 - Essay and dissertation writing including structure, style, written expression, referencing, planning and research
 - Approaches to effective study e.g. organisation, effective learning, memory, exams, and presentations

For support and advice please contact:
educational-support@rhul.ac.uk
Founder's West 1st floor
T: +44 (0)1784 443966

www.rhul.ac.uk/for-students/disabled-students/

Financial Advice



Our aim is to ensure your time at university is as stress free as possible when it comes to your finances. We are here to offer advice and guidance on a variety of financial matters.

These include:

- Access to Learning Funds
- Budgeting advice
- Principal's loan
- Scholarships and Bursaries
- Student loans
- Funding advice
- General financial advice

Managing your student finances does not need to be stressful.

For further information please visit our website.

For support and advice please contact:

financialadvice@rhul.ac.uk

Founder's West 1st floor

T: +44 (0)1784 414633 / 276109

www.rhul.ac.uk/for-students/student-support/financial-counselling/

Halls of Residence Support



Together our role is to:

- **Look after your welfare** If you need someone to talk to urgently or are having general problems we can organise emergency support and thereafter point you in the right direction
- **Organise a range of social events** throughout the year
- **Oversee disciplinary procedures** Living in Halls of Residence can be great fun but rules do need to be followed for your own safety and for the consideration of others. We will be in touch if you break the terms of your Student Housing contract, if you don't follow College regulations, or if you act unacceptably! We ask that you behave appropriately at all times, showing consideration for your fellow students, the College's staff and its property.

We don't usually deal with issues relating to your contract (contact the Student Housing Bureau) or with room repairs (contact your Customer Service Point / Hall reception).

A member of the team is on duty each evening after 7pm and over the weekend. If you have a problem during these times please visit the hall reception or the security team and they will contact the duty warden.

For support and advice please contact:

residentialsupport@rhul.ac.uk

Founder's West 1st floor

T: + 44 (0)1784 443955

www.rhul.ac.uk/for-students/student-support/wardens.html

Also see the notice boards in hall receptions for useful information

Health Centre



Living on campus or in the local area?

Come and register as soon as possible with the practice.

Doctors – daily by appointment

Nurses – no appointment necessary

Do you require advice or treatment for any of the following:

- Asthma
- Cervical smears for 24+
- Contraception
- Diabetes
- Foreign travel advice
- Health education
- Medicals
- Minor surgery
- Physiotherapy
- Pregnancy and maternity
- Psychiatric disorders
- Routine immunisation
- Sexual health advice

Please do not wait until you have a problem to register, as this could make it harder for us to get you immediate help!

For support and advice please contact:

Founder's East 1st floor

T: +44 (0)1784 443131 (appointments)

T: +44 (0)118 936 5390 (emergency out of hours)

T: +44 (0)845 4647 (NHS Direct)

www.rhul.ac.uk/health-centre/

Support for International Students



Around a quarter of our student population comes from outside the UK, making our campus a truly multicultural community.

We are here to offer help and advice on a number of concerns and issues that international students may have.

Some of the questions we get asked include:

- Will the College help me renew my visa?
- Can I work in the UK?
- How do I get a national insurance number?
- Can I stay with a British family for a weekend?
- How do I open a bank account?
- Do I need to register with the Police?
- Do you organise any events for international students?
- How do I apply for a US Federal Loan?

Our support for international students aims to ensure your time here is as productive and enjoyable as possible.

For support and advice please contact:

internationaladvice@rhul.ac.uk

Founder's West 1st floor

T: +44 (0)1784 443663 or +44 (0)1784 276168

www.rhul.ac.uk/for-students/student-support/supportofficer.html



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