The Pocket Guide for Students: Tables from the Book

You will find that university is the most open and accepting environment you have experienced yet with regards to sexuality, groups that support it, and events that are inclusive of it. This is not like it may have been in school or jobs where you felt this was an aspect of yourself you had to suppress or conceal, here you are free to be yourself and explore what that means. Take this chance. This also applies to your religious or political identity; there are societies and clubs and like minds all over your campus, you just have to find them.

SOL

Here in this appendix are all the tables from throughout the book, in one handy-to-access place. They are separated into their sections, so there is some natural repetition, but the headings should help you identify the piece of information you need quickly.

One thing that I have added, are extra spaces to include additional information. There are a lot of variations across the UK, so where you need extra space to add in particular initiatives your university has to offer, those spaces are available in these tables and boxes below. What is also listed is the chapter and page in the book, so you can go back and read sections as needed.

Make sure you complete all the tables, with the key contacts and where to find things. That way, when you need it most, it will be right here for you.

# Chapter 2: The difference between university and pre-university

A schedule/timetable - commit to stick to it, but get your head around the fact that it also needs to be flexible to inevitable unexpected events.

NICKY

BOX 2.1: Planning your travel

|  |
| --- |
| It might sound fairly obvious, but you will need to check you have access to relevant travel information you need to get to class. Here’s a list of things you need to check before you start classes – tick when you have sorted out all that apply to you. |
| **If you’re walking:** |  |
| I know the safest route to take to/from university during the day |  |
| I know the safest route to take to/from university at night, or the method of transportation I need to use to get safely home |  |
| **If you’re cycling:** |  |
| I know the safest route to take (which may/may not include cycle lanes, or permitted cycle paths through parks etc) |  |
| I have working lights, both front and back (when it’s dark, this is a legal requirement in the UK) |  |
| I have a bike lock/chain, and I know where the bike racks are |  |
| **If you’re taking public transport:** |  |
| I have a Metro/Underground/Bus/Tram timetable |  |
| I know how much my mode of public transport costs (and have set aside the money to pay for it) |  |
| I have bought/got a travel pass (you may get this free or discounted through your university) |  |
| I know how long it takes to get to/from Uni in the morning |  |
| I know how long it takes to get to/from Uni in the afternoon |  |
| I know how long it takes to get to/from Uni in the evening |  |
| **If you’re driving:** |  |
| I have access to an app to aid navigation and show traffic levels (such as Google Maps, or Waze) |  |
| I know where the best parking options are |  |
| I know how much parking costs (and have enough change ready/downloaded the payment app) |  |

BOX 2.2: Student Learning Policy

|  |  |
| --- | --- |
| **Student Learning/ Policy Details** | **Location Online** |
|  |  |
|  |  |
|  |  |

BOX 2.3: Who to contact on each module when you will be unavoidably delayed or absent from class.

|  |  |  |
| --- | --- | --- |
| **Module** | **Name of Lecturer/Tutor for that class** | **Their email address** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 2.4: Programme Leader/Director contact details

Programme Leader/Manager:

Email Address:

Availability Day and Time:

Where I can find them:

BOX 2.5: Finding reading lists and core texts

|  |  |  |
| --- | --- | --- |
| **Module** | **Core text(s)** | **Reading list location** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 2.6: where you can get technical support

|  |  |
| --- | --- |
| Department Technician Name/email |  |
| Online IT resource location |  |
| VLE How To guide location |  |

# Chapter 3: Finance

Having a job and trying to complete numerous assignments can be difficult, but not impossible. My advice would be to get a part time job that fits around your studies.

 RHIANNON

BOX 3.1. Your University Financial Support Team

|  |  |
| --- | --- |
| **Person/Service** | **Contact Information/Email** |
| Student Finance Team |  |
| Student Advice Team (sometimes called Wellbeing) |  |
| Personal Tutor |  |
| Chaplain/Religious Leader |  |
| Another lecturer I know/trust |  |

BOX 3.2: Sources of Financial Information for International and EU Students.

|  |  |
| --- | --- |
| **Person/Service** | **Website** |
| UK Council for International Student Affairs | <https://www.ukcisa.org.uk/>  |
| Study UK – British Council | <https://study-uk.britishcouncil.org/>  |
| Student Finance Support – University |  |
| International Student Office – University |  |
| Programme Leader |  |
|  |  |
|  |  |
|  |  |

Table 3.1. The percentage of your fees and loans you’re liable for in each term

|  |  |  |
| --- | --- | --- |
| **Stage of Year** | **Tuition Fees** | **Maintenance Loan** |
| Term 1 | 25% of the whole tuition fee | 100% of the instalment paid |
| Term 2 | 50% of the whole tuition fee | 100% of the instalment paid |
| Term 3 | 100% of the whole tuition fee | 100% of the instalment paid (for those courses where this is applicable) |

BOX 3.3: Estranged/Care Experienced Student Sources of Support

|  |  |  |
| --- | --- | --- |
| **Person/Service** | **Phone** | **Email/Website** |
| Care Experienced Students Support Team |  |  |
| University Student Finance Team |  |  |
| Welfare Support/Advisor |  |  |
| Programme Leader |  |  |
| Personal Tutor |  |  |
| Another lecturer I know/trust |  |  |
| Care worker |  |  |
| Additional support worker |  |  |
|  |  |  |

BOX 3.4 Where to get a letter stating you’re a current student at university.

|  |  |  |
| --- | --- | --- |
| **Person/Service** | **Contact Number** | **Contact Email/Website** |
| Student Support |  |  |
| Programme Leader |  |  |
| School/Department Admin team |  |  |
| Student Advice Point  |  |  |
| Welfare Support/Advisor |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 3.5: Scholarship information at my university

|  |  |  |
| --- | --- | --- |
| **Person/Service** | **Phone** | **Email/Website** |
| Scholarship Team |  |  |
| Student Advice Point  |  |  |
| Welfare Support/Advisor |  |  |
| Student Finance Team |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 3.6. Contacts for students applying for the Disabled Students’ Allowance (DSA).

|  |  |  |
| --- | --- | --- |
| **Person/Service** | **Phone** | **Website/Email** |
| Wellbeing Team |  |  |
| Student Advice Team |  |  |
| Student Finance Team |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 3.7: Sources of Benefits Information

|  |  |  |
| --- | --- | --- |
| **Person/Source of Support** | **Phone** | **Website/Email** |
| University Finance Team |  |  |
| Citizen’s Advice Bureau |  | <https://www.citizensadvice.org.uk/>  |
| Turn2Us |  | <https://www.turn2us.org.uk/>  |
| Gingerbread (for lone/single parents) |  | <https://www.gingerbread.org.uk/information/benefits-tax-credits-and-universal-credit/if-youre-planning-to-study/benefits-youre-studying/>  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 3.8: Who to contact when you experience unexpected financial difficulties.

|  |  |  |
| --- | --- | --- |
| **Person/Service** | **Phone** | **Email/Website** |
| Programme Leader |  |  |
| Personal Tutor |  |  |
| Another lecturer I know/trust |  |  |
| Student Finance Team |  |  |
| Welfare Support/Advisor |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 3.9. A list of resources with up-to-date information.

|  |  |
| --- | --- |
| **Source of Financial Information** | **Website** |
| Your University Finance Team |  |
| UCAS | <https://www.ucas.com/sfe>  |
| Student Finance UK | <https://www.gov.uk/student-finance>  |
| Student Awards Agency Scotland | <https://www.saas.gov.uk/>  |
| Which (great for regional variations) | <https://www.which.co.uk/money/university-and-student-finance/student-finance/complete-guide-to-student-loans-and-tuition-fees-anskp9q9qw0p> |
|  |  |
|  |  |
|  |  |

# Chapter 4: How a degree actually works

If you realise you have deadlines close to cultural or religious celebrations, let that motivate you to work on your timing and complete assignments before the celebrations or at least do enough before to give yourself the day off for that specific day.

AISHA

BOX 4.1a: Term dates (as main book – semester layout with exam weeks)

|  |  |  |
| --- | --- | --- |
|  | **Start** | **End** |
| Semester 1 |  |  |
| Winter vacation |  |  |
| Winter exam period |  |  |
| Semester 2 |  |  |
| Spring vacation |  |  |
| Summer exam period |  |  |

BOX 4.1b: Term dates (term layout)

|  |  |  |
| --- | --- | --- |
|  | **Start** | **End** |
| Term 1/First Term |  |  |
| Term 2/Second Term |  |  |
| Term 3/Third Term |  |  |

Not all universities structure their terms around standardised holidays in the Christian calendar, as Easter has a habit of changing annually. Some universities also have historic names that they continue to use to label terms, so it’s important to ensure you recognise those. Box 4.1f will provide a blank table for any alternative term schedule that doesn’t fit with the other table layouts.

BOX 4.1c: Term dates (Oxford University example)

|  |  |  |
| --- | --- | --- |
|  | **Start** | **End** |
| Michaelmas (autumn term) |  |  |
| Hilary (spring term) |  |  |
| Trinity (summer term) |  |  |

BOX 4.1d: Term dates (St Andrews example)

|  |  |  |
| --- | --- | --- |
|  | **Start** | **End** |
| Semester 1: Martinmas Semester |  |  |
| Christmas vacation and inter-semester break |  |  |
| Semester 2: Candlemas Semester |  |  |
| Summer break |  |  |

BOX 4.1e: Term dates (Cambridge example)

|  |  |  |
| --- | --- | --- |
|  | **Start** | **End** |
| Michaelmas Term |  |  |
| Lent Term |  |  |
| Easter Day |  |  |
| Full Easter Term |  |  |

BOX 4.1f: Term dates (blank table)

|  |  |  |
| --- | --- | --- |
|  | **Start** | **End** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Box 4.2: University Staff Contact Details

|  |  |  |  |
| --- | --- | --- | --- |
| **Staff Role** | **Email Address** | **Location** | **Staff Availability Hours** |
| Programme Leader |  |  |  |
| Module Leader(s) |  |  |  |
| Personal Tutor |  |  |  |
| Study Skills |  |  |  |
| Help Desk |  |  |  |
|  |  |  |  |

Table 4.1a: Stage-Level-Year Translation – English and Welsh Universities

|  |  |
| --- | --- |
| Stage 0 - Foundation Year | Foundation Year/Level 3 |
| Stage 1 - First Year | Level 4 (undergraduate year 1) |
| Stage 2 - Second Year | Level 5 (undergraduate year 2) |
| Stage 3 - Third Year | Level 6 (undergraduate year 3 – graduation year) |
| Stage 4 - Masters Year | Level 7 (Masters Level) |

Table 4.1b: Year-Level Translation – Scottish Universities

|  |  |
| --- | --- |
| First Year  | Level 7 (undergraduate year 1) |
| Second Year  | Level 8 (undergraduate year 2) |
| Third Year | Level 9 (undergraduate year 3) |
| Fourth Year | Level 10 (undergraduate year 4 - graduation year) |
| Masters Year | Level 11 (Masters Level) |

Table 4.2: Degree classifications

|  |  |  |
| --- | --- | --- |
| **Percentage Mark** | **Degree Boundary** | **Letter-Grading Equivalent** |
| 70+ | 1st class mark | A |
| 60-69% | Upper 2nd class mark | B |
| 50-59% | Lower 2nd class mark | C |
| 40-49% | 3rd class mark | D |
| 0-39% | Fail | E - Fail |

BOX 4.3: Marking Criteria

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Module Name** | **Learning Objectives** | **Recorded/ Downloaded** | **Marking Criteria (specialist/generic)** |  **Recorded/ Downloaded** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

BOX 4.4. Key Module and Programme Information

|  |  |
| --- | --- |
| My programme says I need to pass every module with: |  |
| My programme handbook is located: |  |
| My module assignments contribute this much to my overall mark for that module |
| **Module**  | **Assignment** | **% contribution to the module** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 4.5: Your deadlines.

|  |  |  |
| --- | --- | --- |
| **Module** | **Assignment** | **Deadline** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 4.6: Extenuating Circumstances Information

|  |  |
| --- | --- |
| What my university calls Extenuating Circumstances/Mitigation: |  |
| Where the policy is |  |
| Where the form to apply is |  |
| Where to send the form |  |
| Who to send the form to |  |
| Who to talk to on my course if I apply for Mitigation/Extenuating Circumstances |  |
| Personal Tutor |  |
|  |  |
|  |  |
|  |  |

# Chapter 5: The First Week: Induction/Freshers’ Week

First year: make friends, make yourself work. This is the least pressure you will ever be under but work hard, it makes the rest of the degree easier.

ADAM

BOX 5.1: Checklist of things to do in Fresher’s Week

I have seen the library

I have checked my student card works

I know where the help desk is.

I have found the cafes, canteens and coffee shops

I know where the Students Union is

I know where Support Services are based

I know how to get on to the VLE

I know where my course information is

I have found my modules on the VLE

I know how to contact staff

I know where my class timetable is

BOX 5.2: Key People

|  |  |  |
| --- | --- | --- |
| **Person** | **Location** | **Contact details** |
| The key person to speak to on my programme is: |  |  |
| My personal tutor is: |  |  |
| A lecturer I feel I can talk to is called: |  |  |
| Another new student I feel I can talk to is: |  |  |
| The Student Support Team |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 5.3: Digital Induction

|  |  |
| --- | --- |
| I’ve checked my university email works |  |
| I have downloaded any apps that the university has (e.g., timetable/general/attendance) |  |
| I have set my university email up on my phone (not everyone’s preference, but very useful to do) |  |
| I have done the digital induction to the VLE and know how to get to all my modules |  |
| I know where the IT help resources are (online and offline) |  |

BOX 5.4. Security and Reporting

|  |  |
| --- | --- |
| **Service** | **Phone Number/Contact Method** |
| Campus Security Team |  |
| Campus Police |  |
| Student Advice Point |  |
| University Web-based Reporting Service |  |
| Personal Tutor |  |
| Programme Leader |  |
| Another Lecturer I know/trust |  |
|  |  |
|  |  |

# Chapter 6: Study

Write drunk, edit sober. (For when you just can't get over the anxiety of starting to write.)

FAYE

Table 6.1. Styles of information provision at university

|  |  |
| --- | --- |
| **Type of learning format** | **What it means** |
| Face-to-Face (F2F), On Campus | Your classes are on campus and you will see your lecturers and tutors in person.  |
| Distance Learning | Your learning takes place in the traditional distance format. Materials are provided and there may, or may not, be some in-person sessions to attend during your course.  |
| Blended Learning | There is a relatively stable mix of on-campus and online content delivery on your course.  |
| Hybrid Learning | There is a flexible mix of on-campus and online content delivery on your course, which is responsive to changes in situation. Here the focus is the on-campus classes and online material is typically there to support those on-campus classes, but there may be online classes as well. |

BOX 6.1. Modules and Module Leaders

|  |  |  |  |
| --- | --- | --- | --- |
| **Module Name** | **Module Code** | **Module Leader** | **Module Leader Email Address** |
| e.g., Digital Humans | PSY385 | Vanessa Parson | xxx.xxx@universityname.ac.uk |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

BOX 6.2. Study Skills Sessions

|  |  |
| --- | --- |
| **Study Skills sessions your university puts on for students** | **Times, Dates, Places** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

BOX 6.3. Academic Misconduct Information and Support

|  |  |
| --- | --- |
| **Information** | **Where it is** |
| University policy on Academic Misconduct |  |
| Study Skills Sessions/resources around Academic Misconduct |  |
| Course information around Academic Misconduct |  |
| Recommended books that can help |  |
|  |  |
|  |  |

# Chapter 7: Accessing University Support and Looking after your Mental Health

Everyone copes differently with stress loads at Uni, but that’s okay just don’t let yourself suffer in silence. Make use of the university wellbeing team, they can help!

RHIANNON

BOX 7.1: Support Services and Core Contacts inside my University

|  |  |  |
| --- | --- | --- |
| **Support Service** | **Email** | **Phone Number** |
| Security Services/Safety Team |  |  |
| Campus Police |  |  |
| Welfare Advisor |  |  |
| Student Counselling Service |  |  |
| Wellbeing/Support Advisor |  |  |
| Mental Health/Support Advisor/Team |  |  |
| Disability Support/Enabling Team |  |  |
| Finance Support |  |  |
| Study Skills/Academic Skills Support |  |  |
| Student’s Union |  |  |
| Equality and Diversity Support |  |  |
| Chaplaincy (covers all religious faiths and communities) |  |  |
| Other University Religious Contacts |  |  |
| Programme Leader/Director |  |  |
| Personal Tutor/Personal Development Tutor |  |  |
| Another Lecturer I know/trust: |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Table 7.1: National Helplines and Support Services

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Website** | **Contact Number** |
| SAMARITANS | [www.samaritans.org.uk](http://www.samaritans.org.uk) | 116 123 (24 hour) |
| STUDENT MINDS | [www.studentminds.org.uk](http://www.studentminds.org.uk) | Ring Samaritans (see above) |
| MIND (mental health support) | [www.mind.org.uk](http://www.mind.org.uk) | 0300 123 3393 |
| REFUGE – domestic violence support | [www.refuge.org.uk](http://www.refuge.org.uk) | 0800 2000 247 (24 hour) |
| PAPYRUS – Suicide Prevention Charity | [www.papyrus-uk.org](http://www.papyrus-uk.org) | 0800 068 4141 |
| ALCOHOLICS ANONYMOUS | [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) | 0800 917 7650 (24 hours) |
| NARCOTICS ANONYMOUS | [www.ukna.org](http://www.ukna.org) | 0300 999 1212 |
| NATIONAL GAMBLING HELPLINE | [www.begambleaware.org](http://www.begambleaware.org) | 0808 8020 133  |
| RAPE CRISIS | [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) | 0808 802 9999 (to find local services) |
| VICTIM SUPPORT | [www.victimsupport.org](http://www.victimsupport.org) | 0808 168 9111 (24 hour) |
| BEAT – eating disorder support service | [www.b-eat.co.uk](http://www.b-eat.co.uk) | 0808 801 0677 (adults) 0808 801 0711 (for under 18’s) |
| FAMILY LIVES – parenting support (including bullying) | [www.familylives.org.uk](http://www.familylives.org.uk)  | 0808 800 2222 |
| RELATE – relationship support | [www.relate.co.uk](http://www.relate.co.uk) | 0300 0030396 (or a local number available on the website) |
| SWITCHBOARD (LGBT+ support) | chris@switchboard.lgbt  | 0300 330 0630 |
| THE MIX (support for under 25’s) | [www.themix.org.uk](http://www.themix.org.uk/) | 0800 808 4994 |
| SANEline (mental health support) | [www.sane.org.uk](http://www.sane.org.uk)  | 0300 304 7000 |
| NIGHTLINE | [www.nightline.ac.uk](http://www.nightline.ac.uk)  | Look for local numbers on website |
| STONEWALL | [www.stonewall.org.uk/](http://www.stonewall.org.uk/) | 0800 050 2020 |
| MERMAIDS | <https://mermaidsuk.org.uk/> | 0808 801 0400 |
| INTERSEX EUROPE | <https://oiieurope.org/> | Not a support helpline like the others, but a great resource. See website for more details. |

# Chapter 8: Juggling the personal and professional sides of your life

Balancing children is challenging. Always remember you are doing this FOR them! To provide a better future for all!

MRS E

BOX 8.1. Timetabling Queries

|  |  |
| --- | --- |
| **Person/Service** | **Contact Information/Email** |
| Timetabling |  |
| Programme Leader |  |
| Module Leader |  |
| Personal Tutor |  |
|  |  |

BOX 8.2: Organisation Check list (tick all that apply)

|  |  |
| --- | --- |
| I know how to use the calendar in my smartphone |  |
| I know how to set alerts for myself |  |
| I have a separate calendar I can put on my wall |  |
| I have my class timetable |  |
| I have put my class timetable in my calendar |  |
| I know when my assignments are |  |
| I have put my assignment deadlines into my calendar |  |
| I have worked put my work shifts into my calendar |  |
| I have put my kid’s schedule into my calendar (if applicable) |  |
| I have put my student card somewhere sensible where I won’t lose it |  |
| I know who to contact if I’m running late (complete Table 1) |  |

BOX 8.3: Your deadlines.

|  |  |  |  |
| --- | --- | --- | --- |
| **Module** | **Assignment** | **Deadline** | **Have I put this deadline in my smartphone/diary/wall calendar?**  |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |
|  |  |  | Yes/No |

BOX 8.4. Starting/Expanding your Family Checklist

|  |  |  |
| --- | --- | --- |
| **Checklist** | **Done?** | **Details** |
| Made an appointment with my Programme Leader | YES/NO |  |
| Found (and read) the relevant University regulations or policies (Pregnancy/Maternity and/or Adoption) |  |  |
| Completed the Pregnancy checklist with my Programme Leader |  |  |
| Provided emergency contact details |  |  |
| Discussed the impact of Health Visitor and/or medical appointments |  |  |
| Discussed any complications that I might have relative to my situation |  |  |
| Discussed the impact on my course and what my options are (including pausing my studies) |  |  |
| Thought about how childcare will be organised |  |  |
| Discussed a risk assessment for my programme of study with my Programme Leader |  |  |
| Found out what sources of support are available to me |  |  |

BOX 8.5: Locations of prayer facilities and religious contacts

|  |  |  |
| --- | --- | --- |
| **Facility/Contact** | **Location** | **Contact Number** |
| Prayer Facilities/Room |  |  |
| Chaplain (covers all matters of faith in all religions) |  |  |
| Other Religious Leader (e.g. Imam) |  |  |
|  |  |  |
|  |  |  |

# Chapter 9: Housing and Housemates

Your Uni friends know what you’re going through.

RHIANNON

BOX 9.1. Accommodation Office Contact and Availability Details

|  |  |
| --- | --- |
| **Accommodation Office/Residence Office** | **Key Information** |
| Phone Number |  |
| Office/Opening Hours |  |
| Email |  |
| Website  |  |
| Where they are located on campus/in the halls of residence |  |
| Out of Hours contact details |  |
| Location of nearest laundry (this is very important!) |  |
| WIFI details/password |  |
| Technical Support (if available) |  |
|  |  |
|  |  |
|  |  |

Box 9.2: Contact details for private rental accommodation

|  |  |  |
| --- | --- | --- |
| **Contact** | **Email/Website** | **Phone Number** |
| Landlord/Letting Agency |  |  |
| Student Accommodation Office |  |  |
| Student’s Union |  |  |
| Citizen’s Advice Bureau | https://www.citizensadvice.org.uk/ | See website for local details |
|  |  |  |

BOX 9.3: The Household Rota

|  |  |  |
| --- | --- | --- |
| **Chores** | **Frequency** | **Person** |
| Washing up | Daily |  |
| Cleaning the bathroom | Weekly |  |
| Cleaning the kitchen | Weekly |  |
| Taking the bins out | Weekly |  |
| Hoovering |  |  |
| Cooking |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 9.4: The negotiation list

|  |  |  |
| --- | --- | --- |
| **Situation** | **Compensation** | **Day of compensation** |
| ***Example****: Needing to work on an assignment the week of a deadline* | *Movie Night with kids (including special popcorn: aka popcorn with sweets and chocolates mixed in)* | *Friday night 6pm* |
| ***Example****: Needing to revise for exams* | *Weekend outdoor adventure (e.g. Hadrian’s Wall)* | *The first weekend after exams* |
|  |  |  |
|  |  |  |

BOX 9.5. Contacts for accommodation support

|  |  |
| --- | --- |
| **Contact** | **Contact details** |
| Programme Leader |  |
| Personal Tutor |  |
| Other Lecturer/Tutor you trust |  |
| Student Accomodation Office |  |
| Student’s Union |  |
| Citizen’s Advice Bureau | https://www.citizensadvice.org.uk/ See website for local details |
| Unviersity Finance team |  |
| Wellbeing Service |  |
|  |  |
|  |  |
|  |  |

# Chapter 10: Relationships and Boundaries

With independent learning it’s better because you can go for family meals because you can swap your learning time to other time slots or days and you’re still not missing out.

ALIFIE

BOX 10.1 – Policies and Complaints Procedures

|  |  |
| --- | --- |
| **Source/Policy** | **Where to find them/it** |
| Programme Leader |  |
| Personal Tutor |  |
| Another Lecturer I trust |  |
| Students Union |  |
| Support Services/Wellbeing |  |
| Campus Police |  |
| Complaints Policy |  |
| Professional Standards Policy |  |
| Student Handbook |  |
|  |  |
|  |  |

# Chapter 11: Socialising and Staying Safe

Don’t forget to have a social life, don’t forget to do things you enjoy

ALICE

BOX 11.1. Who to contact at university in the event of a negative experience following a social event

|  |  |  |  |
| --- | --- | --- | --- |
| **Person to contact** (you can contact all or one of these, they can share information with the others as appropriate) | **Email** | **Phone Number** | **Availability Hours** |
| Personal Tutor: |  |  |  |
| Programme Leader: |  |  |  |
| Trusted Lecturer if you prefer: |  |  |  |
| Support Services: |  |  |  |
| Chaplain or Religious Leader: |  |  |  |
| Campus Security |  |  |  |
| Campus Police |  |  |  |
|  |  |  |  |

# Chapter 12: Social Media, Safety and Digital Security

[Social Media] can be a bit of a distraction- PUT IT DOWN.

KATE

BOX 12.1. Social Media policy

|  |  |
| --- | --- |
| My university has a Social Media policy: | YES/NO |
| The Social Media policy is located here: |  |
| My university has a safeguarding policy: | YES/NO |
| The safeguarding policy is located here: |  |
| My university has a complaints procedure: | YES/NO |
| The university complaints procedure is located here |  |
| My university has an on-campus police presence | YES/NO |
| The on-campus police phone number is: |  |

BOX 12.2. Social Media ‘distraction minimisation’ options

|  |
| --- |
| **Social Media Checklist – circle everything that applies** |
| I can easily ignore my phone and social media, I’m not worried  | I can’t ignore my phone or social media, so I need to work out a plan to stop it distracting me. |
| I can turn my phone off easily during busy periods | I can’t turn my phone off as I need to be contactable (work/children/family) |
| I am comfortable turning off notifications for my social media accounts | I have to have notifications on so that I can be contactable (work/other) |
| I am comfortable turning off notifications temporarily for my social media accounts | I have to have notifications on all the time so that I can be contactable (work/other) |
| There are no real consequences to removing social media apps from my phone | There would be an external consequence if I removed social media apps from my phone |
| There are no real consequences deactivating my social media accounts for a short period during study | There would be external consequences if I deactivated my social media accounts for short periods. |

BOX 12.3 Complaints policy and process

|  |  |
| --- | --- |
| My university has a complaints policy: | YES/NO |
| The complaints policy is located here: |  |
| My Personal Tutor is: |  |
| My Programme/Course Leader is: |  |
| Another Lecturer I know/trust is: |  |
|  |  |
|  |  |

Table 12.1. Definitions

|  |  |
| --- | --- |
| **Concept** | **Definition** |
| Cyberbullying | Where one or more individuals negatively target a particular individual with the intent to cause embarrassment or humiliation. This can include sending, sharing, posting or creating negative content that might be harmful, false, personal and private. Unlike physical bullying, a single act is all that’s needed to qualify as cyberbullying.While cyberbullying itself is not illegal, individuals can be prosecuted under various other acts (for example the Protection from Harassment Act, 1997). \* |
| Cyberstalking | The repeated use of targeted electronic resources, such as the internet, to harass, frighten, and intimidate someone over a sustained period of time. Cyberstalking is difficult to prove, but it is illegal under UK law, carrying a maximum penalty of 10 years in prison. \* |
| Trolling | The act of leaving a message on the internet to upset someone. Messages are typically harmful and hurtful, but can also be obscene, indecent, or offensive. You can be prosecuted for trolling offences and this can lead to up to 2 years in prison in the UK. \* |
| Revenge Porn | Where individuals upload intimate sexual images or videos of another person without permission, with the intent to cause harm, humiliation or embarrassment.You can be prosecuted for revenge porn offences and this can lead to up to 2 years in prison. \* |

\* Source: The Crown Prosecution Service, UK. https://www.cps.gov.uk/

# Chapter 13: Accessing support: an overview of support when you need it most

Don’t give up on yourself, you’ll manage somehow.

ALICE

BOX 13.1: Key contacts on your course

|  |  |  |  |
| --- | --- | --- | --- |
| **Person** | **Name (and Module Details)** | **How to contact them (e.g. Email/Microsoft Teams/Phone)** | **Where they can be found (Office and Office Hours)** |
| Programme Leader/Director (or Course Manager/Leader) |  |  |  |
| Personal Tutor |  |  |  |
| Module Leader |  |  |  |
| Module Leader |  |  |  |
| Module Leader |  |  |  |
| Module Leader |  |  |  |
| Module Leader |  |  |  |
| Module Leader |  |  |  |
| Another Lecturer I trust. |  |  |  |

BOX 13.2: Resources offered by the library

|  |  |  |
| --- | --- | --- |
| **Resource** | **When available** | **Where available** |
| Librarian |  |  |
| Study/Academic Skills Support |  |  |
| Academic Writing Sessions |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 13.3: Technical Support Services

|  |  |  |
| --- | --- | --- |
| **Resource** | **When available** | **Where available** |
| Technical Help Desk |  |  |
| Online Support (IT Support Portal) |  |  |
| Technical Support Contact (in your Department) |  |  |
| Library-based Technical Staff (if available) |  |  |
| Other technical support option (if available) |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

BOX 13.4: Extenuating Circumstances (Mitigation) Procedures

|  |  |
| --- | --- |
| **Resource or Service Details** | **Contact/Source information (website/email/phone number** |
| What my university calls Extenuating Circumstances/Mitigation: |
| Where the policy is |  |
| Where the form to apply is |  |
| Where to send the form |  |
| Who to send the form to |  |
| Who to talk to on my course if I apply for Mitigation/Extenuating Circumstances |  |
| Personal Tutor |  |
| Another Lecturer I trust |  |
|  |  |

Table 13.1. Who to go to when things go wrong

|  |  |  |
| --- | --- | --- |
| **Issue** | **Person to contact** | **Service to Contact** |
| Missed assignment deadline | Module Leader | None |
| Forgot about an assignment completely | Module Leader | None |
| Extraordinary factors that prevent you doing work right now (e.g. breaking your arm, illness) | Personal TutorProgramme Leader | Support/Wellbeing Services |
| Work conflicts with unsympathetic employer | Programme Leader | None |
| Home conflicts that are impacting doing work | Personal Tutor | Support/Wellbeing |
| Pregnancy | Programme Leader | Support/Wellbeing (if needed) |
| Minor illness | Module Leader  | None |
| Severe illness | Module LeaderProgramme Leader | None |
| Disability-related issues | Programme Leader | Disability Support/Enabling Team |
| Mental-health decline | Personal Tutor | Wellbeing/Support Services |
| Suicidal Ideation and Serious concerns about mental health | Personal Tutor  | Support/Wellbeing ServicesCrisis Team (NHS Service)Counselling Services |
| Bereavement | Personal Tutor | Support/Wellbeing ServicesCounselling Services |
| Visa problems | Programme Leader | International Office |
| Having to suddenly go home (local, national or international) for family reasons | Programme LeaderPersonal Tutor  | None |
| Assault (on or off campus) | Personal Tutor | Campus Police (if on campus)Safety TeamLocal Police (if off campus)Counselling Services |
| Discrimination (any form) | Personal Tutor | Campus PoliceSafety TeamSupport ServicesWellbeing Services |
| Drug and Alcohol related concerns | Personal Tutor | Mental Health ServicesNational Helplines |
| Child/Parent/Family Concerns and issues  | Personal Tutor | Support Services |
| The impact of changes in interpersonal differences and situations | Personal Tutor | Support ServicesCounselling Services |
| Financial difficulties | Personal TutorProgramme Leader | Finance Support |
| All other issues | Personal Tutor | As needed |

BOX 13.5: Financial Hardship Support

|  |  |
| --- | --- |
| **Person/Service** | **Contact details/location of information** |
| Finance support team |  |
| Hardship Fund |  |
| Personal Tutor |  |
| Another Lecturer I know/trust |  |
| Student’s Union |  |

BOX 13.6: University Support Systems

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Email** | **Phone number** | **Opening Hours** | **Drop-In Sessions** |
| Mental Health Support Team/Support Services |  |  |  |  |
| Counselling Support |  |  |  |  |
| Welfare Support/Advisor |  |  |  |  |
| Disability Support / Enabling Team |  |  |  |  |
| Finance Support |  |  |  |  |
| Study Skills / Academic Skills Support |  |  |  |  |
| Student’s Union |  |  |  |  |
| Equality and Diversity Support |  |  |  |  |
| Chaplaincy (covers all religious faiths and communities) |  |  |  |  |
| Other University Religious Contacts  |  |  |  |  |
| Security Services / Safety Team |  |  |  |  |
| Campus Police |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Table 13.2. External Sources of Support

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Website** | **Contact Number** |
| SAMARITANS | [www.samaritans.org.uk](http://www.samaritans.org.uk) | 116 123 (24 hour) |
| STUDENT MINDS | [www.studentminds.org.uk](http://www.studentminds.org.uk) | Ring Samaritans (see above) |
| MIND (mental health support) | [www.mind.org.uk](http://www.mind.org.uk) | 0300 123 3393 |
| REFUGE – domestic violence support | [www.refuge.org.uk](http://www.refuge.org.uk) | 0800 2000 247 (24 hour) |
| PAPYRUS – Suicide Prevention Charity | [www.papyrus-uk.org](http://www.papyrus-uk.org) | 0800 068 4141 |
| ALCOHOLICS ANONYMOUS | [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) | 0800 917 7650 (24 hours) |
| NARCOTICS ANONYMOUS | [www.ukna.org](http://www.ukna.org) | 0300 999 1212 |
| NATIONAL GAMBLING HELPLINE | [www.begambleaware.org](http://www.begambleaware.org) | 0808 8020 133  |
| RAPE CRISIS | [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) | 0808 802 9999 (to find local services) |
| VICTIM SUPPORT | [www.victimsupport.org](http://www.victimsupport.org) | 0808 168 9111 (24 hour) |
| BEAT – eating disorder support service | [www.b-eat.co.uk](http://www.b-eat.co.uk) | 0808 801 0677 (adults) 0808 801 0711 (for under 18’s) |
| FAMILY LIVES – parenting support (including bullying) | [www.familylives.org.uk](http://www.familylives.org.uk)  | 0808 800 2222 |
| RELATE – relationship support | [www.relate.co.uk](http://www.relate.co.uk) |  |
| SWITCHBOARD (LGBT+ support) | chris@switchboard.lgbt  | 0300 330 0630 |
| THE MIX (support for under 25’s) | [www.themix.org.uk](http://www.themix.org.uk/) | 0800 808 4994 |
| SANEline (mental health support) | [www.sane.org.uk](http://www.sane.org.uk)  | 0300 304 7000 |
| NIGHTLINE | [www.nightline.ac.uk](http://www.nightline.ac.uk)  | My local number is: |
| STONEWALL | [www.stonewall.org.uk/](http://www.stonewall.org.uk/) | 0800 050 2020 |
| MERMAIDS | <https://mermaidsuk.org.uk/> | 0808 801 0400 |
| INTERSEX EUROPE | <https://oiieurope.org/> | Not a support helpline like the others, but a great resource. See website for more details. |

BOX 13.7: Local healthcare services you can access

|  |  |
| --- | --- |
| **Service** | **Contact Number/Location** |
| My local GP Surgery (Doctors) |  |
| My local Dentist |  |
| My local NHS Walk-in Centre |  |
| My nearest A&E |  |