

# ***Your Student Support***

Student Advice Team  
Course Reps  
NightLine  
Representational Associations  
University Support Services




# THE STUDENT ADVICE TEAM


The Student Advice team is based in the Student Advice and Representation Centre (SARC) at University Park Campus in Nottingham. Our service is available to all University of Nottingham students at all sites and you can get in touch with us in a number of ways.




The team consists of fully trained professional advisors and has been awarded with the Community Legal Service Quality Mark in the category of 'General Help with Student Casework'. This means that you can expect to receive an independent, confidential, quality service from us.

## Contacting us is easy:

 Drop In: If you are based at Nottingham you can visit the Student Advice and Representation Centre and talk to one of our advisors. We operate on a "drop-in" basis. Our open hours are given below, you can find us on B Floor, in the Portland Building at University Park Campus.

 Telephone us: (0115) 84 68730  
Leave a voicemail: (0115) 84 68733 (out of hours)

 E-mail us: [student-advice-centre@nottingham.ac.uk](mailto:student-advice-centre@nottingham.ac.uk)

 Write to us: Student Advice & Representation Centre  
University of Nottingham  
Students' Union  
Portland Building  
University Park  
Nottingham  
NG7 2RD

### Our Open Hours

Monday - Tuesday	9am-4pm all year round
Wednesday	10am-5pm (term-time) 9am-4pm (out of term-time)
Thursday - Friday	9am-4pm all year round



## ISSUES WE CAN HELP YOU WITH:

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## MONEY & FUNDING ISSUES

We can advise you regarding a wide range of financial issues and difficulties including:

- Problems with the NHS Grants Unit
- Problems with the Student Loans Company
- Funds for students in financial difficulties such as: The Access To Learning Fund, the Student Crisis Fund and £50 Emergency Loan
- Help with childcare costs
- Help claiming back NHS costs
- Tuition fees
- Welfare Benefits & Tax Credits
- Educational trusts & charities
- Dealing with debts (debt counselling)
- Council Tax

More Information on these issues can be found on our website: [www.campusconnection.co.uk](http://www.campusconnection.co.uk)



If you have a question or want to know more, contact an advisor using the details on page 24.

## COURSE RELATED PROBLEMS

The majority of people for the majority of the time will progress through their course without a hitch, sometimes though things do go wrong and you may feel that your place on the course is in some doubt. Alternatively you may have a major complaint to make about your school or division and want some guidance on what you can do.

Our Education Advisor can advise you with issues such as:

- Threatened course termination
- Complaints made against students from placement areas
- Accusations of academic offences including plagiarism
- Fitness to practice issues
- Bullying or harassment problems
- How to make a complaint about your school or the University.

Examples of how we may be able to help include:

- Providing you with independent help and advice on the University Procedures
- Giving you guidance on drafting your appeal and suggesting improvements
- Attend interview sessions, committees or meetings with you, where appropriate

Nottingham Students are advised to call the centre to make an appointment with the Education Advisor. Students not based in Nottingham can arrange a telephone appointment and it may also be possible for an advisor to visit you at your centre.



If you have a question or want to know more, contact us using the details on page 24.



# HOUSING & ACCOMODATION

Whether you live in: Private rented, council, halls or owner occupied accommodation we can advise you of your rights as an occupier.

We can advise you on:

- Rights and responsibilities of landlords and tenants
- Dealing with disputes involving your accommodation provider or landlord
- Contracts and contract-checking
- Repairs
- Tenancy Deposits & retainers
- Rents
- Harassment and illegal eviction
- Bills and utility services



If you have a question or want to know more, contact an advisor using the details on page 24.



# OTHER ISSUES

## Council Tax

We can tell you if your dwelling is exempt from council tax, whether you are liable to pay and ways in which your bill may be reduced.

## Consumer

If you have brought something from a: shop, private seller, the internet or through mail order, we can advise you of your rights if you are not happy with your goods. We also have information about what you can do if you are not happy with a service provided by a: company, bank or insurance provider etc.

## Legal Issues:

We can provide you with information if you need the help of a solicitor. We can explain the rules concerning Community Legal Service Funding (formerly legal aid). We can also advise you about actions in a small claims court.

## Immigration/Visas Issues:

We can only give out basic information to students concerning immigration rules and visa requirements. If you need specialist help we can point you in the right direction - usually the International Office or a specialist solicitor.

## Taking time out, leaving or changing course:

If you are doing any of these, you may wish to consider your options. We can advise you on the procedures and various implications involved, for example how your entitlement to financial support and state benefits may alter if your circumstances change.

## General Information:

We have a variety of resources to help find information for you that you may be struggling to find for yourself. If we cannot help you directly, we will always do our best to try and point you in the direction of someone who can.



If you would like some advice on any of these matters, contact an advisor using the details on page 24.



# COURSE REPS: YOUR say on YOUR Education!

As an adult learner at the University you are a full stakeholder in your school or division. This means that students have a major role to play in: shaping the future of the courses, how they are delivered and how resources are allocated.

Each new intake at each site elects a number of Course Reps who will then represent their group to their school at a local level. Each school, division (or centre) holds a regular "Student Staff Feedback Committee" (SSFC) where all the local Course Reps get together with the academics and support staff to discuss any student issues that have come up.

**Q. I've just started my course, how will the Course Reps from my group be elected?**

**A.** This will be different depending on your School. Within a few weeks of starting your course, you should receive some information about how the Course Reps will be elected. If this does not happen you can make enquiries with your intake leader or contact the Intersite Support Worker at the Students' Union (Pg 19.)

**Q. I want to raise an issue with my Course Rep how do I do this?**

**A.** The Course Reps for your group should inform you of who they are once they are elected. Approach them to tell them about your concerns. If you don't know who your Course Rep is then you can check your school's website or enquire at your course office. The school of nursing for example has online spreadsheets giving the email addresses of the Course Reps. These can be found on their portal page. Go to Student Feedback Area, Select SSFC, Select your course and finally your centre (if applicable).

**Q. I'm not a Course Rep and I haven't raised an issue, but I'm quite nosy and want to know what is going on!**

**A.** Being inquisitive is not a problem. Your Course Rep should be feeding information back to your group. If not, the minutes from the SSFC's should also be available on a relevant notice board or available on your school (or division) website.

**Q. What does the School gain from the SSFC system?**

**A.** As part of the University's quality system, your school is obliged to provide the opportunity for student feedback. Your school also benefits from this system as it allows concerns to be identified at an early stage and also ensures that the student experience is constantly reviewed and improved.

**Q. I'm thinking of becoming a Course Rep, but what's in it for me?**

**A.** You will be given the opportunity to enhance and gain skills such as: communication, problem solving, public speaking, advocacy and the ability to work professionally as part of a team. This may be exactly what employers are looking for and may even give you an edge when applying for jobs!

**Q. If I become a Course Rep, how will I know what to do after the election?**

**A.** Don't worry, The Students' Union provides full training and in most cases this will be delivered at your local centre. Details of these sessions can be found at [www.campusconnection.co.uk](http://www.campusconnection.co.uk). The Intersite Support Worker also provides on-going help and support for Course Reps should you have any problems. See contact details on page 19.



# nightline

We'll listen, not lecture.

## What is nightline?

Nightline is a student run, confidential listening and information service.

## What does this mean?

**Listening service:** We are open every night from 7pm-8am during term time to listen to any problem you may have, no matter how trivial it may seem to you. Whether you are stressed, worried about exams, having problems with friends or just want a chat, we are more than happy to listen, whatever the hour.

**Information service:** Nightline has a wealth of information regarding almost every subject imaginable! We can help with University information, such as exam timetables, library opening times, hall information, etc. We can provide information, such as club and bars, restaurants, cinema listings, even train times, for Nottingham and satellite campuses. We can also provide information such as health centre numbers, taxi numbers, takeaway numbers and even all night alcohol delivery numbers! Feel free to request any information and we will do our best to find it for you!

**Our number is: 0115 95 14985**

You can also use our email listening service:  
**nightline@sumail.nottingham.ac.uk**

Emails will receive a response within 48 hours during term-time.

## Anybody there?

### Concerned About Personal Safety? Get a Students' Union Attack Alarm

#### Education Centres Outside Of Nottingham

Collect from your course office or nearest School of Nursing, Midwifery & Physiotherapy Centre Administrator

#### Nottingham Based Students

Collection points at:

- Students' Advice and Representation Centre (Portland Building, University Park Campus)
- NAMA Office (near to C50, QMC Med School)
- Midwifery Reception; Post Graduate Education Centre, Nottingham City Hospital

Problems? call 0115 846 8735



## REPRESENTATIONAL ASSOCIATIONS & NETWORKS

The Students' Union wants to ensure that your views and interests are taken into account by the University and by external bodies like local Council and the NUS etc.

To put this into practice, we have a number of Representational Associations and committees in place to represent you in a number of different ways. Many of these groups also have a social as well as a supportive role for students. What's more, to make sure you're all represented fairly, there are elected Representational Officers who are there to speak for groups like postgraduates and disabled students.

### The Black and Minority Ethnic Students' Committee

The Black and Minority Ethnic Students' Committee is dedicated to combating the under-representation and discrimination of BME students. It also seeks to celebrate BME culture and history. If you want to get involved, please get in touch with the Black and Minority Ethnic Students' Officer.

Find our web pages at: [www.campusconnection.co.uk](http://www.campusconnection.co.uk)

### Disability Action

Disability Action exists to represent the interests of students with disabilities at the University of Nottingham. We aim to promote equality of opportunity and to ensure that students with disabilities can participate in all aspects of University life. They aim to provide: information, advice and support, social events, sporting activities etc. We want people from all centres to get involved! You can take part or help to put on activities and events for other students - it is completely up to you!

Just get in touch for more information. [sudisability@nottingham.ac.uk](mailto:sudisability@nottingham.ac.uk)

### Environment and Social Justice (E&SJ) Committee

The objective of this committee is to act as the conscience of the SU and to make students more ethically and environmentally aware. As a committee we plan projects and events through weekly meetings and run campaigns promoting issues such as Fair Trade and environmental responsibility. Both the E&SJ Executive Officer and the committee members are elected positions but there is always an open door for those with drive and ideas, especially if you are located at a healthcare site and want to help us raise our profile! If you're interested in getting involved contact us at:

[suenvironment@nottingham.ac.uk](mailto:suenvironment@nottingham.ac.uk).

Find our web pages at: [www.campusconnection.co.uk](http://www.campusconnection.co.uk)

### Equal Opportunities

We want to ensure that all our students are represented fairly and treated equally. The Equal Opportunities Officer is the point of contact for students and any external bodies who have an interest or concern in this area.

You can email the Equal Opportunities Officer at: [suequalopps@nottingham.ac.uk](mailto:suequalopps@nottingham.ac.uk)

### International Students Bureau (ISB)

We are an organisation within the Students' Union that is run by international students, for international students. With more than 7000 students representing over 110 countries, the ISB is managed by a student committee that organises year-round cultural, social and sporting events. The ISB organises various activities that are designed to involve all international students.

Right from the International Week to the International Sports Olympics, the ISB strives to make your life at University a memorable one. If you are interested in joining in with any of the above, feel free to get in touch!

Email ISB: [isbpres@hotmail.com](mailto:isbpres@hotmail.com)



### LGBT (Lesbian Gay Bisexual Trans)



Our association exists within the Students' Union to support and represent all LGBT students at the University of Nottingham. We organise regular social events and provide information and support for students. Members can receive welfare support from any healthcare site by emailing our welfare officers.

LGBT is open to all University of Nottingham students at all centres, although we appreciate that for students based away from the Nottingham geography may be a barrier. However students based at any site can still use our web forums to take part in general chat and ask for information. We are also keen to have an LGBT Rep at: Derby, Lincoln, Mansfield and Boston, if you would like to discuss this further, then please do get in touch with us. **Email:** [info@uonlgbt.org](mailto:info@uonlgbt.org) **Website at:** [www.uonlgbt.org](http://www.uonlgbt.org)

### Mature Students' Association (MSA)

The MSA is a group for students who are over 21 at the time of entering University. We aim to provide a range of services to mature students including information, advice, support, socials, and the opportunity to meet other mature students at the University. Our activities are based in Nottingham but we welcome students from all satellite sites. If you want to become more involved there are also places on our committee.

**Email:** [sumsa@nottingham.ac.uk](mailto:sumsa@nottingham.ac.uk)

**Find our web pages via:** [www.campusconnection.co.uk](http://www.campusconnection.co.uk)

### Postgraduate Students' Association (PGSA)



Our aim is to make the postgraduate experience at the University of Nottingham as enjoyable and rewarding as possible. It aims to ensure that the needs and issues concerning the postgraduate community are acknowledged by both the Students' Union and the University. We have a dedicated Welfare Officer and we organise social events such as cultural visits to cities, bar socials, family events, sports teams and a Postgraduate Summer Ball. All this provides an excellent chance for you to meet other postgraduates from other courses and research groups.

**Call:** 0115 846 8715 **email:** [pgsa@nottingham.ac.uk](mailto:pgsa@nottingham.ac.uk)

**Web:** [www.pgsa.org.uk](http://www.pgsa.org.uk)

### Women's Network



The Women's Network is a proudly feminist organisation representing all women students at the university. We aim to empower them through active campaigning and raising awareness on issues concerning anti-sexism and all other forms of discrimination faced by women today. We are aware of the fact that the situation of women in society has improved greatly in comparison to the past, however it is far from ideal. We recognise the fact that the women of the University of Nottingham come from a range of diverse backgrounds and we aim to provide a safe space for them to explore their politics and identity. To get involved, seek help or raise an issue, please email us and get in touch.

**Email:** [suwomens@gmail.com](mailto:suwomens@gmail.com)

**Find our web pages via:** [www.campusconnection.co.uk](http://www.campusconnection.co.uk)



The following services are NOT provided by the Students' Union but by the University of Nottingham.

Academic Support

Study Support is available to all registered students at the University of Nottingham. Our network of tutors can help you with: Academic writing techniques, note taking, understanding assignment guidelines, planning essays, and basic spelling, punctuation and grammar problems. They can also provide specialist support for both dyslexic students and students with disabilities.

Support is available to all students by visiting our centre on the University Park Campus. All appointments must be booked in advance, by calling the number below. A designated study support tutor is also available to visit Nursing and Midwifery students at the following sites: Derby, Boston, Grantham, Mansfield and Lincoln.

 (0115) 951 3710  
 [www.nottingham.ac.uk/academicsupport](http://www.nottingham.ac.uk/academicsupport)  
 [studentservices@nottingham.ac.uk](mailto:studentservices@nottingham.ac.uk)



Childcare Services (Student Service: Nottingham only)

The service provides Full-/part-time day care for children aged 4 months to 5 years; Full-time/term-time only care for children over 2 years of age and holiday play schemes for children aged 4.5 – 12 years old. We also provide; Free Education Fund sessions (from the term following your child's third birthday) and a toy library. This service is for both staff and students. For a prospectus and more information, please contact us.

 (0115) 951 5222  
 [www.nottingham.ac.uk/child-care](http://www.nottingham.ac.uk/child-care)  
 [childcareservices@nottingham.ac.uk](mailto:childcareservices@nottingham.ac.uk)

Chaplaincy Service

Our Chaplaincy team includes members of the Church of England, the Roman Catholic Church and the Methodist Church. We can also assist in making contact with representatives of other faiths. We are here to offer support and advice to all members of the University community: students and staff; Christians and non-Christians.

 (0115) 95 13931  
 [www.nottingham.ac.uk/chaplains](http://www.nottingham.ac.uk/chaplains)  
 [chaplains@nottingham.ac.uk](mailto:chaplains@nottingham.ac.uk)

Counselling Service

The University Counselling Service is available to ALL registered University of Nottingham students and staff wherever they are based. The service is completely free and confidential and pre-arranged appointments with a counsellor can be arranged for the following sites; Boston, Derby, Lincoln, Mansfield and Nottingham.

We also run workshops at the various healthcare sites on issues such as Assertiveness and Stress Management; these sessions are aimed primarily at nursing and midwifery students. Anybody who is interested should contact us for the details of the next workshop at their centre.

 0115 951 3695  
 [www.nottingham.ac.uk/counselling](http://www.nottingham.ac.uk/counselling)  
 [Counselling.service@nottingham.ac.uk](mailto:Counselling.service@nottingham.ac.uk)





### Disability Policy Advisory Unit (DPAU)

Students should ensure that the University is aware of any individual requirements they may have in terms of disability, dyslexia and or a long-term medical condition. Letting us know what you might need at an early stage will help us to help you. Each school appoints a Disability Liaison Officer (DLO) to provide a point of reference, advice and guidance for staff and students about disability issues and support.

The full services, facilities and opportunities that we provide, are listed in the University's Disability Statement, which can be found on our website. Here you can also find out more information about the DLO for your school.



(0115) 951 3710



Minicom: 0115 951 4378



[studentservices@nottingham.ac.uk](mailto:studentservices@nottingham.ac.uk)

[www.nottingham.ac.uk/disability](http://www.nottingham.ac.uk/disability)

### Ethnic Minority Student Support Group (EMSG)

This group has been set-up specifically to give added support to ethnic minority student nurses and midwives who are on pre-registration courses. The meetings provide a forum for support by sharing experiences and discussing specific issues relevant to international students and ethnic minority students.

The group aims to develop a sense of belonging and there is also a social element too. The group meets bi-monthly at the School of Nursing's Derby Centre (DRI) and the meetings are open to Ethnic Minority students from all centres. For further information please contact Carol Campbell.

[Carol.Campbell@nottingham.ac.uk](mailto:Carol.Campbell@nottingham.ac.uk)



### Financial Support Office

The Financial Support team provides advice and administers several funds, including the Access to Learning Fund and the Student Crisis Loan. However if you would like to have all your financial options investigated as you are unsure about what to apply for, then contact a Student Advisor Team, see page 24.



(0115) 951 3710



[financialsupport@nottingham.ac.uk](mailto:financialsupport@nottingham.ac.uk)



[www.nottingham.ac.uk/financialsupport](http://www.nottingham.ac.uk/financialsupport)

### International Office

The Student Support Section of the International Office works to help and advise international students studying at Nottingham. The help and advice that they give can be quite varied and covers issues such as immigration, employment, finance, personal/family concerns and academic difficulties. The service they offer is both professional and confidential.

(0115) 951 5247

