

Advice and Counselling Service

Queen Mary, University of London

Advice and Counselling Service

- Free and Confidential
- Personal, emotional, financial, legal or welfare issues
- Ground floor, Geography Building, Mile End campus
- 020 7882 8717
- www.welfare.qmul.ac.uk

Counselling

Emotional
Personal
Psychological



Advice and Counselling

Counselling

- Relationship problems
- Transition into Higher Education
- Homesickness
- Difficult decisions
- Identity and sexuality
- Depression
- Anxiety
- Academic stress
- Family Problems
- Enduring mental health problems and crises

Counselling

- One to one counselling – usually 4-6 sessions
- Group Therapy
- Workshops on specific issues e.g. managing stress and procrastination
- Online self help programmes
- Cognitive Behavioural Therapy
- Podcasts, videos and blogs
- Bibliotherapy – self-help books in library

Welfare Advice

Welfare
Financial
Legal



Advice and Counselling

Welfare Advice

- Undergraduate Student Finance – loans, grants, bursaries
- Fee status and fee problems
- Planning a budget
- Income checks and income maximisation
- Applying for Hardship Funds
- Postgraduate Funding
- Dealing with debt
- Immigration Law (authorised by UK government to provide immigration advice at QMUL)
- Interruption of study / re-sits: implications for funding and/or immigration status

Welfare Advice

- **Pre-entry advice** e.g. funding, immigration
- **One to one** welfare advice sessions
- **Briefing sessions** – e.g. international students: working in UK after your studies
- **Advocacy and representation** service – help dealing with agencies e.g. Student Finance, Home Office
- **Specialist support with formal appeals or tribunals** e.g. student finance, council tax, welfare benefits, Tier 4 immigration

Service Information

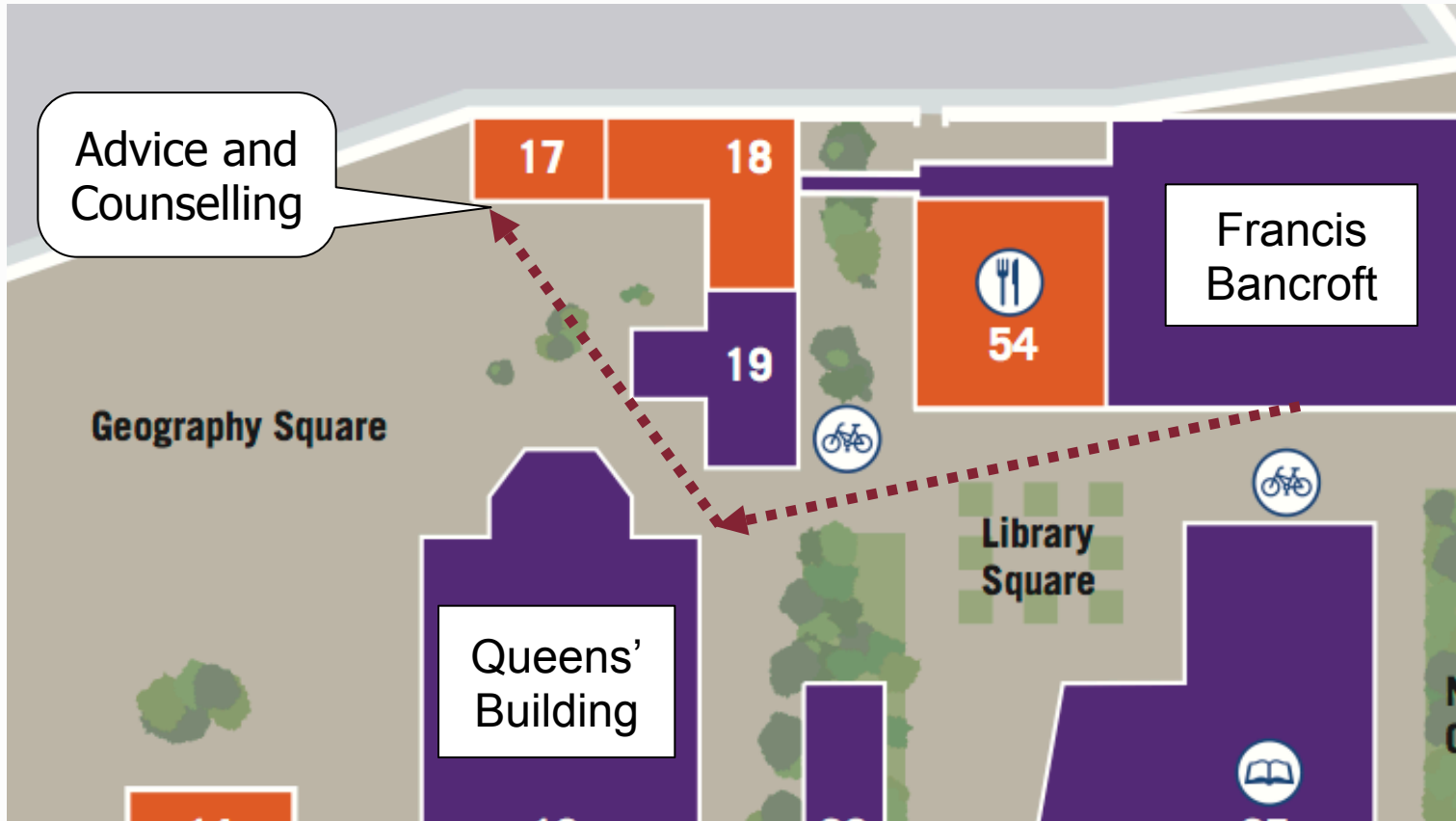
- Free
- Confidential
- Self referral
- Frontline information officers
- Information and self help materials



Service Information

- **Same day** appointments every weekday during main QMUL term time at 2pm – first come first served
- **Book in advance** appointments
- **Telephone** appointments (welfare advice) – useful if difficult to come in person
- **Email** enquiries via website
- www.welfare.qmul.ac.uk
- 020 7882 8717
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Where to find Advice and Counselling Service



Advice and Counselling

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www.welfare.qmul.ac.uk