



**CITY UNIVERSITY
LONDON**

The University for business and the professions

Services for Students Guide





Obama prepares speedy transition



Europe faces disappointment whenever with

Services for Students Overview

Services for Students is a management unit within City University London's Professional Services division. Its mission is to enable students to become more effective learners and it does this in four ways:

- By facilitating web-enabled self-services for straightforward transactions, reducing the necessity for bureaucracy to a minimum and freeing students to focus on their studies
- By the use of professional advisers as problem solvers, providing holistic responses to students' specific needs and pre-empting questions through timely, web enabled interventions
- By the use of high quality specialist staff to work with more complex student issues
- By the provision of opportunities for personal development, reflection, wellbeing, personal fitness and for social interaction.

Services for Students' Director is John Tibble and he can be contacted either by emailing him at j.tibble@city.ac.uk or telephoning 020 7040 8007, or via the Student Centre.

Student Centre

Level 2, University Building

T: +44 (0)20 7040 7040 F: +44 (0)20 7040 6030

E: studentcentre@city.ac.uk www.city.ac.uk/studentcentre

Opening times

Monday to Friday 09:30 – 17:30 (Thursday 10:30 – 17:30)

The Student Centre brings together a comprehensive range of support activities, making them easily accessible to our students. The Student Centre employs a team of dedicated advisers and is the first point of contact for information about the following areas:

Housing

Applying for University halls of residence; advice and guidance on private sector accommodation.

Financial support

City University London Bursary Scheme; University scholarships and prizes; applying for Government Access to Learning Funds; advice and guidance on managing your finances.

International student support

Visa and immigration advice; pre-arrival information and international student Welcome Event.

Payment of fees

Students can pay tuition fees in the Student Centre on level 2, as well as purchasing replacement University ID cards. Please note that cash transactions are limited to a maximum of £30.00 per person, but there is no limit on payments made by cheque, credit or debit card.

General enquiries

The Student Centre Advisers can also provide information and advice on other University services and events, including:

- Course registration procedures
- E-Learning and Moodle
- Employment and careers workshops
- Volunteering
- Graduation ceremonies
- Induction arrangements
- Replacement degree certificates
- Resit and special needs exams
- University Libraries and Computing Services.





Learning Success

Level 2, University Building

T: +44 (0)20 7040 0246 F: +44 (0)20 7040 3070

E: disability@city.ac.uk dyslexia@city.ac.uk

academiclearningsupport@city.ac.uk

Opening times

Monday to Friday 09:30 – 17:30 (Thursday 10:30 – 17:30)

The Learning Success team aims to help ensure that students have an effective learning experience at City and to this end we work with and on behalf of students who require additional learning support or access to specialist services. Our team of specialist staff work closely to ensure that students are offered a comprehensive and confidential service tailored to their individual requirements. There are three units within Learning Success:

Dyslexia Support Service

We offer a range of services for students with specific learning difficulties which include:

- Screening
- Referrals for full diagnostic assessment
- Individual learning support with specialist staff
- Advice on accessing funding e.g. through the Disabled Students' Allowances
- Liaison with colleagues to ensure that appropriate adjustments are in place e.g. in relation to library access and special examination arrangements.

Academic Learning Support Service

We help to develop students' skills so that they can learn more effectively. We offer individual and small group sessions where we can work on:

- Study skills
- Writing skills
- Time management
- Revision and examination techniques.

We run a range of workshops throughout the year on study skills related topics and our Service is open to all students.

Disability Services

We work with disabled students including those with sensory and physical disabilities, medical conditions and mental health difficulties as well as those experiencing temporary disabilities. We offer a wide range of services including:

- One-to-one sessions with students to discuss individual needs or offer tailored support sessions
- Arranging the provision of individual support workers such as mentors, sign language interpreters, and note takers, to help ensure that students can fully access the curriculum
- Liaison with staff in Schools and Services across the University to ensure that appropriate adjustments are in place
- Offering advice on accessing funding e.g. through Disabled Students' Allowances.

Student Counselling Service

Level 1, Drysdale Building
T: +44 (0)20 7040 8094 E: coun@city.ac.uk

Opening times

Monday to Friday 09:00 – 17:00

The Student Counselling Service offers the following services free of charge to all City students:

- Individual counselling
 - Group counselling
 - Focused groups and workshops (e.g. exam anxiety)
 - General counselling information.
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What kinds of problems can counselling help with?

Anything that is worrying you and disrupting your normal work, study or personal life can be talked over in counselling. For example, problems with relationships, friendships, family issues, bereavement, anxiety, exam anxiety, stress, depression, sexual problems, sleeplessness, substance misuse, eating problems, difficulties in concentrating or focusing on studies. Often students are not sure why they are coming when they first make an appointment, they just know that things are not right for them.

Who are the counsellors?

The Service has a team of professionally trained and widely experienced counsellors, therapists and psychologists. They are accustomed to helping people from many different backgrounds and cultures with a wide range of personal issues.

We offer a daily drop-in between 13:00 and 14:00 every weekday. Come in for an initial consultation or contact us to make an appointment, if you cannot come at lunchtime.

A confidential service

We will not communicate about you, with anyone outside the service, unless you give your consent.

Useful telephone numbers for immediate help

The Samaritans – A nationwide charity providing confidential emotional support to anyone in crisis:
08457 909090, 24 hours, 7 days

Nightline – Confidential listening and information for students by students:
020 7631 0101, 18:00 – 08:00 (term time only), www.nightline.org.uk or visit www.studentdepression.org

Student Health Service

Level 1, Drysdale Building
T: +44 (0)20 7040 5999 E: healthservice@city.ac.uk

Opening times

Monday to Friday 09:00 – 17:00

Nurse Advisor drop-in times

Monday to Friday 13:00 – 15:00

Appointments available

Monday to Friday 09:30 – 11:30

The Health Service provides a daily nurse-led drop-in clinic for all students. The Nurse Advisor for student health is able to advise you on a range of health issues including advice on minor illness and injury. Students with a disability or significant medical problem are encouraged see the Nurse Advisor in the Health Service to discuss any special needs or emergency procedures irrespective of whether they have a GP elsewhere. The Disability Co-ordinator within Disability Services is also able to offer advice and guidance on all aspects of disability.

Registration with a GP

It is important that you register with a GP near where you live. It can be difficult to register with GPs in Central London so you are encouraged to do so as soon as possible rather than wait until you feel unwell. Please note there is no GP service based on campus.

To find a GP near where you live visit
www.nhs.uk/servicedirectories

Meningitis and MMR

If you are 24 years or under it is strongly recommended that you have the Meningitis C Vaccine. Meningitis is a serious infection which can kill.

Mumps has also become a problem in some UK universities. We recommend the MMR Vaccine.

You can get both vaccines from the Health Service or from your GP.

Useful telephone numbers in the event of an emergency

NHS Direct 0845 4647

A 24 hour nurse-led telephone advice service

Minor Injuries Unit

020 7601 7780

St Bartholomew's Hospital
London EC1A 7BE

A drop-in service for treating injuries such as fractures, sprains or cuts

Angel Medical Practice

Walk-in-Centre 020 7837 1663

34 Ritchie Street,
London, N1 0DG

Monday to Friday

08:00 – 20:00

Weekends and bank holidays

09:00 – 18:00

Career and Skills Development Service

Level 1, Drysdale Building
T: +44 (0)20 7040 8093 E: careers@city.ac.uk

Opening times

Monday to Friday 09:00 – 17:00 (Thursday 10:30 – 17:00)

The Career and Skills Development Service offers help and guidance to students from their very first day at City. The sooner you begin, the more time you will have to develop your skills and experience to ensure success.

Help with your cv, cover letter and application

You can book our daily 20 minute appointment sessions online to have your cv, cover letter or application form checked and to receive useful feedback on possible improvements.

Mock interviews, psychometric testing and assessment centres

If you have an interview coming up, you can book a tailored mock interview and receive valuable feedback on your interview performance. We run practice psychometric testing sessions too, as well as mock assessment centres.

Specialist careers guidance

We offer 45 minute appointments which give you the opportunity to discuss your career plans in detail, helping you to identify the key steps you need to take to achieve your goals.

Employer presentations and skills workshops

Throughout the autumn and spring terms major employers as well as our in-house Career Consultants hold presentations and run workshops on campus. These give you the chance to find out about recruitment practices and polish your job search techniques. Workshop topics range from applications and interviews to presentation and networking skills.

View jobs

Use our online vacancy handling system City CareersHub to look for part-time jobs to support you during your studies, a placement or a graduate position. You can search through all kinds of work from bar tending to engineering placements.

Student volunteering

You can talk to our in-house Volunteering Co-ordinator about how to get involved with volunteering projects that match your interests and make a difference, while at the same time enhancing your skills and experience.

Widening participation activities

The Student Development and Outreach team runs a number of projects working with local schools and colleges. These projects target young people from groups that are under-represented in Higher Education and aim to raise their aspirations, motivation and attainment. City students act as tutors and ambassadors – roles that are both financially and personally rewarding, and look great on a cv.

Information resources

For great resources visit the Careers Service or find out more online at

www.city.ac.uk/careers
– our website

www.shelfari.com/citycareers
– our online career library



Faith

Chaplaincy Service, University Building
T: +44 (0)20 7040 0246 E: chaplaincy@city.ac.uk

City University London has a wonderfully diverse student body with people studying from all parts of the world. Many are religious and find opportunities to live and practice their faith alongside their studies. The Chaplaincy Service is open to everyone of all faiths and none.

Our motto is **'faith; diversity; community'** and our aim is to:

- Nurture faith by creating space for questions, study and reflection
- Value diversity, enabling different perspectives, disciplines, and people to be heard, and offering a vision based on a holistic approach to life
- Our symbol is a bridge, bringing people and communities together, and helping individuals to make the links needed for a fulfilling life.

The University provides facilities on the main campus to ensure that people of all faiths and none have the space to pray and reflect during the working day. In addition we provide information on local places of worship and sources of advice from religious leaders.



Sport and Leisure Service

Sports Desk, Saddlers Bar
T: +44 (0)20 7040 5619 E: sports@city.ac.uk
www.city.ac.uk/sport

Opening times

Monday to Friday 09:00 – 18:00 (Thursday 10:30 – 18:00)

Keeping fit is vital for our health and happiness, and it is always more rewarding with friends. Whether you want to develop your sporting skills or just stay in shape, Sport and Leisure Services offer a great range of classes, team sports and wellbeing programmes.

Campus Physical Activity Programme (CAP)

The Sport and Leisure team has launched a dynamic programme of fitness classes and wellbeing activities for all staff and students.

You can stay healthy and get fitter by attending group exercise classes, while building your social network and having fun. It is a great opportunity to inject new energy into your daily routine and change your lifestyle for the better.

IntraCity Sport

IntraCity Sport is designed to help develop friendships between fellow students within your own and other Schools. Students of all abilities are encouraged to take part – all you need is the desire to participate and an enthusiasm for team sport. Basketball, football and badminton training sessions and competitive matches are played between the University's seven Schools, culminating in the University cup.

Representational Sport

Many of our sports teams compete in either the British Universities & Colleges Sport (BUCS), Southern England Student Sports Association (SESSA) or the University of London Union (ULU) leagues, playing against teams from other universities on Wednesday afternoons. Visit our website to find out more about representing City, training sessions, venues, fixtures and captains' profiles.



Appeals, Complaints and Enhancement

Initial enquiries may be made to:
Student Centre, Level 2, University Building
E: ace@city.ac.uk www.city.ac.uk/ace

We want you to have a productive and enjoyable time at City University London. If problems arise, we will do our best to resolve these swiftly and informally. We ask that you help us by reporting issues as soon as possible and working with us to find a solution. The University is committed to learning from experience, and we continually look for enhancements which will benefit the University community as a whole.

Informal resolution

We find that many issues can be resolved at an early stage, without the need to use formal procedures. It is often best to speak to a relevant member of staff in your School in the first instance. Depending on the nature of the issue, this may be one of your lecturers, your Programme Director or your personal tutor. Your course administration office is another good source of information and advice.

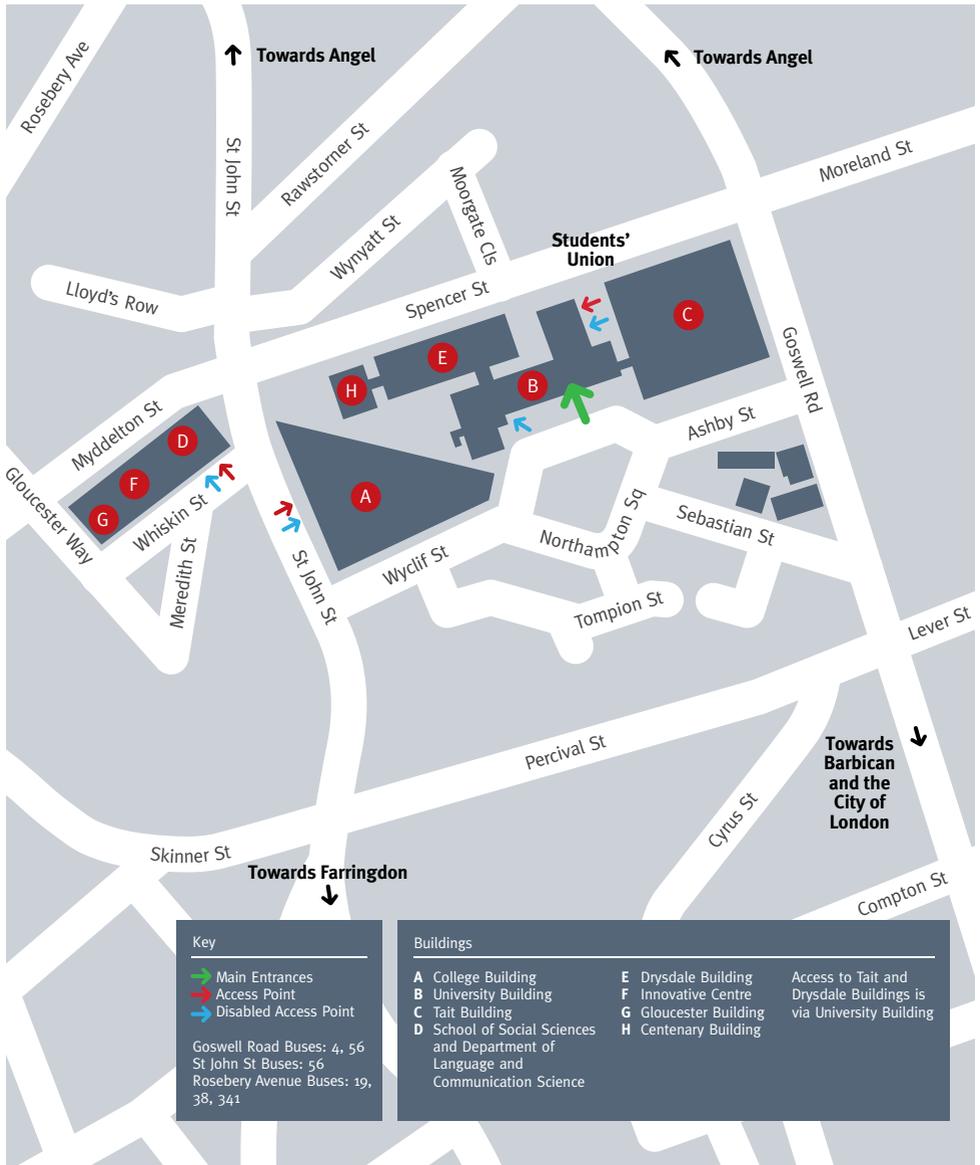
Formal procedures

If it becomes necessary to use more formal processes, Advisers at the Student Centre can provide information about the options available, and can put students into contact with the most appropriate people.

Formal procedures exist in relation to academic assessment, appeals, student complaints and student conduct. More information about these and other regulations is available in your handbooks and online at www.city.ac.uk/ace. An advice and representation service is also available free of charge at the Students' Union. For more information visit www.culsu.co.uk/advice

Office of the Independent Adjudicator for Higher Education (OIA)

On those rare occasions when a student is not satisfied, even after the University's formal processes have been exhausted, there is an option to apply to the external complaints review body, the Office of the Independent Adjudicator for Higher Education (OIA). The OIA will normally consider applications only after the University has confirmed that its internal procedures have been fully completed. More information is available at www.oiahe.org.uk



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