UCL Pocket Student Guide

The Student Centre brings together staff from a number of areas in Student Advisory and Events Services in order to offer information and support to students enrolled on programmes of study at UCL and UCL alumni.

We can help...

Our helpful and enthusiastic Student Centre Team can assist you with enquiries about:
Your student record, your enrolment, submission of research degrees theses, international student support and welfare, study abroad programmes for UCL undergraduates and graduation ceremonies.

If you are a new or returning student at UCL, the Student Centre can produce the following documents for you:
Statement of Student Status letters, Council Tax Exemption letters (full time students only), opening a bank account letters and Schengen visa letters.

For UCL alumni, the Student Centre can produce a Statement of Award.

Related Services

For queries about transcripts please visit the Examinations website: **www.ucl.ac.uk/current-students/exams_and_awards/**

For queries about your tuition fees please visit the Tuition Fees website: **www.ucl.ac.uk/current-students/money**

For queries about your Portico account please visit the Portico Services website: **www.ucl.ac.uk/ras/portico**

For queries about your student login or password please visit the Information Services website: **www.ucl.ac.uk/isd** or contact **servicedesk@ucl.ac.uk**

For queries about your UCL student ID card please visit the UCL Estates Security Systems website: **www.ucl.ac.uk/estates/security/systems/identity-cards/**

UCL Student Disability Services

UCL Student Disability Services provide information, advice and support to all UCL students. If you have an impairment, medical condition, mental health difficulty or specific learning difficulty that has an impact on your ability to study or any other aspect of university life please contact us for help.

Things we can help with:

- Liaison with academic staff about adjustments you might require
- Applications for Disabled Students Allowances
- Access to specialist equipment and software
- Applications for special assessment arrangements
- Provision of support workers (e.g. study skills tutors, mentors, note-takers)

For more information please visit our website: **www.ucl.ac.uk/disability** Email: **disability@ucl.ac.uk**
Tel: **020 7679 0100**

UCL Study Abroad Team

The Study Abroad Team coordinates the non-academic aspects of the undergraduate study abroad programme for UCL students. We organise the Study Abroad Fair every year and manage the application process for certain exchanges.

Things we can help with:

- Advice on your study abroad options
- Study Abroad Finances
- Insurance, Health and Safety
- Welfare and support for outgoing study abroad students

For more information please visit our website:
www.ucl.ac.uk/studyabroad
Email: **studyabroad@ucl.ac.uk**
Tel: **020 7679 0121**

Students currently preparing to go abroad can also turn over for more information!

International Student Support

The International Student Support Team offers pre-arrival guidance, orientation for new students, immigration information and assistance with all welfare-related topics to all non-UK students at UCL.

Things we can help with:

- Opening a UK bank account, understanding the National Health Service (NHS) and registering with the police
- Induction sessions on studying at UCL and living in London
- Initial advice and help with identifying the most appropriate support service if you need help but are unsure who to turn to

For more information please visit our website:
www.ucl.ac.uk/iss
Email: **internationalsupport@ucl.ac.uk**

UCL Student Psychological Services

UCL Student Psychological Services provides an accessible and effective professional resource for students who are facing emotional and psychological problems.

We offer a number of different types of services which include counselling, cognitive behavioural therapy (both individual and groups), psychiatric consultations, personal development workshops, and a self help library.

For further information and how to register online please see our website at: **www.ucl.ac.uk/student-psychological-services**
We are based at 3&4 Taviton Street.
Tel: **020 7679 1487**

Portico – Top tip!

Don't forget to keep your address details up to date on Portico so that the statements we give you reflect the correct address:

Home address: this is a record of your permanent home address, i.e. where your parents/guardians live. This can be an overseas address and will usually not need to be updated during your time at university.

Contact address: this is the address UCL will use for all formal correspondence (including your degree certificate at the end of your time here) and is therefore the most important address to keep up to date. This is also the address that will be printed on the Council Tax Exemption letter and Opening a Bank Account letter.

Term time address: this is the address which is your main residence during term time, usually in London. It is the address that will be printed on the Council Tax exemption letter.

UCL Student Funding Office

UCL Student Funding Office provides information and support for students concerning financial assistance. We offer a range of financial awards aimed at assisting both prospective and current students mainly through scholarships and bursaries.

You can contact us to discuss your options for funding by using the details below or by visiting us at the counter, Room G19, Ground Floor, South Wing (Main Campus, Gower Street) Monday-Friday 10.00am-4.00pm.

Email: **studentfunding@ucl.ac.uk**
Tel: **020 7679 0004**

For Portico visit: www.ucl.ac.uk/portico

UCL Student Accommodation

UCL Student Accommodation can help you with any questions or issues you may have regarding your UCL-managed residence or student house. All UCL residences are managed by professional teams and also have wardens and vice-wardens on site, who will do their best to help you with any issues that you may have. We are open for personal callers Monday to Friday 9am-5pm.

UCL Student Residences
University College London,
117 Gower Street,
London WC1E 6AP
Email: **residences@ucl.ac.uk**
Web: **www.ucl.ac.uk/accommodation**
Tel: **020 7679 6322**

Faith Advisors at UCL

Although UCL is a secular institution, we recognise that faith is a key part of many students' lives.

There are two Chaplains appointed to UCL, both trained multi-faith advisers, who provide religious support and advice to all students regardless of their culture or faith. You can contact them for any religious or spiritual issue, including exploring questions of belief and meaning, or if you wish to engage more deeply in your faith.

For details of how to contact the Chaplains, please visit **http://www.ucl.ac.uk/support-pages/sources-of-support** and click on Religious Advisers.

University of London Housing Services

University of London Housing Services provide a range of services to students who are considering living in private rented housing. They also manage a number of inter-collegiate halls offering self-catering accommodation.

For more information and opening hours, please visit the ULU Housing Service website.
University of London Union, 4th Floor,
Malet Street, London WC1E 7HY
Web: **http://housing.london.ac.uk/cms/about/**
Email: **housing@london.ac.uk**
Tel: **020 7862 8880**

For information and queries about UCL Student Residences, please visit **www.ucl.ac.uk/accommodation**

My emergency contacts

Please use this section of your Z-card to record details of your own contacts for emergency situations. This may be useful to you if you find yourself in a difficult situation without access to your mobile phone or computer.

Parent/Guardian:

Phone:

Email:

Academic Contact (Personal Tutor/Study Abroad Tutor/ Affiliate Tutor):

Phone:

Email:

Local Embassy Address:

Information for Study Abroad Students

In addition to all the UCL services on the front of this z-card, UCL students abroad may also find the following information useful:

British Foreign and Commonwealth Office (FCO)
https://www.gov.uk/FCO

Key services:

- Travel advice
- Embassy locator
- Emergency guidelines

UCL Travel Insurance
Emergency & medical assistance overseas:
+44 (0)20 7173 7797

Making a non-urgent claim
June Campbell – **june.campbell@ucl.ac.uk**
+44 (0)20 3108 3059

Information for International Students

Why not visit the UCL International Student Support website?

UK Home Office
www.ukba.homeoffice.gov.uk/visas-immigration/studying/
Information for students who require a visa to study in the UK, including guidance and application forms.

Office of the Immigrations Services Commissioner (OISC)
http://oisc.homeoffice.gov.uk/
OISC can help you find an adviser who is qualified to provide immigration information and advice.

UK Council for International Student Affairs (UKCISA)
Providing information on:

- Studying and living in the UK
- Working during and after your studies
- Immigration, financial support, student dependants

www.ukcisa.org.uk/

Dedicated student support line: +44 (0)20 3131 3576 (open Monday to Friday 1.00–4.00 pm)

UCL Cultural Consultation Service
The UCL CCS helps students and staff address cross-cultural and social conflicts which impact on teaching and learning.

For more information, please visit
www.ucl.ac.uk/ccs

For other UCL maps visit

Information for New Students

Student Health Service – Gower Place Practice
www.gowerplacepractice.nhs.uk/

UCLU Rights and Advice
The Rights & Advice Centre is a support service and a central point to obtain information and advice on academic problems, consumer issues, employment, finance, housing and immigration.

For contact details and opening hours, please visit
http://uclu.org/services/advice-welfare