Student support

Coming to university can be stressful; we want you to join us at UCL to learn, relax and enjoy achieving your potential. Even if you never need any of our various student support services, you’ll benefit from just knowing they’re there.

Getting off to a good start
Starting a degree can be daunting for all sorts of reasons, whether it’s living alone for the first time or coping with a new level of academic work. UCL’s Transition Programme is designed to help you settle in and adapt to university life, providing mentoring and peer-assisted learning, as well as information and social sessions. When you arrive you will be assigned a mentor from your teaching programme who will provide help and advice, and facilitate informal first-year discussion groups.

Our tutors are first and foremost your tutors
Your Personal Tutor will be able to give you academic guidance and steer you towards the help and support available to you on study, practical and personal matters. In addition, your Departmental Tutor and Faculty Tutor are available for advice. UCL Student Support and Wellbeing Services co-ordinate all aspects of student welfare.

Support for current students
After you’ve arrived to take up your studies, our walk-in Student Centre can provide you with any help and guidance you might need, whether you’re from overseas (see pages 24–25) or from the UK. Our International Student Support and Welfare Team organises the International Students’ Orientation Programme (ISOP), to help new international students adjust to life at UCL.

Student Psychological Services
If you are experiencing any emotional or psychological difficulties, you can book a confidential appointment to talk with one of our trained and experienced staff. After this initial discussion you may be offered short-term individual counselling, cognitive behavioural therapy, a personal development workshop or psychiatric consultation. We can also give you advice on how to access specialised psychological services outside UCL.

Your Personal Tutor is on hand to help you deal with any personal or academic problems
Student Disability Services

We welcome applications from disabled students. If you have a disability, specific learning difficulty or mental health issue, UCL Student Disability Services are here to support you to study as independently as possible.

We provide information and advice to all disabled UCL students, and organise support in areas such as note-taking, communication, mentoring and specialist skills tuition. Our facilities include a dedicated IT suite equipped with a range of specialist equipment and software.

You’re invited to contact us as early as possible so that we can discuss your needs in detail. If you’re a wheelchair user or mobility impaired we recommend you come and visit UCL to find out more about the physical environment. We are happy to meet with you to advise and plan access across campus.

We can offer funding for travel from your home (in the UK) to UCL, plus the cost of an overnight stay in a hotel for you and someone to accompany you if you wish.

www.ucl.ac.uk/disability
disability@ucl.ac.uk
+44 (0)20 7679 0100

Support for parents

UCL’s Day Nursery can accommodate children from three months to five years old. UCLU also runs a parents and carers network to provide support and community for students with caring responsibilities.

www.uclu.org/parents-carers

Rights and Advice Centre

Based in the Students’ Union, our team of independent, highly trained advisers are on hand to help you with a range of issues from legal matters and immigration to housing and academic problems.

www.uclu.org/advice

You’re never more than a couple of clicks from help

Our student support website is a portal to a wide range of information and advice about student life.

www.ucl.ac.uk/current-students/support

Looking after your health, both physically and mentally, is important and it is strongly recommended that you register with a doctor when you arrive

Support for care leavers

If you’re applying to higher education from a care background, we know that you can face additional issues. We are committed to supporting young people in care and offer specific events, visits and tours for care leavers. If you would like to arrange a visit to UCL please get in touch.

www.ucl.ac.uk/care-leavers

Helping you stay healthy

UCL students can register with a local National Health Service (NHS) practice, located on Ridgmount Street close to the Bloomsbury campus. There are also numerous dentists and opticians in the area.

Supporting you in new surroundings

UCL’s Transition Programme is there to help you so you don’t feel overwhelmed when you arrive.

Learning support

If you have specific learning needs or difficulties, UCL offers support to help you get the most out of your studies. If you have a learning difficulty, we have a dedicated team to help you.

www.ucl.ac.uk/current-students/support

Student support

Eleanor Savage, Third Year,
Classics BA

I chose to study at UCL because it offers such a broad choice of options. I loved studying Latin in school so I knew I wanted to do classics, but I also knew that I wanted to explore areas within classics that I hadn’t had the opportunity to study yet, like archaeology and linguistics.

Having a Personal Tutor is really useful – they really care about your wellbeing and your studies, and they know the department inside out so they can always help you to get the most out of your degree. UCL Student Disability Services have also been very helpful – they can provide assessments and help like extra time in exams, extended borrowing time and study support sessions.

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