



UCL

2018–19 TRANSITION MENTOR HANDBOOK





Transition is a mentoring programme for all UCL first year undergraduates. During enrolment week, first year students are matched in groups of ten to a transition mentor. This is a second third or fourth year student taking the same degree programme.

GETTING STARTED

What is the UCL Transition programme?

Transition mentors meet mentees for an introductory session during enrolment, then weekly throughout first term. The programme ends formally in December.

Experienced senior transition mentors provide support and guidance to a group of approximately ten transition mentees in their department. All mentors are paid for their work.

Transition is a large scheme of about 700 transition mentors and 70 senior mentors. It is centrally administrated by two staff members in the UCL Access and Widening Participation Office (AWPO). We recruit, train and pay all mentors, provide this handbook and other materials, answer queries and resolve problems. Our goal is to ensure that every UCL first year undergraduate student is supported by a trained, competent Transition Mentor in their first term.

All undergraduate academic departments work with AWPO to deliver their local transition programme. Academic departments are responsible for selecting enough mentors for their first year cohort (in liaison with AWPO) and for booking rooms and coordinating Meet Your Mentor sessions during enrolment week. Departments can also run their own additional local induction activities, in addition to the basic Transition programme.

UCL's Student Support and Wellbeing team provide additional advice and guidance on their support services which are open to all UCL students.

Application process for prospective mentors

Application form

Complete an application form for the Transition or Senior Transition Mentor role (available at the Transition website) in the spring before the academic year that you want to be a mentor.

Applications close

Applications close in May and are sent to academic departments.

Mentor selection

Departments then select their mentors for the coming year.

Applicants contacted and training

The Transition team contacts all applicants during May and June to invite them to a training session and to arrange an appointment to check their Right to Work documents. We also advise unsuccessful applicants that have not been chosen for the programme.

Contacting the Transition team

➤ www.ucl.ac.uk/transition

General contact

✉ transition@ucl.ac.uk

☎ 07341 776 469 (transition mobile number)

Alex Owusu

Access Officer

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Job Description

Who can be a Transition Mentor?

Transition Mentors are UCL undergraduate students who have completed the first year of their degree programme. Mentors can be in their second, third or fourth year when mentoring, depending on the degree programme.

UCL postgraduate students can apply to be mentors if they have already completed the undergraduate degree programme they wish to mentor for, and have then continued into a postgraduate programme in the same academic department without leaving UCL for a break in study.

These students are not eligible:

- » Intercollegiate students from other institutions who are taking modules at UCL
- » Students who will be on a study abroad programme, out of London or otherwise not sufficiently available for their mentee group during the first term
- » Postgraduate students who have not completed an undergraduate degree programme at UCL

Benefits of the role

- » Make a positive contribution to your UCL department and student community
- » Meet new people in your department and across UCL
- » Enhance your CV and include on HEAR (Higher Education Achievement Record)
- » Public speaking, communication, group facilitation and organisation skills
- » Deeper knowledge of your subject, your department and of UCL generally
- » Employment references from the Transition team on successful completion

Transition Mentor duties

- » Attend a compulsory 2.5 hour training session before enrolment week
- » Provide Right to Work documentation so we can pay you
- » Liaise with other mentors, staff in your department and Transition team staff
- » Help to run Meet Your Mentor welcome session for all first year students
- » Run ten mentoring sessions (this includes the Meet Your Mentor introduction), roughly once a week, for an hour
- » Maintain contact with mentees by email, text or social media as agreed with group, first agreeing communication boundaries (for example, that you won't respond to messages outside certain hours)
- » Plan sessions to keep mentees engaged and to address their needs within the appropriate scope of your role
- » Signpost your mentees to appropriate support services
- » Attend meetings scheduled by your Senior Mentor and respond to their messages
- » Inform your Senior Mentor as soon as possible if a mentee has not attended the first session or drops out after one or two sessions
- » If you have concerns about a mentee's wellbeing, refer them to appropriate support services and report the issue to the Transition team as soon as possible
- » Follow Transition Code of Conduct and all UCL student conduct policies

Person specification

- » A positive, welcoming role model and ambassador for UCL and your department
- » Empathetic and good interpersonal communication skills
- » Good understanding of the wide range of administrative, academic and wellbeing issues first years can face
- » Able to commit to the duties of the programme without cancelling sessions
- » Punctual, reliable and organised
- » Mature and responsible
- » Able to respond well to constructive feedback
- » Good academic progress on current degree

Job Description

Who can be a Senior Mentor?

Senior Mentors are UCL undergraduate or postgraduate students who are still studying in the academic department they wish to mentor for, and who have previously worked as a Transition Mentor (ideally in the year immediately prior to becoming a Senior Mentor).

If you have not previously worked as a Transition Mentor, you cannot be a Senior Mentor.

Benefits of the role

- » Make a positive contribution to your UCL department and student community
- » Meet new people in your department and across UCL
- » Enhance your CV and include on HEAR (Higher Education Achievement Record)
- » Leadership, public speaking, communication and organisation skills
- » Deeper knowledge of your subject, your department and of UCL generally
- » Employment references from the Transition team on successful completion

Senior Mentor duties

- » Attend a compulsory 2.5 hour training session before enrolment week
- » Provide Right to Work documentation so we can pay you
- » Liaise with other mentors, staff in your department and Transition team staff
- » Lead on coordination of Meet Your Mentor sessions in enrolment week. Check that the department has booked rooms and that students know the location. Senior Mentors give the welcome presentation and ensure all first years are matched to their Transition Mentor
- » Run two in person meetings for your group of transition mentors – one in early October, and a closing meeting in December. Email attendance and discussion points to Transition team
- » Maintain weekly contact with your transition mentors by email, text or social media
- » Help your transition mentors plan sessions and answer any questions that they have
- » Make short observation visits to all of your transition mentors to see their groups in action (as much as possible this should happen in the early weeks)
- » Ensure that mentors are doing their jobs and providing good quality support to mentees. If a mentor is struggling, arrange a support meeting to discuss options
- » If you have concerns about a mentee or Transition Mentor's wellbeing, refer them to appropriate support services and report it to the Transition team as soon as possible
- » Inform the Transition team immediately if you are concerned that a mentor has dropped out, is not following the Code of Conduct or is providing a poor service to their group. You can give your transition mentors guidance and feedback for minor issues, for example suggestions on making their sessions more engaging. For more serious concerns, you must not engage in performance management or disciplining mentors yourself, but must refer it to the Transition team for action
- » Follow Transition Code of Conduct and all UCL student conduct policies

Person specification

- » A positive, welcoming role model and ambassador for UCL and your department
- » Empathetic and good interpersonal communication skills
- » Good understanding of the wide range of administrative, academic and wellbeing issues first years can face
- » Good knowledge of the UCL Transition programme and of UCL's Student Support and Wellbeing services
- » Able to commit to the duties of the programme without cancelling sessions
- » Punctual, reliable and organised
- » Mature and responsible
- » Able to respond well to constructive feedback
- » Good academic progress on current degree

Transition is a peer induction and support programme. Transition Mentors and Senior Mentors must follow their job descriptions and must not exceed the scope of their roles. This Code of Conduct is designed to help you do your job effectively, to protect your own wellbeing as a mentor, and to provide a great service to our first year undergraduate students.

Code of Conduct

Professionalism and appropriate boundaries

- » We expect all mentors to honour their commitment to the programme, to deliver duties as outlined in the job description, and to raise any concerns they have with the Transition team promptly so that we have a chance to resolve them. In previous years some mentors have pretended to deliver sessions, but did not do so. This is dishonest, and damaging for first year students who need support. We monitor the programme closely to ensure that all our mentors are delivering a good service and are receiving the support they need.
- » You are not lecturers, teachers or academic tutors. You are not UCL academic staff, and must not give feedback on academic assignments or try to teach degree programme material. Academic support must be within appropriate limits. For example, a Transition Mentor could explain referencing systems, discuss note taking skills or run a peer assisted learning session to review recent lectures, but they must not give feedback on draft essays, help students write a seminar presentation, or teach their own seminars.

- » You are not professional counsellors, mediators or student advisers. Mentors are a first point of contact. You provide a friendly welcome to UCL and your department, help to solve basic problems and signpost to appropriate sources of information or support. However, you must not involve yourself in mentees' mental or physical health, financial, or other serious personal problems. You must always inform someone as soon as possible if you are worried about a mentee (see pages 20–26 for more information).
- » Transition Mentors are in a position of trust in relation to mentees, and have a responsibility to ensure all mentees can engage equally with the programme. Therefore they must maintain appropriate professional boundaries.

Transition Mentors and Senior Mentors must not:

- engage in romantic relationships or close personal friendships with first year mentees whilst the programme is running
- lend money or give gifts to mentees
- gossip about mentees or share personal information about them with anyone else. If a mentor is concerned about a mentee, they can discuss it with their Senior Mentor, with the Transition team or with Student Support and Wellbeing staff
- share their own personal problems with mentees, for example relationship difficulties
- run mentoring meetings in pubs or in private spaces like student houses – sessions should all be in public spaces or in UCL classrooms

Discipline Policy

- » We monitor Transition Mentors' work through feedback from departmental contacts, Senior Mentors, and first year students.
- » Senior Mentors' work is monitored through feedback from their Transition Mentors and departmental contacts.
- » If concerns are raised about any Mentor, the Transition team will investigate and invite the Mentor and relevant departmental contact to a review meeting to allow the Mentor to respond to the concerns and discuss the best way forward.
- » The Mentor could be given a short time to improve their performance, or they could be removed from the scheme and may forfeit their payment.
- » As a Mentor, you also have the right to support in delivering your role. If you have difficult interpersonal problems with a mentee or another Mentor and are not able to resolve them yourself, please contact the Transition team and we will investigate.
- » If you have a concern about the service provided by the Transition team and are not able to resolve it, you can contact Alison Forbes, Access Manager (alison.forbes@ucl.ac.uk – 0203 108 8267)
- » You can also contact Dr Ruth Siddall, the UCL Student Mediator, should you need her services:
 - » www.ucl.ac.uk/student-mediator/about-dr-ruth-siddall

Payment

- » Every Transition Mentor and Senior Mentor is paid a set rate of £172.50 for 16 hours work at the end of the programme.
- » For transition mentors this covers ten meetings, plus six hours for preparation and communication; for senior mentors it covers supervising the Meet Your Mentor session, observation visits and two team meetings for your transition mentors, and time liaising with people and providing feedback.
- » To work on the programme, you must attend a compulsory training session of 2.5 hours. Please note that training is unpaid. When you arrive at your training session, we will ask you to read and sign the Transition Code of Conduct. You will also be allocated an appointment to come to our office for document checking.
- » It is very important that you provide all required documentation before you start working. If this is not done, we can't pay you.

Documentation includes:

- » Evidence of Right to Work in the UK. For UK and EU students, this is a copy of the front cover and the photo ID page of your passport.
- » For Tier 4 visa students, we must also have a copy of your student visa, and the yellow visa certificate for Croatian students. If you are on a Tier 4 visa, you are not allowed to work in excess of 20 hours a week in any combination of different jobs whether at UCL or elsewhere. You will be required to sign timesheets confirming that you are not exceeding your permitted hours.
- » **IMPORTANT:** please note that the Transition staff members must see your original documents, not photocopies.
- » A completed payroll form with your bank details
- » An equal opportunities monitoring form for UCL HR
- » A signed copy of the Transition Code of Conduct
- » Payments are processed in the spring. As we have over 750 payments to process, they will be completed in batches. You will receive payment on the last weekday of February, March or April 2019. You will be advised of the scheduled month in advance.
- » Check your bank account shortly after your expected pay date. If your payment has not arrived, contact the Transition team and we will sort it out for you.

Please note that you will not be paid if:

- » You do not provide the correct documentation including evidence of your right to work in the UK before you start working on the programme
- » You give us incorrect bank details (check your form carefully)
- » Following an investigation, we find that you have not made a reasonable attempt to deliver your job duties, or that you have broken the Transition Code of Conduct.

Summer 2018

Mentor training and payment documentation appointments.

Week of Monday 17 September 2018

International Student Orientation Programme, run by UCL Student Support and Wellbeing.

Week of 24 September 2018

UCL enrolment and induction week: Meet Your Mentor introduction sessions.

Saturday 29 and Sunday 30 September 2018

UCL Students' Union Welcome Fair – Transition Mentors could take mentees to the Fair for their second mentoring session.

October 2018

Mentoring sessions continue – Mentors schedule their own dates.

Monday 5 – Friday 9 November 2018

UCL Reading Week: mid-point of the programme. Transition Mentors could organise a relaxed social, and ask for direction on what mentees want in the second half.

November and December 2018

Sessions continue – tenth and final session must be scheduled in early December before mentees finish term. The final session should focus on:

- » Evaluation, gathering feedback on the Transition Programme and their whole UCL first year transition experience.
- » Wrapping up the mentoring relationship: did they find the programme helpful? Encourage them to apply to be a Transition Mentor themselves next year. Addressing any outstanding problems, sending any resources needed, thanking everyone for their contribution and wishing them luck in the rest of first year.
- » Senior Mentors must schedule a final meeting with their transition mentors to gather all feedback and then pass on to the Transition team.

January – May 2019

- » Evaluation surveys sent to all mentees and mentors. Please reflect on your experiences, complete it and encourage others to complete it.
- » Focus groups of mentees and mentors to discuss the first year experience.
- » Mentor payments (see page 12).
- » Recruitment of mentors for 2019–20.

2018–19 TRANSITION TIMELINE



Your first meeting is crucial: if mentees find it useful and enjoyable they are much more likely to keep attending.

SESSION IDEAS

Group exercises

Ideas for your first session

- » Agree on communication (Facebook, Whatsapp, text, email). Set boundaries that you are comfortable with: for example, you can tell mentees not to message you at night, ask them not to send you excessive emails, or explain how often you will respond to emails.
- » Schedule times and location of upcoming meetings, ideally the same each week. If they are set in advance mentees are likelier to attend.
- » Ice breakers (see right): exercises to help you and your mentees get to know each other.
- » Write a “what do you know” quiz about UCL and your department for small groups.
- » Discuss: What are their worries about starting university? What have they enjoyed most so far? What are they looking forward to? What do they want from the Transition programme, suggestions for activities?

Ice breakers

Memory Challenge

Speak to each other in pairs, find out as much as they can in one minute, then introduce their partner and what they remember about them to the rest of the group.



Two truths and a lie

Tell them two truths and one false thing about yourself, they guess which, then everyone takes turns doing the same.



You too? Who knew?

Mingle as a group, speak to everyone and find something you have in common with them, first person to find one thing in common with everyone else wins.



Ideas for further sessions

- » Walking tour of campus: important locations, quiet spaces, toilets, cafes.
- » Walking tour of Bloomsbury: parks, shops, museums and cafes.
- » Use Transition checklist (pages 18–19) to structure discussions.
- » Run Peer Assisted Learning (PAL) sessions:
 - Chose a topic and use Think (note what they know themselves) – Pair (compare notes with person next to them) – Share (whole group discussion)
 - Visit library and the section for your department
 - Review referencing system used in your department and the UCL plagiarism policy
 - Discuss difference between sixth form level study and university study, drawing on your own experiences
 - Review modules on offer for first years and discuss how they plan to choose their modules
 - Review the deadline for their first piece of assessed work and work backwards from it to make a study timetable
 - Senior Mentors can provide further ideas and resources specific to your department.
- » Evaluation activity for final session: Give out coloured post its. Mentees write positive and negative first term experiences on different colours, post on a wall to spark group discussion. Select three to five things overall that worked well, and three to five constructive recommendations for change that the group want to pass to the Transition team or staff in your academic department.

UCL students are not all the same. Your mentees will be diverse in personality and life experience.

Facilitating your group

You have an important role in bringing your mentees together as a group and ensuring they feel comfortable and welcome. Your language, body language and tone of voice is extremely important. Avoid 'banter' that could make people uncomfortable, jokes about people's individual characteristics, and any unacceptable language such as racist, sexist, homophobic or other prejudiced remarks. You must also address any unacceptable language from mentees or others (be an "active bystander" and intervene).

Try to think about how you could inadvertently make someone feel uncomfortable if they were the 'only one' with a certain characteristic in the group. For example, avoid arranging meet ups in the pub – it isn't appropriate for mentoring, and some mentees might feel uncomfortable in pubs. Equally, avoid arranging expensive social activities, as you won't know the financial position of your mentees.

Play an active role in keeping discussions flowing:

- » Make sure you have additional activities or topics planned if something finishes quicker than expected
- » Have rough timings for what you want to cover and don't run out of time for essential topics
- » Actively invite contributions from quieter mentees
- » Assign confident, talkative mentees to a role like note taker so that they don't dominate too much
- » Make sure mentees don't interrupt or talk over each other
- » Come back to topics if you think someone didn't get the information they needed or looked uncertain about something
- » If mentees are disagreeing about something and making others uncomfortable, or if a topic is exhausted with nothing more to say on it, move the conversation on

Your mentees could include any of these individuals. What UCL support services might they benefit from?

- » Introverts and extroverts
- » Students who speak English as a second language
- » Mature students
- » Students with caring responsibilities for family members
- » Students who already know people at UCL – students who know no one
- » Students who have never been to London before
- » Students from EU countries, international students from all over the world, Students from different parts of the UK (countryside, small towns and big cities)
- » Students who are close to their families, and students who have difficult relationships with their families or are estranged from them
- » Students who attended private schools, and students who attended state schools
- » Students with generous funding from parents, and students on a tight budget
- » Male and female students
- » Students of all faiths – and none
- » Students of different races and ethnicities
- » LGBT+ students (an umbrella term for anyone who self-defines as being one or more of: lesbian, gay, bi, trans*, and/or any other sexual or gender minority including but not limited to queer, intersex and asexual)
- » Students who don't drink alcohol
- » Students with disabilities or other health needs – visible/invisible, physical/mental
- » Students living in halls of residences, in shared flats, at home with family
- » Students who are the first in their family to go to university

General administration

- Do they understand the purpose and limitations of the Transition programme?
- Have you exchanged numbers/emails and agreed how to communicate?
- Have you scheduled time and place of upcoming meetings?
- Have they enrolled and got their student ID card?
- Where are they living? Do they have any concerns about their accommodation?
- How do they travel to UCL? Do they have any concerns about travel?
- Do they have a personal alarm? Do they have insurance for their possessions?
- Have they registered for a GP and dentist – are they aware of the UCL surgeries?
- Do they know their way around campus, especially your department and key locations like the library and student union buildings? Can you show them cheap places to eat and shop, and areas for quiet study?
- International: have they registered with the police if required? Did they attend ISOP (International Students Orientation Programme)?



Financial

- International: Have they opened a UK bank account? Have they paid their fees?
- Have they budgeted their money to last until their next loan instalment?
- Have they applied for and received student maintenance loans?
- Have they applied for the UCL bursary, and any scholarships and grants they are eligible for?
- Do they know that UCL offers appointments with a Student Financial Welfare Officers?
- Do they have their NUS card and know what shops and services offer student discounts?
- Do they know that they can get reduced travel on TFL, and that they don't have to pay council tax?
- Do they need any advice on finding a part time job at UCL or elsewhere, or in combining part time work with study?
- Are they having any problems with a part-time job they have?

Academic

- Have they been to the library and know how to use it?
- Do they know how to print and photocopy materials, where to buy borrow or exchange (second-hand) textbooks and materials?
- Do they know how to access academic journals online?
- Do they know how to conduct effective internet research?
- Have they looked at their reading lists and made a start?
- Do they know strategies for reading texts (skimming, scanning, active reading, detail)?
- Have they got timetables for their modules, assignments, labs, group work?
- What are their time management skills like? Can you help them make a study timetable?
- Do they have the basic IT skills needed for your course (Word, Excel, Access or Powerpoint)?
- Have they scheduled or had a meeting with their departmental personal tutor? Have they thought about what to get out of it? How did it go?
- Have they chosen and enrolled for their modules on Portico?
- Do they know key dates for their coming academic year?
- Do they know which academic referencing system is used in your department? Do they know how to reference?
- Do they understand the UCL plagiarism policy?
- Do they know how to submit their first piece of academic work? Do they know what to do if they need to request an extension for extenuating circumstances?
- Have they attended any study skills or writing workshops on offer from UCL libraries, departments, or the UCL Writing Lab (www.ucl.ac.uk/writing-lab)?



Social and emotional wellbeing and personal development

- Have they attended the Welcome Fair (29 and 30 September 2018)?
- Have they signed up for any sports activities, clubs and societies, or volunteering?
- Have they contacted the Student Disability Service or Psychological Services if they might benefit from these services?
- Have they visited the Careers service?
- Have they considered applying for the UCL Global Citizenship programme, or looked at UCL Enterprise programmes for students interested in business, start-ups and social enterprise?
- Have they considered applying to be a UCL Student Ambassador for the Access and Widening Participation Office?
- See the resources directory (page 23–25) of the Transition handbook for more ideas.



What to do if you are worried about a mentee

In recent years there has been an increase in mental health problems in students. A 2018 YouGov survey found that one in four students reported a mental health problem; anxiety and depression were the most common. Possible causes are reduced stigma about declaring mental illness, the impact of increased tuition fees, anxiety about future job markets, an increase in student numbers and the impact of social media on emotional wellbeing.

UCL takes the health and wellbeing of students very seriously. UCL has a policy on student mental health and offers many support services, listed in the resources directory (pages 23–25).

As a Transition Mentor or Senior Mentor, you need to know:

- » That any student (not just your mentees) might already have or develop mental health problems at university, and that transition to first year is a particularly vulnerable time
- » Possible indicators that someone isn't well and may need support
- » Where to direct UCL students to get help
- » Where to get help and guidance for yourself if you need it

Please remember mentors are not in professional counselling or advocacy roles. It is not your responsibility to address other students' mental health or complex personal problems: you should direct them to appropriate services.

However, you may find that mentees feel comfortable talking to you, because you are an empathetic first point of contact and are closer in age to them than most UCL staff. Also, as you are meeting mentees regularly during the essential first weeks you will be well placed to notice if someone is struggling with the transition to university.

Social and emotional problems students can experience

- » Anxiety and depression
- » Loneliness, homesickness or isolation
- » Drug or alcohol issues
- » Rape, sexual harassment, sexual abuse or assault (historical or recent)
- » Racism, sexism, homophobia or other forms of discrimination
- » Eating problems
- » Suicidal thoughts
- » Difficulty managing living independently
- » Relationship problems: with family, romantic partners, friends, coursemates, workmates, or UCL staff
- » Accommodation problems
- » Academic pressure
- » Imposter syndrome
- » Pressure not to let people down, expectations (family members etc.)
- » Financial problems
- » Physical health problems
- » Disabilities
- » Theft

Possible indicators of mental health problems

Please note this list is not exhaustive; a student could still have a mental health problem without exhibiting any of these behaviours.

- » A loss of interest in activities that were previously enjoyed
- » Lack of attendance at university
- » Extreme mood swings
- » Self-harming (cutting or hurting themselves)
- » Changes in eating habits: over-eating, bingeing, not eating
- » Sleeping too much or too little
- » Anxiety and/or panic attacks
- » Obsessive behaviours and rituals
- » Feeling tired and lacking energy
- » Becoming withdrawn and isolated, socialising less
- » Wanting to go out a lot more than normal, feeling highly energetic, trusting strangers or spending excessively
- » Hearing and seeing things that others don't
- » The UK mental health charity Mind has an excellent website with information and resources.

» www.mind.org.uk/

What to do if you are worried about a mentee (or any other UCL student)

Emergency

In an emergency (someone is at immediate risk of hurting themselves or other people) always dial **999** and get help from emergency services.



Non-emergency

In non-emergency situations where you are worried about another student's mental or physical health or wellbeing, you should encourage them to access appropriate services listed in the Student Support and Wellbeing Services section on the next page (23) of this handbook.



If you are unsure which service to recommend, a drop in appointment at the UCL Student Support and Wellbeing service is the best place to start.

Not sure?

If you have referred a mentee to the support services, but still feel worried about the situation and are not sure what to do, please contact the UCL Transition team. It is our job to support you.



RESOURCES DIRECTORY

Student Support and Wellbeing services

For physical or mental health problems, contact a GP surgery to request an appointment. If a GP surgery isn't open, call the free NHS out-of-hours medical line on

» 111

UCL Student Support and Wellbeing

Our team of expert wellbeing, disability and mental health advisers provide a safe, confidential and non-judgemental space, in which you can discuss any issues that may be affecting you. Drop-in sessions are available for two hours every weekday and longer appointments are also available.

» www.ucl.ac.uk/students/ssw

» student.wellbeing@ucl.ac.uk

» +44 (0) 20 7679 0100

Telephone support lines

» Call The Samaritans to talk to someone at any time, day or night

» 116 123

» Nightline are available overnight, and for students across London

» +44 (0) 207 631 0101

» Care First – provides evening and weekend counselling for free for all UCL students. Available online and over the phone.

» www.ucl.ac.uk/students/support-and-wellbeing/evening-and-weekend-support

» 0800 197 4510

Student Support and Wellbeing services (continued)

Student Psychological Services

Short-term counselling, cognitive behavioural therapy, psychiatric support and psycho-educational groups to help you deal with a range of personal, emotional and psychological concerns. Please note that SPS have a waiting list for their services. Free to all UCL students.

- www.ucl.ac.uk/students/support-and-wellbeing/student-psychological-services

UCL Independent Sexual Violence Advisers

- www.ucl.ac.uk/students/support-and-wellbeing/wellbeing-and-mental-health/sexual-harassment-and-or-sexual-violence

Disability support

- www.ucl.ac.uk/students/support-and-wellbeing/disability-support

NHS GP – Ridgmount Practice

Ridgmount Practice is UCL's partner health clinic.

- www.gowerplacepractice.nhs.uk

UCLU Student Rights and Advice Centre

- studentsunionucl.org/help-and-advice/advice-service

UCL Student Mental Health Policy

- www.ucl.ac.uk/students/policies/health-and-wellbeing/student-mental-health-policy

UCL Equality and Diversity policy

- www.ucl.ac.uk/students/policies/equality

UCL Student Mediator

Advice and assistance for UCL students with the resolution of complaints, involving staff or other students or services of UCL.

- www.ucl.ac.uk/student-mediator

UCL Student Accommodation (for residents)

Vice Wardens and Student Residences Assistants in UCL halls of residence for support and advice within UCL accommodation.

- www.ucl.ac.uk/students/life/accommodation/wardens

Decolonise UCL

UCLU education campaign focused on improving BME student experience and curricula.

- studentsunionucl.org/make-change/what-were-working-on-0/decolonise-ucl

UCLU Sabbatical Officers

UCLU Sabbatical Officers are recent UCL students elected to represent you. Activities Officer, Black and Minority Ethnic Students Officer, Democracy Operations and Community Officer, Education Officer, Welfare and International Officer, Women's Officer LGBT+ Student Officer.

- studentsunionucl.org/sabbatical-officers

BME Students Network

- studentsunionucl.org/make-change/representing-you/who-can-help-you/bme-students

Disabled Students Network

- studentsunionucl.org/make-change/representing-you/who-can-help-you/disabled-students

LGBT+

- studentsunionucl.org/make-change/representing-you/who-can-help-you/lgbt

Women's Network

- studentsunionucl.org/make-change/representing-you/who-can-help-you/women

Faith & worship

UCL Chaplains and interfaith advisers

- www.ucl.ac.uk/srs/chaplain

Quiet contemplation rooms for prayer or reflection. Situated on the path leading from the Bernard Katz Building at the South Junction towards the Henry Morley Building. Its opening hours are 8.30am–6pm. Users are required to respect the code of practice for using the room, which are displayed in the room.

Welcome and transition events

Arriving and adapting to UCL

- www.ucl.ac.uk/students

Welcome Fair

Run by UCLU in September. Over 250 clubs and societies have stands, as well a music acts, stage performances and a range of entertainment.

ISOP – International Student Orientation Programme

- www.ucl.ac.uk/iss/orientation

Department meetings

Meeting with your assigned Personal Tutor in your academic department.

Administrative and financial

UCL Student Centre

UCL Student Centre in the Chadwick building is a hub for all queries and administration. They can provide statement of student status for people to open bank accounts, council tax exemption, exams information and fees and funding enquiries, amongst many other things.

- www.ucl.ac.uk/students/life-ucl/student-centre

Student Funding

Our funding advisers offer support, advice and guidance to students who are struggling with money management or experiencing complex funding issues.

- www.ucl.ac.uk/students/funding/financial-support/welfare-adviser

Hardship funding is available for unexpected, short term financial difficulties.

- studentsunionucl.org/hardship-funding

Academic

UCL library services training sessions

- www.ucl.ac.uk/library/training/sessions

UCL Lunch Hour Lectures and other public events

- events.ucl.ac.uk/calendar/tab:lunch_hour_lectures/

The Writing Lab

The Writing Lab is a free service designed to enhance students' academic writing and research skills. Available to undergraduate and Masters students in the Joint Faculties of Arts and Humanities and Social and Historical Sciences, in the Bartlett Faculty of the Built Environment, and in Psychology.

- www.ucl.ac.uk/writing-lab/what-is-writing-lab

UCL STARs – Student Academic Representatives

Every department has a Lead Department Representative, and there is a Faculty Representative for each of the 11 faculties at UCL. Together, these reps gather your opinions and communicate with the staff, at all levels, that can act on your feedback:

- studentsunionucl.org/academic-reps

UCL Study Abroad Office

- www.ucl.ac.uk/studyabroad/

Online timetable

See what is being taught, when, where and by whom across UCL.

- timetable.ucl.ac.uk/tt/homePage.do

Accommodation

UCL Student Residences Office

- www.ucl.ac.uk/prospective-students/graduate/contact-us/columns/residences

University of London Housing Services

- housing.london.ac.uk/find-accommodation



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