



# HERE TO SUPPORT YOU GUIDE



A guide to UCL Student Support  
and Wellbeing services

# Contents

## Student Support and Wellbeing

04 Who are we and what can we do for you?

05 askUCL and the Student Enquires Centre

Student Advisers

06 Disability, Mental Health and Wellbeing

Counselling

07 UCL 24/7 Student Support Line

SafeZone App

Supporting students with mobility difficulties

08 Supporting students with sight loss

Supporting students with hearing loss

09 Supporting neurodivergent students

Supporting students with an Autism Spectrum Condition

10 Supporting students with mental health difficulties

Supporting students with suicidal thoughts



11 Supporting students with long-term health conditions

Supporting international students

12 Supporting students on study placements abroad

Supporting students who are distance learners

13 Supporting students with religion, faith and spirituality

Supporting students who are parents and carers

14 Supporting students who are care leavers or estranged

Supporting mature students

15 Supporting students who are Black, Asian or from another minority ethnic background

Supporting students who are lesbian, gay, bisexual, transgender, queer or another sexuality or gender identity (LGBTQ+)



# Student Support and Wellbeing

## 16 Supporting students who are transitioning gender

Support for students affected by bullying, harassment or sexual misconduct

## 17 UCLcares website blog

Essential tips for looking after your wellbeing

## Support elsewhere at UCL

### 18 Other support at UCL

Students' Union UCL

### 19 Wardens and Student Residence Advisers (SRAs)

UCL East

## Support outside of UCL

### 21 Support from your doctor (General Practitioner)

External listening services

External psychological support

### 22 Emergency contacts and crisis support



# Who are we and what can we do for you?

**Your wellbeing is just as important as your academic success. UCL Student Support and Wellbeing (SSW) provides advice, information, and support services to help you gain the most from your time at UCL whilst leading a balanced and healthy life.**

We offer a variety of services, enabling you to choose what works best for you. You can easily and quickly access support from our advisers and counsellors in appointments, over the phone, or through video call, and you can contact us through [askUCL](#). Further information on askUCL can be found on **page 5**.

We provide information and support for all sorts of issues affecting students' ability to study, including disability, physical and mental health conditions, anxiety, depression, stress, isolation, identity, suicidal thoughts, and sexual violence. SSW also offer guidance on processes such as interrupting study and implementing reasonable adjustments.

Our advisers are here to listen and understand your needs. We aim to help you find solutions, and we will always follow up with you afterwards.

SSW services are available to every enrolled UCL student, regardless of your programme, location, background, or personal circumstances. We can also advise staff and students alike on how to support others.

This guide introduces many of the support services available to UCL students.

Discover our range of services on the [Student Support and Wellbeing website](#).

## Our mission

To enable all our students to reach their full potential, by providing excellent support services and helping you to look after your own health and wellbeing.

## Our commitment to you

All our student support is:

- inclusive
- non-judgmental
- caring
- confidential
- based around your needs
- #UCLcares



# askUCL and the Student Enquiries Centre

Our online student enquiries system, askUCL, is an information Hub designed to streamline your Student Support and Wellbeing queries. The Student Enquiries Centre is available in-person, via telephone and askUCL for face-to-face enquiries and administrative support.

## How does askUCL work?

If you can't find the answer to your question on the student's website, [askUCL](#) provides comprehensive knowledge base and a large bank of FAQs. You can raise an enquiry on the system and track its progress.

## How can the Student Enquiries Centre help you?

You can visit us in-person on the first floor of the Student Centre or use self-service on Portico. Call us on +44 (0)20 3108 8836 from 9am-12pm and 2pm-5pm (Monday-Wednesday, Friday), or 9am-12pm and 2pm-4pm (Thursdays).

The team can help with a range of tasks, including:

- disability, mental health and counselling services
- accessing UCL Student Support and Wellbeing services
- confirming your student status at UCL and completing forms
- initiating DBS applications for current students
- verifying registration and award details with third parties
- supporting with enrolment and pre-enrolment queries
- helping you update your personal details

Find out more on the [Student Enquiries Centre website](#).



# Student Advisers

As part of UCL Student Support and Wellbeing, our Student Advisers are allocated to specific departments to provide first-year undergraduate students with support throughout the academic year.

## How can we support you?

Student Advisers can help you with:

- matters relating to your wellbeing and university life
- identifying solutions to questions and challenges
- offering advice and guidance on exam preparation, time management and other life skills
- hosting departmental events to bring students together
- navigating policies and processes such as Extenuating Circumstances and SORAs (Summary of Reasonable Adjustments)
- signposting you to other UCL or external support services

## How can you get in touch?

Student Advisers proactively reach out to all first-year undergraduates throughout the academic year. However, to get in touch with them, you can request an appointment via [askUCL](#) or book directly on the [Student Adviser website](#).

# Disability, Mental Health and Wellbeing Advisers

Our team of Disability, Mental Health and Wellbeing Advisers provide a safe, confidential, and non-judgmental space.

## How can our advisers help you?

You can speak to an adviser about any support you may need to navigate barriers to learning or to discuss concerns related to your disability, mental health or wellbeing. This encompasses any personal or emotional challenges you may be experiencing.

The adviser will collaborate with you to ensure that appropriate support is in place. We can also support you with applying for reasonable adjustments, the process of applying for extenuating circumstances and advise you on interrupting your studies on health and wellbeing grounds. We can signpost or directly refer you to external services if your needs are outside our area of expertise.

We offer two [Digital Accessibility Hubs](#), one at UCL Bloomsbury and one at UCL East, to support students with reasonable adjustments.

## How can I see an adviser?

We offer shorter appointments (20 minutes) and longer appointments of up to 1 hour on request. Same-day appointments are available for immediate support. You can request:

- a BAME (Black, Asian and Minority Ethnic) adviser
- a male or female adviser
- an adviser who is LGBTQ+ or has specialist training

To schedule your appointment, go to [askUCL](#) or call +44 (0)20 3108 8836. Learn more about [seeing an adviser](#).

# Counselling

Should you experience mental health, psychological or emotional difficulties during your time at UCL, support is available through Student Psychological and Counselling Services.

## How can we support you?

Our team of professionally accredited counsellors can help you manage the following:

- a mental health condition, such as depression or anxiety
- the emotional impact of physical health problems
- the emotional impact of difficult life events, such as bereavement or a relationship breakdown
- difficult emotions, such as anger or guilt
- other topics, such as low self-esteem or sexual orientation

The team provide free and confidential cognitive behavioural therapy, psychodynamic counselling, psychiatric assessments, group workshops and more. Sessions are offered in a variety of ways to suit your needs, including over the phone and through video call.

## How can I register?

To access counselling, you simply need to complete an online registration form on the [Student Psychological and Counselling Services website](#).

During the initial consultation, we will explore how your needs can be met. You will then be offered the pathway that works best for you.

# UCL 24/7 Student Support Line

**For mental health, psychological, wellbeing or emotional difficulties, you can also access our advice and counselling service online or over the phone.**

The UCL 24/7 Student Support Line is a free, confidential telephone helpline offered to all UCL students. A team of professionally accredited advisers can help you address any difficulties you might be facing through solution-focused advice and counselling. You will learn tips and techniques to help you resolve your problem.

If you just need someone to talk to and you feel counselling through SPCS might not be the right path for you, our phone support service might be the answer. This service is available 24 hours a day, 7 days a week, 365 days a year.

To speak to an adviser, call: +44 (0) 808 238 0077 or visit the [24/7 Student Support Line webpage](#).



## SafeZone App

**This free-to-download app enhances personal safety at UCL.**

In an emergency, the app allows you to quickly share your location and details with the Security Team who will be able to get the right assistance to you. You can download the app on both iOS (Google) and Android (Apple) devices.

To learn more about the app, please refer to our [SafeZone app](#) FAQs. Our [Personal Safety](#) webpages offer extra information on our support.

# Support for students with mobility difficulties

**Our advisers are here to provide advice and guidance for both you and your department on how your disability could impact your studies. We help to ensure that any necessary accommodations and modifications are made.**

## What support is available to you?

Before you come onto campus, we can organise pre-arranged orientation visits so you can familiarise yourself with the site and accessible routes if needed. We can discuss exam arrangements, reasonable adjustments, and adapted facilities, such as:

- making sure your teaching is scheduled in accessible locations
- liaising with library staff for support as needed (book fetching or postal services)
- liaising with UCL accommodation adjustments to your UCL hall of residence
- ergonomic seating, height adjustable desks and contoured keyboards
- screen readers and voice-activated software

To arrange an appointment, call us on +44 (0)20 3108 8836 or visit our website to see the [support we provide](#).

# Support for students with sight loss

**Our advisers offer guidance on how your sight loss can be accommodated. We want to ensure that your UCL experience is productive and enjoyable.**

## How can we support you?

Before you start your studies, we can support you with pre-arranged orientation and mobility training to help you to learn routes around campus and surrounding area. While you are at UCL, we can support you with:

- exam adjustments (e.g. extra time or use of assistive software)
- accessing assistive software and hardware (e.g. large-screen PCs, text-to-speech and magnification software and a Braille translator and embosser)
- arranging small equipment loans if necessary (e.g. digital voice recorders)
- materials in accessible formats (e.g. disks, large print or Braille)



# Support for students with hearing loss

**Our advisers offer you and your department advice on how your hearing loss can be accommodated. We want to help you make the most of your UCL experience.**

## What support is available to you?

If BSL is your preferred language, please contact us via [askUCL](#) to book and appointment and discuss interpretation options. The team offer a range of support for students with hearing loss, including but not limited to:

- discussing reasonable adjustments, individual exam arrangements and potential non-medical help (e.g. BSL interpreting, lip speakers or specialist language support for students with hearing loss)
- accessing assistive technology (e.g. mind-mapping software)
- arranging small equipment loans if necessary (e.g. digital voice recorders or portable induction loops)
- contacting the UCL Accommodation team to discuss any necessary modifications to your living space if you are living in a hall of residence

For sight loss and/or hearing loss queries, call us on +44 (0)20 3108 8836 to arrange an appointment or visit our website to see the [support we provide](#).



# Supporting neurodivergent students

Our team can support students who have a Specific Learning Difference (SpLD) such as dyslexia, dyspraxia, or AD(H)D. We will listen to understand how the SpLD may impact your studies and find solutions to accommodate your SpLD during your time at UCL.

## How can we support you?

The Disability, Mental Health and Wellbeing team offer a range of support for neurodivergent students, including, but not limited to:

- arranging [Specialist Study Skills Tutoring](#) for individual tuition in study and literacy skills. Study skills sessions are available throughout the year and offered both in person and by video call
- providing access to assistive technology such as text-to-speech, magnification, and mind mapping software
- arranging small equipment loans such as digital voice recorders
- helping you secure an extended library loan facility so that you can keep library materials for longer. We can also help you request copies of learning documents or lecture presentations in advance from your department
- discussing reasonable adjustments and exam arrangements. These can remain in place for the duration of your studies at UCL



# Supporting students with an Autism Spectrum Condition

For students who have an Autistic Spectrum Condition (ASC), we offer extensive support and guidance to remove barriers to your learning and ensure that your UCL experience is productive and enjoyable.

## What support is available to you?

Before term begins in September, there is an Autism welcome event for new starters. You can find out more about disability support at UCL, take a tour of the campus, meet new people in a small group setting and learn more about university life.

Throughout the year you will also have access to:

- arranging [Specialist Autistic Spectrum Condition mentoring](#). You will work with a mentor who will help you to identify and overcome barriers to your learning
- providing access to assistive technology that may help you in your studies, such as mind mapping software
- discussing reasonable adjustments and exam arrangements. These can remain in place for the duration of your studies at UCL



To arrange an appointment and discuss support for SpLDs or ASCs, please contact us via [askUCL](#) or call us on +44 (0)20 3108 8836.

For more further information on support neurodivergent students, please refer to the [support we provide](#).

# Supporting students with mental health difficulties

Whether you have a pre-existing diagnosed mental health condition, or a mental health difficulty arises during your studies, our advisers are here to help. The team will work with you to minimise any obstacles you might face and help you thrive in both your academic and personal life.

## How can we support you?

The Mental Health Mentors within the Disability, Mental Health and Wellbeing team can support you by:

- arranging [Specialist Mental Health Mentoring](#). Our Specialist Mentors will help you manage the impact of any long-term mental health difficulties on your studies and overcome barriers to learning
- providing guidance on how to access [Student Psychological and Counselling Services](#) (SPCS) at UCL or external psychological and psychiatric services
- supporting you with applying for reasonable adjustments ahead of exams or assessments

To book an appointment and speak to one of our advisers, log an enquiry on [askUCL](#) or call us on +44 (0)20 3108 8836.

You can find additional information on the [Student Support and Wellbeing](#) website.



# Supporting students with suicidal thoughts

Many adults will experience suicidal thoughts at some point in their lives. The feelings that trigger suicidal thoughts are often temporary and situation-specific, e.g. a stressful event or feelings of loss. Please remember that you are not alone, and help is always available.

## What support is available to you?

You may feel isolated or worried about the reaction from those closest to you if you share thoughts of suicide. However, there is no right or wrong way to talk about suicidal feelings. The most important thing you can do is seek help and talk to someone, such as:

- a trusted family member, friend or colleague
- a staff member in your department or hall of residence
- one of our DMHW advisers or SPCS counsellors
- your GP
- an external organisation such as Samaritans or Nightline

## Emergency contacts

- If you or someone else is experiencing a mental health crisis and is at risk of harm, **call 999**. An ambulance will take you to the Accident & Emergency (A&E)
- For urgent mental health support, **call NHS 111** to be put through to your local crisis team
- If you live in the borough of Camden, you can attend Camden Crisis Sanctuary, Monday-Sunday from 5pm-11pm, 365 days a year. For further guidance, please refer to our guidance on [Suicide Prevention and Support](#).

# Supporting students with long-term health conditions

A long-term condition is one that has lasted (or is highly likely to last) more than one year. Examples include, but are not limited to, epilepsy, diabetes, chronic fatigue syndrome (CFS/ME), multiple sclerosis (MS), cancer or HIV.

## How can we support you?

Our advisers are here to listen to you, understand how your condition may impact your studies and work with you to make accommodations. We can support you by:

- discussing reasonable adjustments as well as individual exam arrangements. These can be in place for the duration of your study at UCL
- consulting with your department regarding lectures and accessible room locations where necessary
- arranging library support, e.g. extended library book loans, postal or proxy facilities, orientations and one-to-one inductions
- organizing small equipment loans such as digital voice recorders
- providing access to assistive technology

To arrange an appointment, contact us via [askUCL](#) or call us on +44 (0)20 3108 8836.

See the Student Support and Wellbeing website to learn [how we support students with disabilities](#) at UCL.



# Supporting international students

Starting a degree programme in a new country can be both exciting and challenging. We are here to guide you through your journey as a UCL student and make your transition to life in the UK as smooth as possible.

## What support is available to you?

Our [International Student Support](#) team will help you throughout your studies at UCL, offering advice from pre-arrival to the end of your programme. If you are experiencing difficulties during your studies, but do not know where to go to, our team can help you identify the most appropriate support service.



The team can support you with topics such as:

- accessing immigration advice services
- bank accounts and finance
- health care and registering with a doctor
- personal safety in the UK
- academic, social and cultural opportunities

This specialist support is available for all non-UK students at UCL, including those from the EU, the EEA and Switzerland.

For new international students, we organise [orientation activities](#) to support your transition to UCL. We offer comprehensive information and resources and a range of social events. Contact the International Student Support team via [askUCL](#).

# Supporting students on study placements abroad

Studying abroad offers a unique opportunity to experience a new cultural and academic environment. This offers many students a chance for substantial personal growth.

## How can we support you?

The [Study Abroad](#) team provide advice and assistance before, during and after your time abroad. We tailor our support to your own circumstances and needs as much as possible.

Whether you are undertaking an international placement as part of your degree, or a short-term international opportunity, we are on hand to support you. Prior to your departure, we provide comprehensive information to help you make all the necessary preparations.

## Contacting the Study Abroad team

From visas and studies to finances and homesickness, you may experience difficulties when studying abroad. If you experience any difficulties during your period abroad, please contact us as soon as possible. We will support and signpost you to an appropriate service. You can contact the team:

- by contacting [askUCL](#)
- attending our weekly drop-in hours at the [Student Enquiries Centre](#) from 2pm-4pm on Wednesdays
- via the [Global Student Assistance Programme](#) for free and confidential advice and counselling. The programme is available over the phone or online and is open 24/7, 365 days a year

# Supporting students who are distance learners

Whether you are on campus or studying remotely, you can access our full range of support. We offer support through a variety of channels to suit your circumstances.

## What support is available to you?

If you are a distance learner, you will have access all our support. The key resources include, but are not limited to:

- frequently asked questions (FAQs) on askUCL to get the answers you need quickly and easily
- disability support so that we can work with you to put [reasonable adjustments](#) in place as appropriate
- access to our [Disability, Mental Health and Wellbeing Advisers](#) (DMHW). The team can support you in finding solutions to any related issues affecting your ability to study
- access to [Student Psychological and Counselling Services](#) (SPCS) for psychological and psychiatric support

To arrange an appointment, submit an enquiry through [askUCL](#) or call +44 (0)20 3108 8836.

Please refer to our [specific support for distance learners](#) for further information.



# Support for students with faith, religion or spirituality

UCL benefits from a diverse population of many cultural and religious backgrounds. We are committed to providing an inclusive learning and working environment where students and staff of all religions, and none, can thrive.

## How can we support you?

The UCL Chaplaincy and Interfaith Advice team is available to listen and talk in complete confidence to all UCL students, regardless of religious belief. The team can also provide information for students of all faiths and nationalities who are looking to find a place of worship in London.

You can contact the UCL Chaplain and Interfaith Adviser via email at [chaplaincy@ucl.ac.uk](mailto:chaplaincy@ucl.ac.uk).



Please refer to the Student Support and Wellbeing website for information on [support for students with faith, religion or spirituality](#).

## SU societies

All major faiths are represented by a Student's Union society at UCL. You can search for the societies on the [Students' Union directory](#). Many of the faith, religion and spirituality societies can be found on Facebook and Twitter.

# Supporting students who are parents and carers

We are committed to supporting pregnant students, student parent, students who adopt during their studies and student who have caring responsibilities. You will have full access to the support services offered to any other UCL student.

## What support is available to you?

Student parents and carers are a priority group to the [UCL financial support and hardship funds](#). Should you find yourself experiencing financial difficulties, UCL offers limited family accommodation that you may be eligible to apply for (subject to availability).

The [UCL Day Nursery](#) is open to staff and students. We recommend that you apply for a place as early as possible, as there may be a waiting list.

There are dedicated [breastfeeding and baby-changing facilities](#) available on campus.



The Student Support and Wellbeing website offers specific advice for [students with children](#), [adopting or pregnant students](#) and [students with caring responsibilities](#) (student carers).

# Supporting students who are care leavers or estranged

If you are coming to university from a care environment or are estranged from your parents or family, university may present additional challenges such as exam stress, family issues or traumatic incidents. Our advisers are here to help.

## How can we support you?

Please contact Student Support and Wellbeing via [askUCL](#) or call us on +44 (0)20 3108 8836 as soon as possible. This enables us to ensure that support is in place before you start university. Your personal information is always kept confidential and will have no effect on your application to UCL.

There is a dedicated member of staff within our team with responsibility for [care-experienced students](#) and [estranged students](#). They can put you in direct contact with relevant support services.

## Is there any additional financial support?

Yes, there are additional bursaries, scholarships and awards which could be available to you. Please refer to our website for more information on the [financial support](#) available at UCL.

UCL provides 365-day accommodation for care leaver students in their first year and, if needed, 365-day accommodation will be provided for subsequent years of study.

# Supporting mature students

You may have been away from education for some time with work, family commitments or for personal reasons. We are here to ensure that you have full access to the same support services as any other student.

## What support is available to you?

As a mature student, you may have several responsibilities to manage outside of your studies. We recognise that this has the potential to become overwhelming.

If you are experiencing any issues affecting your ability to study, you have access to our team of [Disability, Mental Health and Wellbeing Advisers](#). Our team can work with you to support you in finding solutions and making [reasonable adjustments](#).

To arrange an appointment, submit an enquiry through [askUCL](#) or call us on +44 (0)20 3108 8836.

Please refer to the Student Support and Wellbeing website for further information on [support for mature students](#).



# Supporting students who are Black, Asian or from another minority ethnic background

For students who identify as Black, Asian, and Minority Ethnic (BAME), university life may be impacted by challenges not experienced by your white peers. UCL is committed to providing equal opportunities for the BAME community, ensuring you have all the support you need.

## How can we support you?

We encourage you to contact or [Disability, Mental Health and Wellbeing Advisers](#). The team can support you in finding solutions to any related issues affecting your ability to study. You have the option to request a BAME adviser who you may feel has better understanding of your cultural identity.

To arrange an appointment, submit an enquiry through [askUCL](#) or call us on +44 (0)20 3108 8836. Our website provides details of the support available for [BAME students](#).

## Report + Support

All UCL students have access to the [Report + Support](#) online tool, which allows you to report bullying and sexual misconduct, including racial abuse or harassment. This can be either anonymous or with contact details, the latter of which allows you to be put in touch with an adviser for further support.

# Supporting students who are lesbian, gay, bisexual, transgender, queer or another sexuality or gender identity (LGBTQ+)

Whatever your sexual orientation or gender identity, it is important to be yourself. UCL is committed to making you feel welcomed and supported so can make the most of your university experience.

## What support is available to you?

We encourage you to contact or [Disability, Mental Health and Wellbeing Advisers](#), who can support issues affecting your ability to study. You can request a male adviser, a female adviser, and/or an adviser who is LGBTQ+. You can also request an adviser who has specialist training in supporting students from the LGBTQ+ community.



To arrange an appointment, submit an enquiry through [askUCL](#) or call us on +44 (0)20 3108 8836. Our website provides details of the support available for [LGBTQ+ students](#).

# Supporting students who are transitioning

If you are a student who wishes to, or has, taken steps to transition to a gender different from that assigned to you at birth, or if you are gender fluid, we are here to support you. We are fully committed to providing an inclusive community, where all students are respected and can be themselves.

## How can we support you?

Whether you are transitioning medically or socially, we recognise that it can be a difficult and complex time for you. At UCL, every effort will be made to accommodate your needs in a sensitive and supportive way to help you fulfil your potential at UCL in accordance with [our policy](#).

We encourage you to contact or [Disability, Mental Health and Wellbeing Advisers](#), who can support issues affecting your ability to study. You can request a male adviser, a female adviser, and/or an adviser who is LGBTQ+. You can also request an adviser who has specialist training in supporting students from the LGBTQ+ community. Your adviser will:

- treated sensitively and confidentially
- not act at any point without your permission
- help you write an action plan to coordinate the process of transition with relevant academic, departmental, and pastoral staff
- invite you to Students' Union networks such as the UCL Trans Network where you can join a support group with your peers

To arrange an appointment, submit an enquiry through [askUCL](#) or call us on +44 (0)20 3108 8836. Our website provides details of the support available for [LGBTQ+ students](#).

# Support for students affected by bullying, harassment or sexual misconduct

**UCL and the Students' Union take a zero-tolerance stance towards sexual harassment, bullying and sexual misconduct. We understand that we all have a collective responsibility to make our university a safe space.**

## How can we support you?

The [Crime Prevention and Personal Safety Office](#) offer non-judgmental and confidential support for any personal safety or security issue.

All UCL students have access to the [Report + Support online tool](#). You can access this tool to report bullying and sexual misconduct, including harassment or sexual violence. This can be either anonymous or with contact details, the latter of which allows you to be put in touch with an adviser for further support.

There is also a resource bank of specialist support organisations via the 'Support' tab on the main Report + Support website.

## What other support is available?

- if you identify as female, you can speak to a specialist adviser at [Rape Crisis](#) on +44 (0)808 802 9999. We can also arrange an appointment for you with one of their outreach workers
- if you identify male, trans or non-binary, you can access support through [SurvivorsUK](#) and see one of their independent advisers



# UCLcares website blog

16

**It is essential to remember that your wellbeing and mental health are just as important as your academic success. UCLcares is an online space to support your wellbeing with tips on how to look after yourself at university.**

From undergraduates to PhD researchers, the [UCLcares blog](#) features blogs on how to have a healthy, happy, and balanced student life here at UCL. All our blogs are written by students, staff and expert contributors across UCL and beyond.

## Essential tips for looking after your wellbeing

1. Take regular breaks from studying. Look away from your screen or finish a chore, then come back to your work. This will help you manage stress levels, sleep better, and improve your mood.
2. Go out for a short walk to get some fresh air. Relax in your local park to immerse yourself in nature and calm your mind and body.
3. Be creative. Find a healthy outlet for your emotions in activities such as cooking, music, dancing or creative writing.
4. Talk about your feelings with friends, classmates, family members and colleagues. This can help you to gain new perspectives and learn how to cope with any issues you are facing.

# Support elsewhere at UCL



17

# Other support at UCL



## Who are Personal Tutors and Transition Mentors?

If you are a first-year undergraduate student, you will be assigned a [Transition Mentor](#), who is a student from your department in their second or final year. Your Transition Mentor will organise weekly mentor sessions in your first term. These will be conducted in a small group. The informal mentor sessions will help you to settle in and cover academic and pastoral topics.

Your Transition Mentor is also available as a point of contact for any questions and concerns you may have. They can signpost you to further [academic support](#) and wellbeing services available at UCL.

## Who are the Student Funding Advice team?

The [Student Funding Advice](#) team support students who are struggling with money management or experiencing complex [fees and funding](#) issues. Our advisers can offer guidance on issues related to Student Finance, such as:

- repeating, interrupting or withdrawing from study
- budgeting
- support for independent students
- support for students estranged from their family.

You can arrange an appointment to speak to a member of the Student Funding Advice team via [askUCL](#).

# Students' Union UCL

**Students' Union UCL offers a wide range of services to support you through your student journey and find your UCL community.**



## How can you get involved in the Students' Union?

The Students' Union has over 360 different clubs and societies that you can join. Student-led groups are a brilliant way to meet people, develop an existing hobby or try something new. These groups also form vital support networks throughout your time at UCL. Additional ways that you can get involved include:

- [Bloomsbury Fitness](#). This is a fully equipped gym and sports centre on campus offering reduced student rates, run by the SU
- The [Project Active](#) scheme. The scheme offers beginner sessions in yoga, Barre and HIIT to improve your fitness and enhance your sense of wellbeing.
- The [Volunteering Service](#). You can help others in the local community, make new friends and develop important skills. This is an opportunity to engage with projects that suit your interests and fit around your other commitments
- The [SU Advice Service](#). This is independent of UCL and can advise you on matters relating to academic life, finance, housing, and employment.

Visit the [Students' Union UCL website](#) for the full list of UCL SU clubs and societies.

# Wardens and Student Residence Advisers (SRAs)

All UCL halls of residence have a dedicated team of Student Residence Advisers and a Warden to help students in halls settle in, stay safe and get involved in university life.

## How can we support you?

Wardens (UCL staff) and the [Student Residence Advisers](#) (current UCL postgraduate students) live among students in UCL halls and houses. SRAs aim to ensure you have a healthy, happy, and safe stay in halls.

Whether you are concerned about yourself or a flat mate, SRAs are available out of hours to talk about wellbeing issues. They can signpost you to UCL services and help you familiarise yourself with the university.

SRAs also run regular community-building events to help you make the most of your time in halls. They will help you get to know your fellow residents through various communal activities.

## How can you get in touch?

To speak to the duty SRA please:

- contact UCL Security on +44 (0)20 7679 2222
- get in touch on the [SafeZone app](#).

# UCL East

Situated in Stratford on Queen Elizabeth Olympic Park, UCL East is an accessible and sustainable new campus. Our two campus buildings, One Pool Street and Marshgate, offer exciting opportunities and innovative facilities.

## How can we support you?

Student Support and Wellbeing Services are available at UCL East to ensure that all students have access to support.

If you would like to make an enquiry, you can visit us in-person on the second floor of Marshgate at [UCL East](#).

At UCL East, [Student Advisers](#) are a first point of contact to support all students with any academic, personal or student experience matter. You can also select an adviser from Disability, Mental Health and Wellbeing who is based at UCL East.

## How can you contact UCL East?

You can call us on +44 (0)20 3108 8836 or get in touch via [askUCL](#). Drop in to visit us at:

UCL East (Marshgate)  
7 Sidings Street, Stratford,  
London E20 2AE

The UCL East campus is car-free, except for disabled parking bays. Secure cycle storage is also available.

# Support outside of UCL



# Support from your doctor (General Practitioner)

Registering with a doctor (GP) is one of the first and most important things you need to do when you arrive at UCL. Whether you are facing a difficulty with your physical or mental health, your doctor should be your first point of contact.

## How do you register with a doctor (GP)?

You can [register with a GP](#) by visiting the NHS website to find your closest GP surgery and contact them for registration information.

If your programme of study lasts for 6 months or less, you may not be eligible to register with a GP. However, you can still see a GP as a temporary patient for advice and basic treatment if needed.

## Do you need to have any vaccinations?

There are two key vaccinations all students should have:

- Meningitis (ACWY). All university students under 25 years of age should be immunised against meningitis
- MMR. All university students should have two doses of this vaccine, which protects you against measles, mumps, and rubella (German measles)

Please refer to our [information on vaccinations](#) if you need to be vaccinated against meningitis or MMR when you arrive at university.

# External listening services

If you need support outside of office hours, there is plenty available to you in addition to UCL's own support service.

## Nightline: peer-to-peer support

Nightline is a confidential listening, support, and practical information service for students in London. As students themselves, the Nightline volunteers understand that university life in London is not always simple. You can [contact Nightline](#) in different ways to suit your needs.

## Samaritans: nationwide listening service

The Samaritans work to make sure there is always someone there for anyone who needs to talk to someone. They provide 24-hour support to those in need by phone on 116 123 or on the [Samaritans website](#).

# External psychological support

- [iCope](#) provides NHS psychological therapy for issues such as stress, worry, depression and insomnia. This free service can be accessed by anyone over the age of 18 who is registered with a GP in Camden or Islington. Students can self-refer or acquire a referral via a GP. If you are not a resident of Camden or Islington, you can find local services on the [NHS website](#).
- Your GP can refer you to services if you have a mental health condition that requires specialist psychological treatment. Various voluntary and private sector therapeutic services are also available.
- The SSW website signposts to [further external organisations](#)

# Emergency contacts and crisis support

## Crisis support

If you are in immediate danger of harming yourself or others, you should go directly to the nearest hospital **Accident & Emergency (A&E)** department.

If you are unable to reach the hospital yourself, **call 999** immediately to request an ambulance.

See our website for further [crisis support information](#).

## Emergencies on campus

In an emergency, call: **+44 (0)20 7679 2222**, or **222** from a **UCL phone**.

## UCL Security

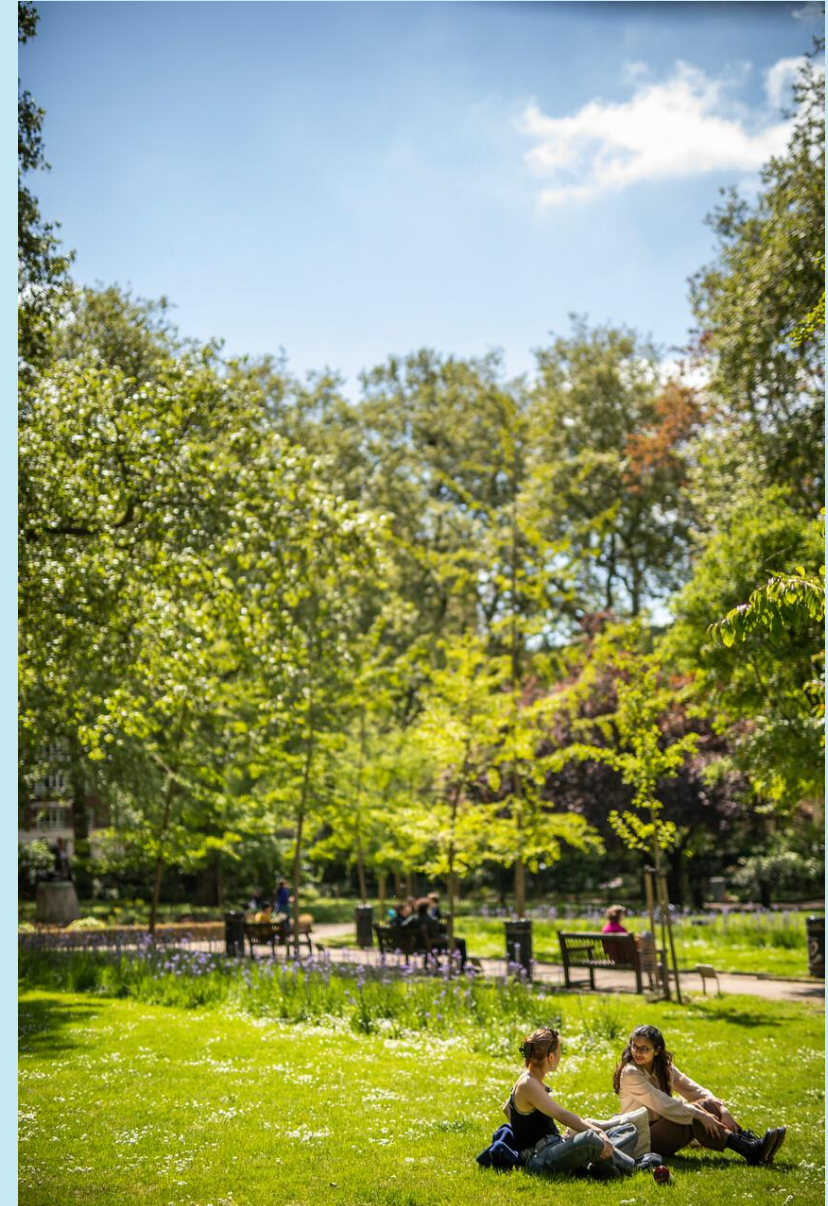
For on-campus security issues call: **+44 (0)20 7679 2108** (extension 32108)

Visit our Estates website for more information on [UCL Security](#).

## Metropolitan Police

**Call 999** in an emergency.

**Call 101** for non-emergency crime reports, advice, or enquiries, e.g., if someone has stolen your possessions.



# Thank you for reading!

Follow us on social media  
and search for our hashtag  
**#UCLcares**

📷 @UCLcares (Instagram)

📘 @UCLcares (Facebook)

🐦 @UCLcares (Twitter)

**Contact Student Support and  
Wellbeing**

Visit the [SSW Website](#)

Log a query via [askUCL](#)

Telephone: +44 (0)20 3108 8836

