

Where to get help/support/information about ...

Personal

An emergency or immediate risk of harm

→ 999
Campus security
0118 378 6300

Disability, chronic health condition and/or diagnosed mental health condition

→ Disability Advisory Service
Carrington Building,
0118 378 4202
disability@reading.ac.uk

Mental health, emotional difficulties

→ Counselling & Wellbeing
Carrington Building,
0118 378 4216
counselling@reading.ac.uk

Immigration or visa issues

→ International Student Advisory Team
Carrington Building, 0118 378 8038
immigration@reading.ac.uk

Accommodation or housing: University Halls

→ Halls Hotline
0800 029 1984
Hall Wardens: wardens@reading.ac.uk

Private sector

Financial issues

→ Student Financial Support team
Carrington Building,
studentfunding@reading.ac.uk
blackbullion.com
24 hour access to financial education for students

Effects of bullying/harassment, victim of crime, abuse, sexual violence, drugs/alcohol

→ Report incidents via Report and Support

Radicalisation and exploitation

→ Student Welfare Team
Carrington Building,
0118 378 4777
studentwelfare@reading.ac.uk

Difficult issues e.g. homesickness, loneliness conflict with friends, difficulties adjusting to Uni life

→ Chaplaincy
Park House Lodge
0118 378 8797

Faith/religion (any), exploration of belonging, meaning and values

→

Student's GP

RSU Advice Service*
Students' Union Building,
0118 378 4100
advice@rusu.co.uk

*Confidential and independent advice. No information will be shared with the University without the student's permission.

Life Tools Programme
Developing tools for academic and personal development

Academic/Professional

ECFs, suspension/withdrawal

→ Support Centres
Edith Morley – x4243
JJ Thompson – x4101
Earley Gate – x8020
London Road – x2608
see details on previous page

In HBS:
Please contact the Henley helpdesk in the HBS or ICMA buildings for all support: x4007

Coursework and exam queries

→ Advice on/support through university policies and procedures (incl. appeals, complaints etc)

→ RSU Advice Service*
Students' Union Building, 0118 378 4100
advice@rusu.co.uk

Work experience, job hunting, career advice & training, placements

→ Careers
Carrington Building
0118 378 8359
careers@reading.ac.uk

Henley Careers
HBS Room 107
careers@henley.ac.uk

Academic language skills for international students (incl. academic writing)

→ ISLI – Academic English Programme
reading.ac.uk/aep
0118 378 7760
aep@reading.ac.uk

Assignments, exams, coursework

→ Teaching Staff, Module Convenor, Programme Director

Screening for specific learning disability
Reasonable adjustments to teaching and/or assessment

→ Disability Advisory Service
Carrington Building,
0118 378 4202
disability@reading.ac.uk

Academic study skills e.g. academic writing, critical thinking, time management

→ Study Advice
Library
studyadvice@reading.ac.uk
reading.ac.uk/studyadvice
https://libguides.reading.ac.uk

Motivation/productivity

→ Life Tools Programme Support with concentration, avoiding procrastination, and skills to manage academic work

Maths or statistics

→ Maths support resources
reading.ac.uk/library/maths-support

Information Skills e.g. finding, using and referencing information and Library resources for your studies

→ Academic Liaison Librarians
reading.ac.uk/library/liaison
reading.ac.uk/library/finding-information/subject

Blackboard/IT

→ Digital Technology Services (DTS)
Library first floor
0118 378 6262
dts@reading.ac.uk

If you are unsure who to contact or to refer your student to, please talk to your School Director of Academic Tutoring, or refer your student to their Support Centre/Programme Administrator (HBS). Phone Student Services Reception (0118 378 5555) for help signposting to specialist services. The student support line/app can help your students with any personal questions, worries or advice they might need.