Is your/your tutee’s concern about....

**Personal**

- **An emergency or immediate risk of harm**
  - 999 Campus security
  - 0118 378 6300
- **Disability or chronic 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
    - Big White Wall
    - www.bigwhitewall.com
- **Immigration or visa issues**
  - International Student Advisory Team
    - Carrington Building, 0118 378 8038
    - immigration@reading.ac.uk
- **Accommodation or housing: University Halls**
  - Halls Hotline
    - 0118 378 7777
  - Hall Wardens
- **Private sector**
  - Student Financial Support team
    - Carrington Building, 0118 378 4010
    - studentfunding@reading.ac.uk
    - blackbullion.com
    - 24 hour access to financial education for students
- **Financial issues**
  - RUSU Advice Service*
    - Students’ Union Building
    - 0118 378 4100
    - advice@rusu.co.uk
- **Effects of bullying/harassment, victim of crime, abuse, sexual violence, drugs/alcohol**
  - Student Welfare Team
    - Carrington Building, 0118 378 4777
    - studentwelfare@reading.ac.uk
- **Radicalisation and exploitation**
  - Chaplaincy
    - Park House Lodge
    - 0118 378 8797
- **Difficult issues e.g. homesickness, loneliness conflict with friends**
  - Life Tools Programme
    - Developing tools for academic and personal development
- **Faith/religion**

**Academic/Professional**

- **ECFs, suspension/withdrawal**
  - Support Centres
    - Edith Morley – x4243
    - JJ Thompson – x4101
    - Agriculture – x8020
    - London Road – x2608/2611
    - Foxhill House – x5671
  - In HBS: please contact the helpdesk in the HBS or ICMA buildings for all support
    - x4007
- **Timetabling**
  - Academic Liaison Librarians
    - reading.ac.uk/library/liaison
- **Advice on support through university policies and procedures (incl. appeals, complaints etc)**
  - Disability Advisory Service
    - Carrington Building, 0118 378 4202
    - disability@reading.ac.uk
- **Work experience, career advice & training, placements**
  - Careers
    - Carrington Building
    - 0118 378 8359
    - careers@reading.ac.uk
  - Henley Careers
    - HBS Room 107
    - 0118 378 4412
    - henleycareers@henley.ac.uk
- **Academic language skills for non-native speakers (incl. writing)**
  - ISLI – Academic English Programme
    - reading.ac.uk/aep
    - 0118 378 6553
    - aep@reading.ac.uk
- **Assignments, exams, coursework**
  - Teaching Staff, Module Convenor, Programme Director
- **Screening for specific learning disability**
  - Disability Advisory Service
    - Carrington Building
    - 0118 378 4202
    - disability@reading.ac.uk
- **Reasonable adjustments to teaching and/or assessment**
  - Study Advice
    - Within the Library (bookable sessions)
    - 0118 378 4242
    - studyadvice@reading.ac.uk
- **Academic study skills e.g. academic writing, critical thinking, referencing**
  - Math support
    - Within the Library (drop in)
    - mathssupport@reading.ac.uk
  - Maths Support
    - Within the Library (drop in)
    - mathssupport@reading.ac.uk
  - Information Skills e.g. finding, using and referencing information and Library resources for assignments
    - Academic Liaison Librarians
      - reading.ac.uk/library/liaison
- **Blackboard/IT**
  - IT helpdesk
    - Library first floor
    - 0118 378 6262
    - it@reading.ac.uk

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

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.