

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	Student's GP
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 0800 029 1984 or x7777 Hall Wardens	
Private sector	→	
Financial issues	→ Student Financial Support team Carrington Building, studentfunding@reading.ac.uk blackbullion.com 24 hour access to financial education for students	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	*Confidential and independent advice. No information will be shared with the University without the student's permission.
Radicalisation and exploitation	→	
Difficult issues e.g. homesickness, loneliness, conflict with friends	→ Chaplaincy Park House Lodge 0118 378 8797	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 see details on previous page	In HBS: Please contact the Henley helpdesk in the HBS or ICMA buildings for all support: x4007
Timetabling	→	
Advice on/support through university policies and procedures (incl. appeals, complaints etc)	→	
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	→	
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, referencing	→ Study Advice Within the Library (bookable sessions) studyadvice@reading.ac.uk reading.ac.uk/studyadvice	
Maths or statistics	→ Maths Support Within the Library (drop in) mathssupport@reading.ac.uk reading.ac.uk/mathssupport	
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	

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.