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
  - 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**
  - Student Financial Support team
  - Carrington Building, 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**
  - ECFs, suspension/withdrawal
  - Support Centres
  - Edith Morley – x4243
  - JJ Thompson – x4101
  - Agriculture – x8020
  - London Road – x2608/2611
  - Foxhill House – x5671

**Academic/Professional**

- **ECFs, suspension/withdrawal**
  - Support Centres
  - Edith Morley – x4243
  - JJ Thompson – x4101
  - Agriculture – x8020
  - London Road – x2608/2611
  - Foxhill House – x5671

- **Timetabling**
  - RUSU Advice Service*
  - Students’ Union Building, 0118 378 4100
  - advice@rusu.co.uk

- **Advice on/through support through university policies and procedures (incl. appeals, complaints etc)**
  - International Student Advisory Team
  - Carrington Building, 0118 378 8038
  - immigration@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 6533
  - 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

- **Academic study skills e.g. academic writing, critical thinking, referencing**
  - Disability Advisory Service
  - Carrington Building
  - 0118 378 4202
  - disability@reading.ac.uk

- **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.