

## 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  
Togetherall  
togetherall.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

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

Difficult issues e.g. homesickness, loneliness, conflict with friends

→ **Chaplaincy**  
Park House Lodge  
0118 378 8797

Faith/religion

**Student's GP**

**RUSU 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  
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)**

→ **RUSU Advice Service\***  
Students' Union Building  
0118 378 4100  
advice@rusu.co.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  
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.