



# A-Z of Queen Mary Support Services

### Academic Advice Service (Students' Union)

#### How can they help?

Advice and representation around your rights and entitlements as a Queen Mary student:

- Appealing academic decisions
- Submitting extenuating circumstances
- Help with complaints to Queen Mary
- Disciplinary issues, professional capability / fitness to practise

#### Contact details

020 7882 8042

[www.qmsu.org/advice/academic](http://www.qmsu.org/advice/academic)

### Academic School/Institute

#### How can they help?

There are a number of staff who are able to help with pastoral issues including:

- Personal Tutor
- Academic Adviser
- Dedicated Student Support Staff

These staff members can help with:

- Any difficulties you might be having with your programme

of study

- Any issues that might be affecting your attendance or progress
- General queries about your programme of study, module choice or further study opportunities
- A reference for prospective employers or further study

#### Contact details

You can find details of the Student Support officer for your school at: [www.qmul.ac.uk/studentlife/support/contacts](http://www.qmul.ac.uk/studentlife/support/contacts)

Alternatively, ask staff in your Academic School office who you need to speak to.

### Admissions Office (non-medicine and dentistry programmes)

#### How can they help?

- Questions about applying to study at Queen Mary
- Fee status queries
- Questions about transferring to a new programme of study at Queen Mary
- Confirmation of Acceptance of Studies (CAS) requests and queries

#### Contact details

Student Enquiry Centre  
Ground Floor, Queens' Building  
Mile End campus

#### Undergraduate:

020 7882 5511  
[admissions@qmul.ac.uk](mailto:admissions@qmul.ac.uk)

#### Postgraduate:

020 7882 5533  
[pgtadmissions@qmul.ac.uk](mailto:pgtadmissions@qmul.ac.uk)

Contact the specific Admissions team email (listed on your Queen Mary documentation) or use [admissions@qmul.ac.uk](mailto:admissions@qmul.ac.uk) if no documentation.

### Admissions Office (medical and dental students)

#### How can they help?

- Questions about applying to the Medical and Dental School
- Fee status queries
- Course enquiries

#### Contact details

#### Undergraduate:

The Admissions Office  
Garrod Building  
Turner Street,  
Whitechapel  
London E1 2AD

#### Medical and Dental enquiries (five year MBBS and BDS courses only):

020 7882 8478  
[smdadmissions@qmul.ac.uk](mailto:smdadmissions@qmul.ac.uk)

### **Graduate Entry Programme (undergraduate):**

020 7882 2244

smdadmissions@qmul.ac.uk

### **Postgraduate:**

020 7882 5533

pgtadmissions@qmul.ac.uk

## Advice and Counselling Service

### **How can they help?**

Professional, confidential support and advice.

**Welfare Advice:** specialist advice about your rights and entitlements including:

- Student finance, funding and financial hardship
- Tier 4 immigration advice
- International student issues
- Planning a budget and cutting costs
- Dealing with debt
- Council Tax
- Welfare and disability benefits
- Fee status
- Domestic Violence
- Forced Marriage
- Support for estranged students (not in contact with family)
- Support for students with experience of local authority care

- Support for refugees and students with asylum related immigration status

Welfare Advisers can offer you specialist advice to prevent problems happening, and to remedy problems if they do happen. If your case is complex, a Welfare Adviser can advocate on your behalf, e.g. if you need help to appeal a decision, or your entitlement to something is based on law or regulations.

**Counselling:** professional support with emotional and psychological issues including:

- Relationship problems
- Difficult decisions
- Family problems
- Exam stress

- Homesickness
- Depression
- Anxiety
- Drug and alcohol - specialist clinic available on campus

Counsellors and Therapists can help you with all kinds of difficulties, whether you are dealing with something quite serious that you have struggled with for many years, or something small which has happened recently. We have a range of different types of support including one to one counselling, group therapy, Cognitive Behavioural Therapy, and workshops on specific topics like exam anxiety, study problems and sleep.



## Contact details

Ground Floor Geography Building  
Mile End campus

020 7882 8717

welfare@qmul.ac.uk

www.welfare.qmul.ac.uk

## Appeals, Complaints and Conduct Office

### How can they help?

The Appeals, Complaints and Conduct Office is responsible for handling cases under the following procedures:

- Appeal Regulations
- Student Complaints Policy
- Code of Student Discipline
- Assessment Offence Regulations
- Fitness to Practise
- Queries relating to Queen Mary processes for dealing with complaints and misconduct

### Contact details

Room E12, Queens' Building  
Mile End campus

0207 882 3457

appeals@qmul.ac.uk

## Barts and The London Students' Association

### How can they help?

- Academic advice and representation

- Course Rep System
- Student Council
- Sports, Society and Volunteering opportunities
- Peer-to-peer teaching
- Mummies and Daddies scheme
- Social events
- Multi Faith Room

### Contact details

Newark Street  
Whitechapel  
London E1 2AT

020 7882 7368

su-blsa.reception@qmul.ac.uk

www.qmsu.org/blsa

## Big White Wall

### How can they help?

24/7 online and anonymous support for mental health at Queen Mary:

- Support network - a 24/7, supportive community with clinical guidance plus useful resources
- Guided support - online courses available on a range of wellbeing and lifestyle topics

### Contact details

www.bigwhitewall.com

## Bursaries, Grants and Scholarships

## Office

### How can they help?

- Financial Assistance Fund applications
- Emergency loans
- Queen Mary Bursaries
- Prizes
- Undergraduate Scholarships
- US loans programme

### Contact details

Student Enquiry Centre  
Ground Floor Queens' Building  
Mile End campus

020 7882 5079

bursaries@qmul.ac.uk

www.arcs.qmul.ac.uk/students/  
finances/bursaries-grants-  
scholarships/

## Care Experienced Students Support

### How can they help?

Queen Mary has dedicated support for care experienced students to help with the transition to university:

- Support and advice on welfare and finance issues e.g. help you apply for student finance as an independent student / plan a personal budget / access additional funding
- One to one support from a named contact

- A dedicated Careers Consultant
- Support applying for Unite Foundation Scholarship

We also have a dedicated web page explaining the support for care experienced students

[www.welfare.qmul.ac.uk/money/undergraduates/care-experienced-students/](http://www.welfare.qmul.ac.uk/money/undergraduates/care-experienced-students/)

### Contact details

Advice and Counselling Service

Ground Floor Geography Building  
Mile End campus

020 7882 8717

[welfare@qmul.ac.uk](mailto:welfare@qmul.ac.uk)

[www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)

## Careers and Enterprise Centre

### How can they help?

We provide information, advice and employer events to help you get work whilst you study and after you graduate.

- Build your work experience through the internships and temp roles we source
- Find part time, voluntary, internship and graduate opportunities through the vacancy board Queen Mary JobOnline
- Access one to one advice on choosing and exploring your options

- Receive feedback on your applications, CVs and personal statements
- Collect industry specific job hunting guides
- Attend practice sessions and collect resources to improve your interview technique
- Explore further study choices and funding
- Access sample Psychometric test and assessment centre information
- Receive support and funding for students looking to start or grow a business idea

### Contact details

Room WG3, Queens' Building  
Mile End campus

020 7882 8533

[careers@qmul.ac.uk](mailto:careers@qmul.ac.uk)

[www.careers.qmul.ac.uk](http://www.careers.qmul.ac.uk)

## Course Representatives

### How can they help?

Each year of each course has at least one elected Course Representative - they are the key link between students and staff in their School. Course Reps:

- Represent students' views at Staff Student Liaison Committee (SSLC) meetings.
- Work with staff to improve their

course and resolve course-related issues as they arise.

- Work with the Students' Union to campaign for change and make things better for their fellow students.

Course Reps deal with issues which affect the course as a whole and not with individual student's issues – these should be taken up in the first instance with the Student Support Officer for your School.

### Contact details

Contact details for Course Reps can be found on the Students' Union website at [www.qmsu.org/rep/coursereps](http://www.qmsu.org/rep/coursereps)

Students' Union VP Education:  
[su-vpeducation@qmul.ac.uk](mailto:su-vpeducation@qmul.ac.uk)

## Dental Care Professionals Degree in Dental Hygiene & Therapy

### How can they help?

- Course enquiries
- Bank letters for new students to help open an account
- Fee status

### Contact details

020 7882 8157

020 7882 8153

[e.c.philogene@qmul.ac.uk](mailto:e.c.philogene@qmul.ac.uk)

[www.dentistry.qmul.ac.uk](http://www.dentistry.qmul.ac.uk)

## Disability and Dyslexia Service

### How can they help?

Confidential advice, guidance and support for disabled students, including those with mental health difficulties, Autistic Spectrum Conditions (ASC) and Specific Learning Difference, (e.g. dyslexia).

Amongst the support that the service offer are:

- Initial dyslexia 'screenings' and, where necessary, referrals for student wishing to find out if they have a specific learning difference, e.g. dyslexia
- Specialist one to one skills support (on campus) for students with specific learning difference and other disabilities
- First point of contact for students with diagnosed mental health problems
- Specialist support for students with Autistic Spectrum

Conditions (ASC), e.g. Asperger's

- Liaison with Queen Mary schools and institutes with regard to 'reasonable adjustments', e.g. examination arrangements
- Access to Specialist Mentoring support – if students contact our mental health specialists this can be arranged here on campus at Mile End
- Support in applying for the Disabled Student's Allowance (DSA)
- On site DSA needs assessments
- Access to non-specialist human support, where appropriate, e.g. note-taking

### Contact details

Room 3.06  
Francis Bancroft Building  
Mile End campus  
020 7882 2756  
dds@qmul.ac.uk  
www.dds.qmul.ac.uk

## Doctoral College

### How can they help?

We provide information, support and advice for all PhD students at Queen Mary.

- Access training for PhD students provided by the Doctoral College and our partners across Queen Mary and London
- Record your ongoing researcher development and receive a Diploma of Researcher Development at the end of your PhD
- Take part in the annual Graduate Festival
- Find out more about opportunities for PhD students at Queen Mary
- Access funding for PhD students including the Doctoral College Initiative Fund and Postgraduate Research Fund
- Attend annual cohort days and



PGTips events for PhD students to learn new skills and meet other PhD students.

### Contact details

Room 2.07, Graduate Centre  
Mile End campus  
020 7882 3037

doctoralcollege@qmul.ac.uk  
www.doctoralcollege.qmul.ac.uk

## Estranged Students Support (not in contact with their family)

### How can they help?

Queen Mary has taken the Standalone Pledge confirming our dedicated support for students who are no longer in contact with their family (estranged) to help with the transition to university, or to help you if you become estranged from your family during your course:

- Support and advice on welfare and finance issues e.g. help you to apply for student finance as an independent student / plan a personal budget / access additional funding
- One to one support from a named contact
- A dedicated Careers Consultant
- Support applying for Unite

### Foundation Scholarship

We also have a dedicated web page for estranged students: [www.welfare.qmul.ac.uk/money/undergraduates/students-not-contact-their-family-estranged](http://www.welfare.qmul.ac.uk/money/undergraduates/students-not-contact-their-family-estranged)

### Contact details

Advice and Counselling Service  
Ground Floor Geography Building  
Mile End campus

020 7882 8717  
welfare@qmul.ac.uk  
www.welfare.qmul.ac.uk

## Faith at Queen Mary

For the Multi-Faith centre see: [www.qmsu.org/multifaith/](http://www.qmsu.org/multifaith/)

St Benet's welcomes Queen Mary students of all faiths or none.

For information on St Benet's Chaplaincy and its activities see: [www.faith.qmul.ac.uk/StBenets](http://www.faith.qmul.ac.uk/StBenets)

### How can they help?

- Chapel
- Spaces for prayer, reflection and contemplation
- Informal, confidential pastoral support
- A supportive and open community made up of your fellow students
- Coffee lounge
- Weekly lunch on Fridays
- Other fun activities

### Contact details

St Benet's  
(near the Queens' Building, Mile End campus)

020 7882 5732  
faith@qmul.ac.uk  
www.faith.qmul.ac.uk

## Fees and Finance office

### How can they help?

- Tuition fee enquiries
- Setting up a payment arrangement for tuition fee payment
- If you are having difficulty paying your fees on time, contact the Fees Office to see what instalment arrangements might or might not be possible

### Contact details

Room W117, Queens' Building  
Mile End campus

020 7882 7676  
fees@qmul.ac.uk  
www.qmul.ac.uk/tuitionfees

## Housing and Residential Services and Support

Housing Services team

### How can they help?

- All queries about applying for and living in Queen Mary residences, room allocations

and rent collection

- Online database of available privately rented accommodation
- Information on finding and living in privately rented accommodation
- Advice about your rights and responsibilities in relation to living in privately rented/ alternative accommodation
- Tenancy checking - get your private tenancy agreement checked before you sign it to ensure it is fair
- Problems with your accommodation, for example getting the deposit back, eviction, difficulties with other tenants, repairs, etc.

Residential Support team

### How can they help?

For those students living in campus accommodation

- Welfare and pastoral support
- Conflict management
- Discipline
- Mediation

### Contact details

#### Housing Services:

The Housing Hub, Feilden House, Mile End campus  
020 7882 6474  
residences@qmul.ac.uk  
www.residences.qmul.ac.uk

### Residential Support:

Residences Reception, France House, Mile End campus  
020 7882 5064  
residential-support@qmul.ac.uk  
(for welfare and pastoral support)

## International

### How can they help?

- Advice for international students on applying to Queen Mary
- Study Abroad student enquiries
- Advice for students applying to Queen Mary through our International Partners: international-partnerships@qmul.ac.uk

### Contact details

Room CB110, Queens' Building  
Mile End campus  
020 7882 6530  
internationaloffice@qmul.ac.uk  
www.qmul.ac.uk/international

## Language Centre

### How can they help?

- Development of your English language and university study skills through specifically designed 5 week and 10 week in-session classes: Free to students
- Pre-masters Graduate Diploma to enable you to join your

postgraduate programme

- Language learning – variety of courses in Arabic, Chinese, French, German, Japanese and Spanish. The University provides a number of scholarships for undergraduate students who wish to study a language not for credit and in addition to their degree programme
- Multimedia Language Resource Centre – technology enhanced learning environment
- Academic English Online: Free interactive learning for English and study skills

### Contact details:

Language Centre Reception  
Room 1.40, Arts One  
Mile End campus

020 7882 2826/2827  
www.language-centre.sllf.qmul.ac.uk/language-centre

## Legal Advice Centre

### How can they help?

The Legal Advice Centre (LAC) provides advice on a very broad range of legal issues; whether we can take your case depends upon the available expertise of our supervising solicitors and barristers and a case assessment. Please contact us to discuss the possibility of an appointment (during term time only).



Our projects cover the following areas of law: family, immigration, criminal, landlord and tenant, wills and probate, contract, employment, revenge pornography, company, and intellectual property law. We also specialise in LGBT family and immigration matters.

### Contact details

Department of Law  
Mile End campus

020 7882 3931  
lac@qmul.ac.uk  
www.lac.qmul.ac.uk

## Libraries

### How can they help?

As well as books and a variety of study spaces, you will find:

- A wide range of e-resources - books and journals
- Bookable group study rooms
- 2 Silent PC rooms
- Post Graduate Taught and Research Reading Rooms
- Access to information and research skills training
- Reading Lists Online

- Assistance by Faculty Liaison Librarians - helping you find subject related material
- Study skills support
- PCs, printing and photocopying facilities
- Self-service laptop loans
- Assistive Technology Room
- Mile End Learning Cafe

### Contact details

Location and contact details of our libraries and study places can be found at:

[www.library.qmul.ac.uk/contact-us/contact-a-library/](http://www.library.qmul.ac.uk/contact-us/contact-a-library/)



### Mental Health Support

#### How can they help?

For students with diagnosed mental health difficulties, the first point of contact at Queen Mary is the Disability and Dyslexia Service (DDS). Amongst the support that DDS can offer are:

- Liaison with Queen Mary schools and institutes with regard to 'reasonable adjustments', e.g. examination arrangements
- Access to Specialist Mentoring support – if students contact our mental health specialists this can be arranged here on campus at Mile End
- Support in applying for the Disabled Student's Allowance (DSA)

#### Contact details

Disability and Dyslexia Service  
Room 3.06

Francis Bancroft Building  
Mile End campus

020 7882 2756

dds@qmul.ac.uk

www.dds.qmul.ac.uk

### Nursery

#### How can they help?

- Westfield Nursery has places available to children of staff and students of Queen Mary,

and people outside the College, for children aged three months to five years.

- 5 activity rooms with children grouped according to age
- Each room has a daily routine to ensure activities are varied

Meals included in the fee

#### Contact details

The Nursery is open between the hours of 8.30am and 5.30pm Monday to Friday, 48 weeks of the year.

The Nursery, Queen Mary  
406-408 Bancroft Road  
E1 4DH

020 7882 2782/90

nursery@qmul.ac.uk

www.nursery.qmul.ac.uk

### Occupational Health

#### How can they help?

For medical and dental students only:

- Blood tests for clinical placements
- Immunisations
- Health clearance

All students going on a medical/dental elective will need to schedule an appointment with Occupational Health where a travel risk assessment will be undertaken.

#### Contact details

Ground Floor  
Geography Building  
Mile End campus

020 7882 8700

occhealth@qmul.ac.uk

hr.qmul.ac.uk/about-us/medical-and-dental-students

### PASS (Peer Assisted Study Support)

#### How can they help?

- Course-based mentoring scheme where first-years can explore problems with higher year students (mentors).
- Mentoring takes place in a friendly, informal environment and can help you to settle in to university life, your department and studies.
- Schools currently running PASS schemes: Biological and Chemical Sciences; Business and Management; Dentistry; Economics and Finance; Electronic Engineering and Computer Science; Engineering and Materials Science; English and Drama; Geography; History; Languages, Linguistics and Film; Mathematical Sciences; Physics and Astronomy; Politics and International Relations.

#### Contact details:

First-year students can find out

about PASS here and see who to contact in their own school:

[www.qmul.ac.uk/teachers/our-activities/pass/](http://www.qmul.ac.uk/teachers/our-activities/pass/)

## Refugee Background Students

### How can they help?

Queen Mary is committed to providing support for those who have either been granted refugee status, or a different status as the result of an asylum application, or who are awaiting a decision on their asylum application.

- Specialist advice on eligibility for Student Finance as a refugee / limited leave to stay
- Support and advocacy if you are having problems with Student Finance
- Support applying for the Article

### 26 Bursary

- Support and advice on welfare and finance issues e.g. plan a personal budget / access additional funding

We also have a dedicated information online: [www.welfare.qmul.ac.uk/money/refugees-and-asylum-seekers](http://www.welfare.qmul.ac.uk/money/refugees-and-asylum-seekers)

### Contact details

Advice and Counselling Service  
Ground Floor Geography Building  
Mile End campus

020 7882 8717  
[welfare@qmul.ac.uk](mailto:welfare@qmul.ac.uk)  
[www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)

## Research Degrees Office

Research degree students

### How can they help?

Enquiry service (office open hours 10am to 4pm Monday to

Friday)

Main services include:

- Queen Mary letter production
- Enrolment and replacement student ID cards
- Stipend payments to funded students
- Change of address
- Change of programme
- Taking time out from your studies
- Nomination of examiners, thesis submission and award
- Withdrawing from your programme of study

### Contact details

Room 213, Graduate Centre  
Mile End campus

020 7882 7474  
[researchdegrees@qmul.ac.uk](mailto:researchdegrees@qmul.ac.uk)  
[www.arcs.qmul.ac.uk/research-degrees](http://www.arcs.qmul.ac.uk/research-degrees)

## Researcher Development

### How can they help?

We provide personal, professional and career development opportunities for PhD students of all disciplines and at all levels:

- A programme of workshops and courses to help you develop research and transferable skills (e.g. statistics, writing, presentation,



time management)

- Wellbeing and mental health initiatives such as the four-part training course 'Survive and Thrive' and the PhD Support Group (with Advice and Counselling Service)
- Events for PhD students, such as Café Scientifique and the 3-Minute Thesis competition
- The points-based skills development system and database (Skills Points System)

### Contact details

0207 882 7765

[resdev@qmul.ac.uk](mailto:resdev@qmul.ac.uk)

[www.academicdevelopment.qmul.ac.uk/researcher-development](http://www.academicdevelopment.qmul.ac.uk/researcher-development)

## Report + Support

### How can they help?

An online platform for all staff, students and visitors to report any incident of sexual violence, harassment or any hate crime to Queen Mary:

- Reports can be made anonymously or with contact details
- Information about local and national specialist support services is also available

### Contact details

[www.reportandsupport.qmul.ac.uk](http://www.reportandsupport.qmul.ac.uk)

## Security

### How can they help?

- Advice on personal safety and crime prevention
- Reporting crime, contact closest Security Control Room (either in person or via telephone)
- Lost and found property
- Car parking policy

### Contact details

Security Control Rooms are located at:

Mile End - France House  
(020 7882 5000)

Whitechapel - Garrod Building,  
Room G.07 (020 7882 2599)



Charterhouse Square - Dawson Hall, Front Entrance  
(020 7882 6020)

In case of emergency, dial 020 7882 3333  
[www.security.qmul.ac.uk](http://www.security.qmul.ac.uk)

### Student Enquiry Centre

Undergraduates and taught postgraduates

#### How can they help?

General enquiries and frontline service for Academic Registry.

Main services include:

- Student Status Letter
- Student ID cards
- Bursary / scholarship information
- Student records, enrolment and Student Finance funding
- Exams and awards
- Graduate documents / and third party verification requests
- Gradintelligence account (in progress for medical and dentistry students)
- Hear: digital transcript (in progress for medical and dentistry students)

#### Contact details

##### Non-medicine and dentistry programmes:

Student Enquiry Centre

Ground Floor, Queens' Building, Mile End campus

020 7882 5005  
SEC Online helpdesk (accessed via <https://mysis.qmul.ac.uk>)  
[www.arcs.qmul.ac.uk/students](http://www.arcs.qmul.ac.uk/students)

##### Medicine and Dentistry programmes:

The Student Office, Whitechapel campus  
Garrod Building, Turner Street, Whitechapel, London E1 2AD

020 7882 2239  
[smd-student-enquiries@qmul.ac.uk](mailto:smd-student-enquiries@qmul.ac.uk)

### Student Health Service

A National Health Service (NHS), medical service on campus (Mile End) during term time where you can see an NHS Doctor (GP) or nurse every weekday:

- Students who live on campus or within Tower Hamlets postcodes (E1, E2, E3, E14) can register with the Student Health Service
- Queen Mary students who are not registered Student Health Service patients may be able to use the service in certain circumstances (visit [www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk) for further information)
- For more information on how to access a doctor, visit [www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk)

#### How can they help?

- Prescribe medicine
- Advice on sexual health, contraception and sexually transmitted diseases (STDs)
- Confidential chlamydia testing
- Immunisations
- Repeat prescriptions
- Blood tests



## Contact details

Ground Floor Geography Building  
Mile End campus

020 7882 8710

[www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk)

## Stop Hate Crime 24 Hour Helpline at Queen Mary for staff and students

### How can they help?

- Find out more about Hate Speech, Hate Incidents and Hate Crime - what they are,

why they matter and what the initiative between Queen Mary and Stop Hate UK is doing to help and reduce all three for students and staff

- Provision of a 24 hour helpline at Queen Mary, for victims and witnesses of Hate Crime, which will provide independent support and advice
- Opportunity to report all Hate Crimes to the appropriate authority or even to report anonymously, whether you are a victim of Hate Crime, you have witnessed incident you believe to be a Hate Crime

or you are a third party to an incident that could be a Hate Crime

- Raise awareness about Hate Crime

### Contact details

24 hours a day:

- **On the phone:** 0800 138 1625

- **Chat on the web:**

[www.stophateuk.org/talk-to-us/](http://www.stophateuk.org/talk-to-us/)

- **In an email:**

[talk@stophateuk.org](mailto:talk@stophateuk.org)

- **In a text:** 07717 989 025



- **With text relay:** 18001 0800  
138 1625

For people who are deaf, or have speech or hearing impairments

- **In an online form on the web:**

[www.stophateuk.org/tell/](http://www.stophateuk.org/tell/)

- **In the post:**

PO Box 851, Leeds LS1 9QS

[www.stophateuk.org/qmul-reporting-page/](http://www.stophateuk.org/qmul-reporting-page/)

## Student Support Office (Medicine and Dentistry programmes)

### How can they help?

- Pastoral support for medical and dental students (including International Students and the Mentor Scheme)
- Dean's Benevolence Fund (financial support for medical and dental students in financial hardship).

### Contact details for Medicine

Student Support Office  
Room 2.46, Garrod Building  
Turner Street Whitechapel  
London E1 2AD

020 7882 2126

[smd-student-support@qmul.ac.uk](mailto:smd-student-support@qmul.ac.uk)

### Carole Rice (Student Support Office Administrator)

020 7882 2126

For Dean's Benevolence  
Fund application forms:

### Kate McFarlane (Student Finance and Bursary Manager),

Room 2.42

[k.mcfarlane@qmul.ac.uk](mailto:k.mcfarlane@qmul.ac.uk)

020 7882 2124

### Contact details for Dentistry

Student Support Office  
5th Floor, Office 2  
Institute of Dentistry  
Turner Street,  
Whitechapel E1 2AD

### Jacky Trappitt (Administrator for Student Support - Undergraduate)

0207 882 6933

[j.m.trappitt@qmul.ac.uk](mailto:j.m.trappitt@qmul.ac.uk)

### Nina Booty (Senior Administrator for Student Support - Postgraduate)

0207 882 8930

[n.booty@qmul.ac.uk](mailto:n.booty@qmul.ac.uk)

## Students' Union

### How can they help?

- Collective voice of all students studying at Queen Mary
- Represents your views through elected representatives
- Student-led activities and services
- Over 300 student groups for you to join - make new friends and develop new skills
- Sport
- Volunteering in the local community
- Buddy Scheme, a peer mentoring scheme
- Academic Advice and Representation
- Course Reps
- Welfare Loan
- Multi-Faith Centre
- Social facilities and events

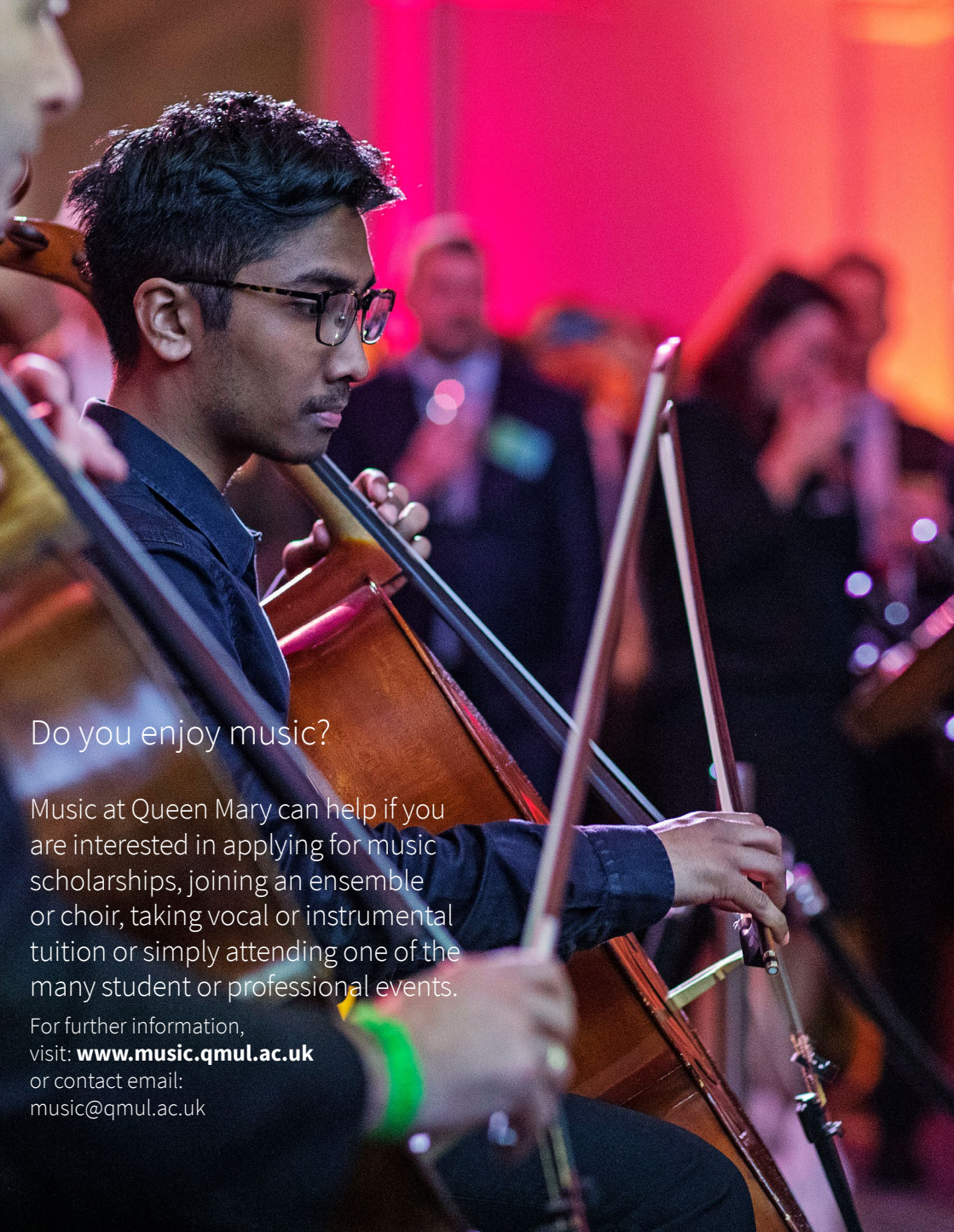
### Contact details

Queen Mary Students' Union Hub  
Mile End campus

020 7882 8030

[su-qmsu.reception@qmul.ac.uk](mailto:su-qmsu.reception@qmul.ac.uk)

[www.qmsu.org](http://www.qmsu.org)



## Do you enjoy music?

Music at Queen Mary can help if you are interested in applying for music scholarships, joining an ensemble or choir, taking vocal or instrumental tuition or simply attending one of the many student or professional events.

For further information, visit: [www.music.qmul.ac.uk](http://www.music.qmul.ac.uk) or contact email: [music@qmul.ac.uk](mailto:music@qmul.ac.uk)



## Do you need to calm your mind?

St Benet's is Queen Mary's Chaplaincy and is a space to get away from the daily stresses of university life. Attend a meditation session, a film night or just make yourself a drink and take a seat on the comfy sofas for a bit of you time.

For further information, visit: [www.faith.qmul.ac.uk/stbenets](http://www.faith.qmul.ac.uk/stbenets) or contact email: [chaplaincy@qmul.ac.uk](mailto:chaplaincy@qmul.ac.uk)



Details of support from external agencies is available on the Advice and Counselling Service's website:

[www.welfare.qmul.ac.uk/alternative-and-out-hours-support/support-outside-qm/](http://www.welfare.qmul.ac.uk/alternative-and-out-hours-support/support-outside-qm/)

The section Common Problems may also be useful:

[www.welfare.qmul.ac.uk/emotional-wellbeing/self-help-resources-and-workshops/z-common-problems/](http://www.welfare.qmul.ac.uk/emotional-wellbeing/self-help-resources-and-workshops/z-common-problems/)



Information on the following topics is online at

**[www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)**:

### **Immigration**

- What immigration permission do I need to study at Queen Mary?
- Applying for Tier 4 (General) Student immigration permission
- Tier 4 - What to do if things go wrong

### **Money**

- Undergraduate Funding for home and EU undergraduates
- Additional Sources of Funding for home and EU undergraduates
- Planning your budget and managing your money
- Funding for medical and dental students
- Postgraduate Funding - a guide for home and EU students
- Extra money: disability and ill health
- Council tax
- Financial advice for international students

### **Study related**

- Extenuating Circumstances
- Resitting, interrupting or leaving your course - a guide for home and EU undergraduates
- Resitting, interrupting or leaving your course - a guide for international students

### **Working**

Part-time and vacation work

### **Wellbeing**

- Self-help for common problems
- Worried about someone else
- Building emotional resilience
- Help in a crisis

**CONTACT US:**

**Student Life**

Student and Academic Services  
Queen Mary University of London  
Mile End Road, London, E1 4NS

**Email: [studentlife@qmul.ac.uk](mailto:studentlife@qmul.ac.uk)**

The information given in this publication is correct at the time of going to press. We reserve the right to modify or cancel any statement in it and accept no responsibility for the consequences of any such changes.

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