

Transforming lives
Meeting needs
Building careers



Your Student Services







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Welcome





Student Services is here to help you get the most out of being a student at London Met.

Our experienced and professional staff are committed to helping you achieve your full potential while at university and do so by ensuring that you have access to professional information and support.

You do not need to have a problem to come and see us - many of our services aim to help you gain transferable skills and maximise your experience.

If, however, you do experience problems during your time with us, we are here to help. There may be times when the unusual and unexpected happens and it's good to know that there are people to support you. Student Services can provide you with advice on a range of issues including accommodation, finance, studies, relationships, illness, spirituality, or family.

As well as our Information Point, our services include:

Advice & Well-being

Accommodation Bureau

Advice, Information & Funding Service (AIFS)

Debt, benefits & money management

Counselling Service

Mental health support

Disabilities & Dyslexia Service (DDS)

Inter Faith Chaplaincy

Careers

Careers information, advice & guidance

Job Shop (Met Temps & Job Shop Online)

Employer events

Reach volunteering

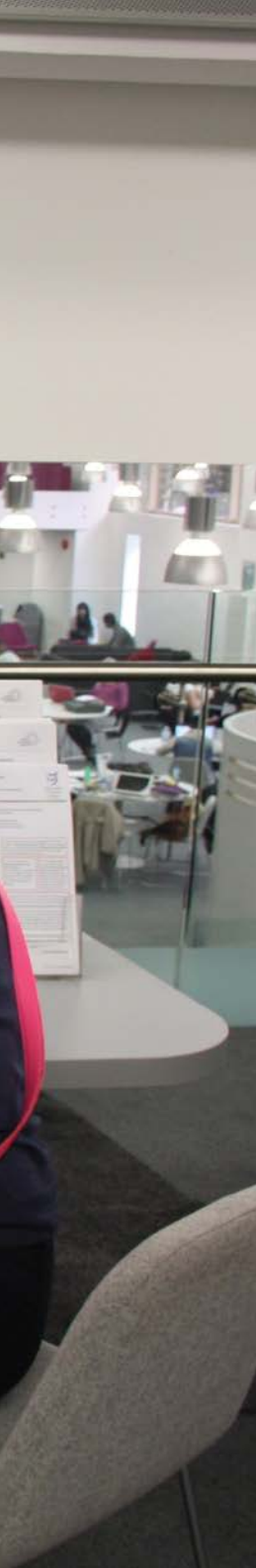
Destination of Leavers from Higher Education (DLHE)



Information Point



Student
Services



The Information Point team is your first point of contact with Student Services.

We are a team of experienced, professional and friendly staff and will always do our utmost to support, inform and advise you.

What we do:

Help you to resolve your query immediately

Direct your query to the appropriate service

Enable you to access more specialist services

Provide you with information that will enable you to help yourself

What we provide:

An initial assessment of your need by our expert team

Bespoke information and advice

Printed information from all of our specialist services

Referral to our Quick Query sessions - same day, no appointment necessary sessions for straightforward enquiries

Specialist appointments that give you access to one-to-one information, advice and guidance with our experienced teams



Advice & Well-being





The Advice and Well-being team is here to support you with regard to a wide range of practical, financial, personal and spiritual matters, in a way which respects your views and objectives.

What we provide:

Guidance and advice on accommodation matters, access to a counselling service, Inter Faith Chaplaincy and mental health team, and support with mitigating circumstances.

Advice on money matters - come in and see us or check out our website which has financial information, loads of tips and advice, as well as online budget planners and downloadable fact sheets.

A range of services to help you if you have a disability, a long-term medical or mental health condition or specific learning differences, such as dyslexia.

If you have a quick query, you can contact the team via telephone or email. Alternatively, you may want to arrange a one-to-one meeting, which enables you to explore your concerns in more detail.



Accommodation Bureau

Who we are:

The Accommodation Bureau can help you find somewhere safe, affordable and comfortable to live, whether you want to stay in private rented accommodation or halls of residence.

Although London Met does not have its own halls of residence, we can advise you on the many providers of student accommodation in London.

We also provide information and guidance on homestays, single semester and short stays, hostel and B&B accommodation, rental agreements, and sharing with other students.

What we provide:

Assistance with completing application forms for halls of residence.

Guidance regarding tenancy agreements with private landlords.

Recommendations to external hall providers, landlords and agents.

Information and advice from a dedicated service email address, Skype/Facebook.

Daily Quick Query service.

Individual advice through an appointment system.

Access to our interactive student rentals website LondonMet Student PRS:

www.londonmetstudentprs.org



> Advice, Information & Funding Service (AIFS)

Who we are:

It is important to have proper funding arrangements in place during your studies. The Advice, Information and Funding Service (AIFS) offers friendly, informed support and guidance on a range of issues including; fees, funding and financial difficulties.

What we provide:

Face-to-face Quick Query sessions and appointments in a confidential space where you can discuss your financial situation.

Advice and information by email and telephone.

Advice on undergraduate and postgraduate funding for home and EU students.

Support with making your funding application to Student Finance England or its non-UK team, and with resolving any difficulties you might have in the application/payment process.

Funding advice if you are considering changing, suspending or leaving your course.

Support in liaising with the University's Fee and Income Collection teams.

Downloadable funding information sheets and general information on health and safety, legal advice providers, local services and tax.



> Debt, benefits & money management

Who we are:

Even if you don't have debts before you come to university, being a student and living in London can be expensive, and managing student funding can be challenging. As a result, many students seek help with money management.

Our debt and money management adviser is an experienced and skilled professional who is committed to helping you stay on at university by avoiding unmanageable debt.

We encourage forward money planning and actively assist students who feel that their debts are getting on top of them.

What we provide:

Our debt and money management adviser can help you to budget and maximise your income from all possible sources. The adviser will check tax codes and entitlement to tax refunds and will ensure that, where appropriate, you are receiving the correct entitlement to state benefits and tax credits.

Our budget planner and financial forecaster will help you plan your income and spending, and show any potential shortfalls in your funds.

Where debt is a problem, the adviser will help you to create a strategy to deal with: rent arrears, utility debts, council tax arrears, benefit overpayments, loans and credit/store card debts. Where appropriate, the adviser may negotiate with your creditors.



> Counselling Service

Who we are:

Everyone experiences difficulty at some stage of life and although studying at university is an exciting experience, it can also be challenging. Most problems are better managed if dealt with early, before they become a crisis. Counselling isn't just about problems, it's also an opportunity to explore ways of leading a more fulfilling and successful life, particularly at university. The majority of students, male and female, who have used the service, say that counselling is a very supportive, valuable and life-changing experience.

What we provide:

It is not uncommon to have reservations about talking to a counsellor, but be reassured that your counsellor has professional experience of most of the issues that life throws at us and will accept you without judgement. Counselling sessions are also confidential.

Issues commonly explored by students in counselling:

Maximising academic performance
Loss of motivation
Personal growth and development
Relationships
Depression and anxiety
Sex and sexuality
Cultural issues
Bereavement and loss
Drug and alcohol use

Throughout the year the Counselling Service organises workshops on various personal issues, including exam anxiety, relaxation, meditation, stopping smoking, stress management, motivation and goal setting.



Mental health support

Who we are:

The Mental Health team offers you support if you have significant mental health difficulties or concerns about your ability to engage effectively with university life and study.

Our practitioners, who have a long history of working with acute mental health difficulties and trauma-related issues, can meet with you to discuss and explore your concerns in a safe and respectful setting.

The aim of our work is to provide helpful psychological support as well as advice and guidance on internal and external support options.

What we provide:

Students visit us with a broad range of concerns including:

Psychosis

Anxiety and depression

OCD

PTSD

Eating disorders

Mental health related absenteeism

Mental health related study issues.

Please note – the University Mental Health team is not a substitute for statutory (NHS) provision. If you need immediate psychiatric or psychological support, then you should raise this with your General Practitioner (GP). In an emergency, you should contact the Accident and Emergency (A&E) Department of your local hospital.



> Support with mitigating circumstances

What are mitigating circumstances:

For various reasons, some students experience problems with their studies. This may be the result of a life crisis or emotional difficulty. Should this happen to you and you fall behind with coursework or miss an exam, you may want the University to take your circumstances into consideration. If so, you should inform your tutor and seek advice about applying for 'mitigating circumstances'.

To do so, you must download a form from the Academic Registry website and use the form to explain your issues. Independent evidence will be required.

Visit <http://tinyurl.com/mitigating-circumstances>

What we provide:

A University counsellor or someone in the Mental Health team can sometimes support you with your application, especially if you have been in 'regular and ongoing' contact with the service.

It is therefore important to contact the Counselling Service before your problem has become a crisis or as soon as you notice that your studies are not going well.



> Disabilities & Dyslexia Service (DDS)

Who we are:

The London Met Disabilities & Dyslexia Service (DDS) offers advice, information and support for students with a disability, a Specific Learning Differences (SpLD: such as Dyslexia or Dyspraxia), students who are deaf or hard of hearing, blind or partially sighted students, students with chronic long-term health conditions and students with mental health difficulties.

What we provide:

Bespoke, informed, professional guidance and ongoing advice for students and prospective students with a range of disabilities, SpLDs and medical conditions.

Advice to students wishing to investigate whether they may have a SpLD.

Recommendations for reasonable adjustments, in line with the Equality Act (2010) in order to ensure that students are enabled to participate as fully as possible in university life. This can include adjustments to arrangements for teaching, examinations, the physical environment and methods of communication.

Assistance with setting up non-medical help (such as note-takers, campus support, mentors, interpreters and SpLD one-to-one support).

Advice and guidance on the funding available to disabled students (such as the Disabled Students' Allowance).



> Inter Faith Chaplaincy

Who we are:

The Inter Faith Chaplaincy works with students across London Met's three sites providing pastoral and spiritual support and helping to enhance your spiritual life while studying at the University.

What we provide:

We meet with students to discuss personal and spiritual issues or problems. We do so sympathetically, confidentially and without judging your situation. While we will not have all the answers to your questions, we will do our best to help, whether your question is of a spiritual nature or otherwise.

The Chaplaincy also supports you by ensuring that information is available about religious practices and beliefs.

Strong links are maintained with the Student Union's religious societies, the local faith communities and other external faith and ethical organisations.

We are also able to give you information about places of worship in the local area and information and advice about arranging baptisms, weddings and funerals. For those who may be interested, we can help organise discussion groups and prayer groups.

Image: Svadilfari
www.flickr.com/photos/22280677@N07/2295355354/



Careers





Careers is here to support you in developing and managing your career and to provide a client centred service with an emphasis on high quality, professional and impartial advice and guidance.

What we provide:

An opportunity to identify and explore your career options, including further study and full-time and part-time work.

Help to clarify your goals and access to the support you need to achieve them.

An opportunity to develop an awareness of your skills, qualities and motivations and how to articulate these in applications and interviews.

Access to resources and the chance to develop strategies to find part-time and full-time work, work experience and graduate opportunities.

Relevant resources to enable you to update your knowledge of labour market intelligence (LMI) including trends in the recruitment and selection procedures of a range of recruiters.



Careers information, advice & guidance

Who we are:

Careers provides high quality, professional and impartial advice and guidance and is committed to helping you gain the skills and knowledge you need to succeed in the future.

You can use our careers services for up to three years after graduating.

What we provide:

Advice and guidance to support you in identifying, clarifying and realising your goals through individual and group work activities.

Advice on job applications and help with interview techniques. We also provide information on psychometric testing and assessment centres.

Regular subject specific career seminars, tailored workshops, employer presentations and recruitment events to help you hone your skills, meet potential employers and market yourself successfully.

One-to-one meetings with our careers consultants for personalised support and advice.

A Career Mentoring Programme where you will be matched with a business professional who will help you to achieve your career goals. Previous students have enjoyed workplace visits, work shadowing and work experience opportunities as part of the programme.



Job Shop (Met Temps & Job Shop Online)

Who we are:

The London Met Job Shop, as part of Careers, aims to support your employability through both internal and external part-time vacancies and work placement opportunities. We can also help you to find graduate vacancies.

The Job Shop has two features:

Met Temps - London Met's very own recruitment agency, hosting a variety of vacancies which will help you to gain vital employment experience.

Job Shop Online - an online jobs board where you can browse a wide range of work placements, graduate and external part-time vacancies.

What we provide:

An excellent source of information on work placements, part-time work (within the University and with many external employers) and graduate career opportunities.

The opportunity to register for and access the support of Met Temps – London Met's dedicated temporary staff recruitment agency who will match your skills and market you to potential employers.

Access to events such as job fairs to meet employers, and to an online jobs board and training resources.



> Employer events

Who we are:

We work in partnership with external bodies, including employers and professional organisations, to enhance the development of a pool of 'job ready' students.

We provide support, and complement our Information, Advice and Guidance provision through increased knowledge of local and national labour market trends, and employment opportunities.

What we provide:

Promotion for London Metropolitan University, its students and its courses, to local employers and organisations.

Local partnerships resulting in the generation of job opportunities, placements and mentoring.

Enhancement of the work of careers consultants by the updating of industry knowledge and labour market information.

Support to London Met's existing employability provision through the involvement of external organisations in curriculum delivery and free standing workshops.



> Reach volunteering

Who we are:

Reach volunteering offers voluntary work experience and transferable skills training to current students and recent graduates. As part of our vibrant student-volunteering programme, you can work in a community-based organisation. Reach helps you to develop your personal and/or professional skills, boost your CV and become more employable by learning new skills and gaining useful experience.

Through volunteering, you could gain useful contacts that can help in your career, as well as ideas for your dissertation and your studies.

Participation in volunteer work may increase your self-confidence, enable you to make new friends, and have fun while doing it! You can also gain nationally recognised awards in volunteering. Time commitment

can be flexible to fit into your busy schedule.

What we provide:

Access to a vast range of voluntary posts in areas such as: the arts and media, IT, animals, business/admin, marketing, education, criminal justice, individuals vulnerable to crime or social exclusion, politics, international development, health and social care, mentoring, environment and conservation.

Some roles can be taken as part of work placement modules.

We also offer skills development training to help you improve your teamwork, communication, leadership, presentation and time management skills.



> Destination of Leavers from Higher Education (DLHE)

Who we are:

The DLHE team provides information to Careers and is responsible for carrying out the 'Destinations of Leavers from Higher Education (DLHE)' survey. This national survey is conducted by all UK institutions to find out what their graduates have been doing since completing their course.

Six months after leaving university you will receive an email inviting you to complete the survey online. We will follow this up by calling you to find out about your employment situation.

Your participation in this survey is of huge importance to us and your responses will help other students understand what they can achieve after graduating.

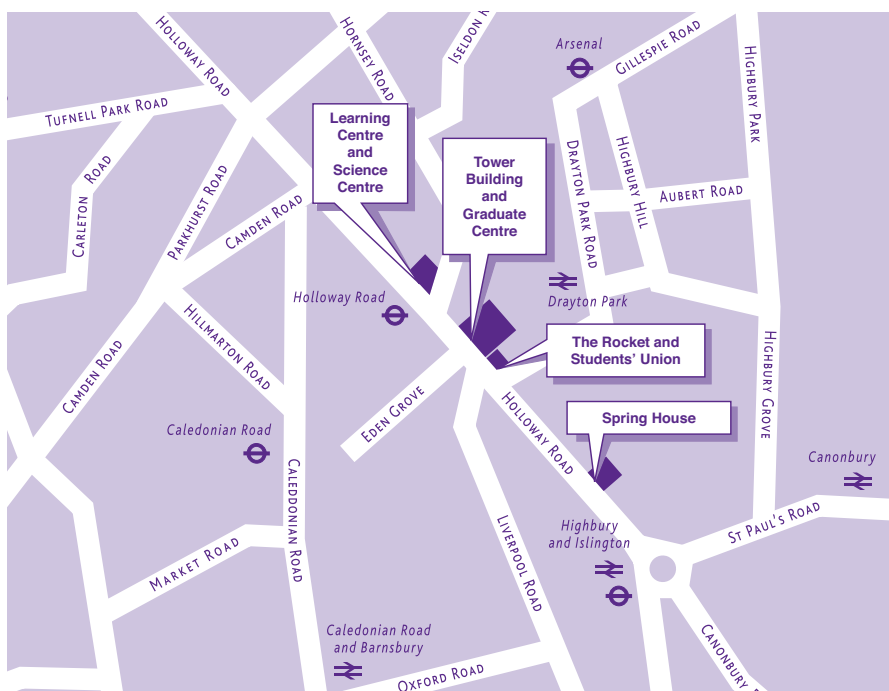
The information we collect helps us improve our services to students. The outcomes from this survey feed into the national employment measures and the University's league table performance.





Contact information

Our offices:

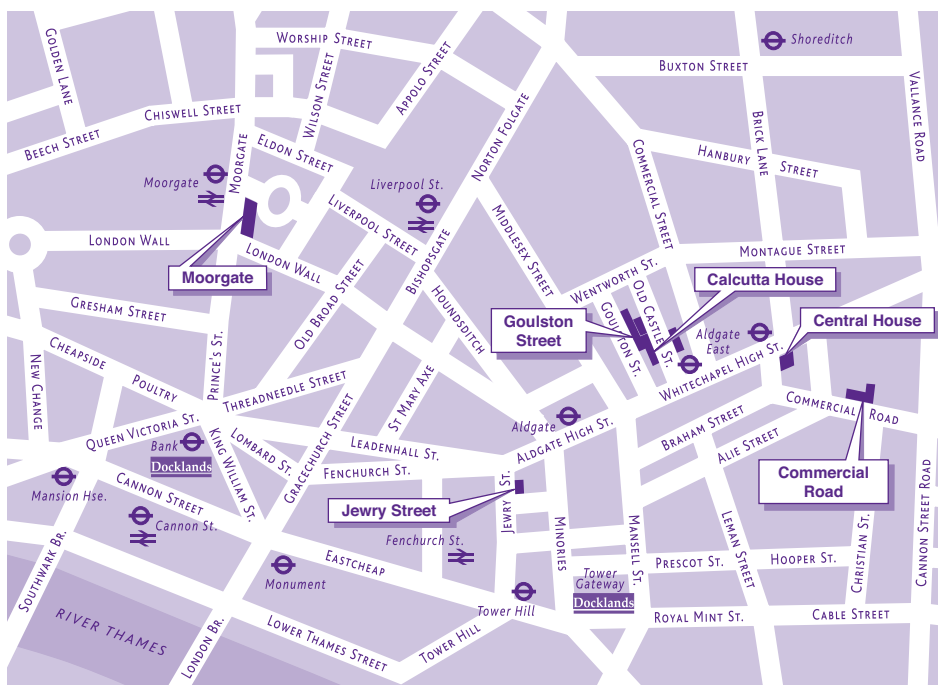


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236-250 Holloway Road, London N7 6PP

Tel: 020 7133 2094

> Email: studentservices@londonmet.ac.uk
Web: londonmet.ac.uk/studentservices



Calcutta House (Aldgate)

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Tel: 020 7320 2370

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