

advice centre

Independent
Confidential
Impartial

Support for academic and life challenges



Here when you need us

imperialcollegeunion.org

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union

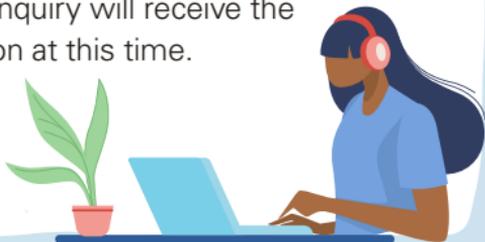
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The Advice Centre is currently operating **remotely**.

We offer face-to-face appointments via Teams or Skype.

Please write your appointment request and contact details inside the online booking form (imperialcollegeunion.org/remote-advice) before you submit it. Telephone and email appointments will carry on as normal. Your enquiry will receive the same level of attention at this time.



Here for you

At Imperial College Union, we are here when you need us. We run an independent and confidential Advice Centre, situated in our Union offices on level 2 of Beit Building on Prince Consort Road.

We know that studying at Imperial comes with challenges and our professional advisers are here to help you navigate Imperial's academic regulations, support you through life challenges such as problems with landlords, debt, or legal problems. We will also help you manage stress during exams and devise tactics to support your general wellbeing throughout the year.

Common issues we can help you with:

- Appeals
- Mitigating circumstances
- Plagiarism
- Fitness to practice
- Complaints
- Problems with supervisor
- Sexual violence
- Money
- Benefits
- Employment rights
- Housing
- Legal advice

 **advice@imperial.ac.uk**

 **020 7594 8060**

 **imperialcollegeunion.org/advice**



We are AQS
accredited

Academic support

From time to time you will experience problems with your studies. We can help with any academic issues you are facing, will explain the College's regulations and guide you through the processes.

We can help you write a statement, or attend a meeting or hearing with you. We will never tell you what to do or judge you - we are independent of College and therefore impartial.

Common academic issues that we help with:

- Academic appeals
- Fitness to practice
- Assistive Educational Technologies
- Exam offences and plagiarism
- Academic complaints
- Course problems
- Disciplinary procedures



Academic appeals

During your studies you will have to take exams and submit assessments and you may not always agree with your grades or a decision made. Our Advice Centre will be able to help you through the process if you need to appeal an exam result or have been accused of academic misconduct.

Contact us about:

- Academic judgements
- Administrative errors
- Misconduct
- Mark checks
- Fitness to practice
- Withdrawal
- A degree that has not been awarded



Mitigating circumstances

At times you may experience unique challenges such as health or family problems that can affect your ability to prepare for your exams, sit an exam or submit an assessment on time. If this happens, you can appeal for mitigating circumstances.

Our Advice Centre can guide you through College's Mitigating Circumstances Procedure. As each case is different, come and speak to our professional advisers and we will help you. We're also able to provide additional support through referrals or internal resources, all impartial, confidential and independent of College.

For more info, visit imperialcollegeunion.org/exam-time

Non-academic support

You may also experience problems outside of your studies and we are there to help you with those life challenges, from housing, to money and wellbeing.

Issues we can support you with:

Alternative funding:

There are a range of UK government funding options available to help you with your tuition fees and living costs depending

on where you're living, where you study and your own financial circumstances.

Debt:

From time to time you may experience financial problems and we are here to help you with common issues such as dealing with creditors, debt relief options, creditor harassment, dealing with priority and non-priority debt. If you suddenly find yourself in financial difficulties or experience an unexpected change in circumstances, you may be eligible for emergency financial help through the Student Support Fund.

Housing:

You may experience problems with your accommodation and our advisers can help you with issues around deposits, repairs, tenancies, bills, and the termination of a tenancy. We can also provide you with advice on changes in rental law, such as the Tenancy Fees Act 2019.

Legal and money claims:

We can support you with advice on compensation for faulty services, goods, disputes between landlords and tenants, wages owed or money in lieu of notice.

Money matters and budget:

Studying comes with a number of financial challenges. It's important to keep an eye on your spending and budgeting. It will make you more financially aware and informed about where your money is going each month. We can support you to start budgeting and advise you about debt solutions.

Wellbeing and mental health:

Being at university can be hard when you juggle academic and non-academic challenges at the same time and this may affect your physical and mental health and wellbeing. Sometimes you just need someone to talk to, if you are feeling low, your studies are not going as planned, you're feeling stressed about your exams, finding it hard to concentrate or simply feel homesick and overwhelmed by new experiences.

Our advisers will listen to you and support you through difficult times. We signpost, encourage and help you on your journey to make positive changes in your life. Speak to us if you are struggling. We also work in partnership with a study mentor who can help you find more effective ways to study.

Your employment rights:

If you are working alongside your studies, you may experience problems related to employment and we are here to guide you on your legal rights.

Our advisers can support you with these and other challenges during your time at Imperial. Get in touch if you don't know where to turn to. If we cannot help you, we will find someone who can.

Support for sexual violence

If you have faced sexual violence, get support from a Sexual Violence Liaison Officer (SVLO). SVLOs form an Imperial-wide network of professional advisers who have been trained to help you in this moment of need and handle disclosures of sexual violence from students.

They can guide you through your options confidentially and without judgement, and will help you to access the right resources, support and information.

Contacting an SVLO doesn't mean that you must report an assault to the police or make a formal complaint to the College, but they can help you to do so if you wish.



Postgraduate support

Studying a Postgraduate degree can often come with unique challenges, such as juggling academic and family life, work and study, time management skills, worries about your supervisor or feeling lonely and stressed.

Our Advice Centre is there for both Undergraduate and Postgraduate students and we can help with academic and non-academic problems.

Speaking to one of our advisers can boost your confidence, help you get more informed about academic matters and support you in circumstances and issues you face during your every day life.





Contact an adviser now:

 **020 7594 8060**

 **advice@imperial.ac.uk**

 **Advice Centre**
Beit Quadrangle,
Prince Consort Road
London SW7 2BB

 **imperialcollegeunion.org/advice**



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Connect with us:

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