

The
**Very
Helpful
Handbook**

2013/14

Contents

- 03 ▲ Introduction
- 05-08 ▲ Healthy mind & body
- 09-10 ▲ Students with disabilities
- 11 ▲ International students
- 12-13 ▲ Supporting your studies
- 14-16 ▲ Money & budgeting
- 17-19 ▲ Looking after yourself
- 20 ▲ Liberation & Welfare Officers
- 21 ▲ Useful contacts

Go online to see all our welfare and advice information and get access to other helpful resources

imperialcollegeunion.org/advice



All information correct at the time of going to print (September 2013)



Marissa Lewis

Deputy President (Welfare)
dpwelfare@imperial.ac.uk

Welcome to an exciting new chapter of your life here at Imperial! Although your time here will be filled with lots of great experiences, there may be some bumps along the way and many people can find adjusting to university life or postgraduate study particularly challenging. Luckily, we're here to help.

We know the first few weeks can feel like an information overload, so this handbook is just meant to show a snapshot of the services

here to support you at Imperial. More detailed advice is available online throughout the year at imperialcollegeunion.org/advice.



We are here to make your time at Imperial better.

Between the Imperial College Union Advice Centre to the services offered by College and the support offered from external organisations, there is no problem too big or too small for us to handle. However, sometimes (especially if you're stressed!) you might lose sight of the wide range of support we offer - make sure you keep this guide safe in case you ever need it!

Equality Statement



Every student at Imperial College London has the right to equal access and equal opportunities. The Union and the College fully advocate the equality of all students and staff members regardless of their gender, age, faith, race, sexual orientation or disability. Both the Union and the College seek to create a healthy environment, so everyone can live, work and relax together in a spirit of solidarity, tolerance and respect.

Healthy mind & body



You can look after your physical health through sporting activities, healthy eating, and exercise.



You can look after your mental health through new social activities, taking advantage of study and revision methods, and through College's professional services for students.



You can look after your sexual health by practising safe sex, and using the free condoms, STI testing and other services offered by Imperial College Union and the Imperial College Health Centre.

The transition from school to university, or from undergraduate to postgraduate study, can be a difficult and stressful time for many. Maintaining a sense of personal well-being, both physically and mentally, is an important foundation for academic achievement and getting the most out of your time at Imperial.

Physical health

Maintaining an active lifestyle will benefit you in many ways. As well as improving your overall health and drastically reducing the risk of many diseases later in your life, regular exercise can boost your mood, self-esteem, and your social life.

Sporting activities

Imperial College Union supports over 70 different sport and martial art clubs, from golf to Ultimate frisbee, to wushu and snowsports. All clubs accept newcomers of any ability, with many offering professional coaches and training sessions. A number of the clubs compete against other universities in the UK, and in recent years Imperial has ranked as the best sporting university in London.

All sporting clubs will have a presence at the Freshers' Fair in Welcome Week, where you can talk to the current members and decide which clubs to join. You can join a club at any time of the year, and both undergraduates and postgraduates are welcome.





Exercise and gyms

College maintains a number of gyms across its campuses, which are free for students to use. The largest is Ethos on the South Kensington campus, which has a large fitness gym, a 25m swimming pool, climbing wall, squash and badminton courts, studio, spa and sports therapy rooms.

College also employs an Active Lifestyles team, who run classes and events throughout the year for students and staff such as weight management or Stressbuster classes.

Healthy eating

The sudden change in lifestyle that university brings can lead to poor eating habits - which, in extreme cases, can affect your studies and your social life by making you unable to concentrate, ill and unhealthy. The unhealthiest food is also often the most expensive - meaning a diet of convenience, with lots of pizzas and takeaways, is triply damaging to your academic work, physical health and your wallet.

The majority of College-run accommodation is self-catered with kitchens and cooking facilities available, and there are a number of spaces around campuses where you can eat a lunch you have made yourself. Consider buying in bulk from nearby larger supermarkets and teaming up with

students on your floor to cook in rotation.

Mental health

People between the ages of 18 and 25 are more likely than the rest of the population to have mental health problems, and students are at more risk than non-students. The transition from school to university and the financial and social responsibilities that come with that can lead to stress, which can exacerbate any underlying mental health problems. It is estimated that one in four people will have mental health problems at some point in their lives, and up to one in ten students will use their university's support services during their studies.

If you suffer from mental health problems, or are concerned that you may be developing them, there are many confidential and professional services and support systems available to you. These can be found in your departments and your hall, from healthcare providers and from College-employed professionals. Any of these can be accessed at any time, in any combination or order, and confidentiality will be maintained.

In your department

You will have been assigned a personal tutor if you are an undergraduate, or you will have a postgraduate tutor or supervisor if you are a postgraduate. They are able to help and assist in both academic and pastoral (non-academic) matters, such as mental health, bullying, or coping with disabilities.

Counselling Service

The Counselling Service offers free, short-term counselling to students in order to "enable students to become more effective in their lives within and outside Imperial College". Staffed by trained counsellors, they seek to help you focus on and understand more clearly any personal, emotional or academic problems

that are concerning you. They are available by appointment at all campuses. You can find out more at imperial.ac.uk/counselling. Counselling is also available from the Imperial College Health Centre.

Chaplaincy

The Chaplaincy is “a place of hospitality, support, dialogue and reflection”, with access to chaplains from the Christian, Jewish, Hindu, Muslim and Sikh religions. The Chaplaincy is available if you have a faith-related issue or seek a quiet place to pray or meditate. You can find out more at imperial.ac.uk/chaplaincy.

Wardening Teams

If you live in College-run accommodation such as a Hall of Residence, there will be a Hall Warden, Assistant Warden and a number of Subwardens. They are usually postgraduate students or College staff who have been selected for the role based on their ability to offer pastoral care and create a welcoming, inclusive community spirit in their Hall. At least one Subwarden will be on duty every night during the academic year, and you can contact them by calling the Hall mobile.

Support from outside College

Students Against Depression

(studentagainstdespression.org) is an organisation set up in conjunction with students to share stories and discussions related to the topic of depression. The Central London Samaritans (cls.org.uk) offer time and space for people to express their feelings, help them to talk through their options and find a way to face the future. Finally, you can call Nightline (020 7631 0101; nightline.org.uk). They are a student led listening service so give advice tailored towards whatever problems you are facing.

In any circumstance it is important to ask for help early on – the longer you ignore your feelings

the worse it can get. If you're finding it difficult to decide who to talk to, contact the **Deputy President (Welfare)** or the **Union's Advice Centre**.

Signs and indicators

Signs of mental health problems are varied, but can include fluctuations in weight, poor academic attendance and performance, lack of attention to personal hygiene, and changes in mood. If someone you know is exhibiting these signs, consider talking to a Warden, personal tutor or supervisor.

Sexual health

If you choose to have sex, it is important that you are aware of the possible risks involved and how to minimise them. The consequences of unsafe sex can last for months, or even be permanent.

Imperial College Union provides a range of free supplies, advice and STI testing throughout the year, catering to students of all sexualities and genders. The following items are available free from the Union Reception:

- ▲ Condoms
- ▲ Condom usage guides
- ▲ Lubricant
- ▲ Dental dams
- ▲ Pregnancy tests



Contraception

If used correctly, male condoms are 98% effective. They are freely available from the Union Reception, as well as the Advice Centre, Imperial College Health Centre, the Earls Court Health & Wellbeing Centre, and the Chelsea & Westminster Genito-Urinary Medicine (GUM) Clinic. Condoms are available to purchase from vending machines in toilets in many pubs and bars, and from any high street supermarket. They may also be freely available from the wardening team in your Hall - ask your nearest Hall Senior or Subwarden.

Other contraception methods are available, including long-term methods such as the pill, injections, implants and intrauterine devices, and emergency contraception such as the morning after pill. Practitioners at the Imperial College Health Centre or the Earls Court Health & Wellbeing Centre can discuss these methods with you, confidentially and professionally.

Pregnancy

Worrying about being pregnant can be extremely stressful for any person. The most significant sign is a missed period, although many women also experience nausea, painful breasts and more frequent urination. You can use a pregnancy test one week after your missed period – this is free at the Imperial College Health Centre or local GUM clinic. Alternatively you can buy a kit at a chemist, but it is a good idea to have the result verified by a doctor. If you are feel you may be pregnant, it is important to realise there are options available to you. The British Pregnancy Advisory Service offers impartial and confidential advice and a range of services, including if you choose not to go through with the pregnancy. You can discuss this and anything else sex-related at your local GUM clinic, details of which can be found on the Imperial College Union website.

Sexually transmitted infections

In a student community, sexually transmitted infections (STIs) can spread quickly. While many are treatable, a number have permanent consequences, and not all STIs have visible symptoms. If you choose to be sexually active, the consistent use of barrier contraception such as condoms will offer protection against infection. Regular STI checks are also advisable.

Imperial College Union has teamed up with the Earls Court Health & Wellbeing Centre and the Terrence Higgins Trust to offer regular STI clinics on-campus throughout the year. Details of clinics can be found on our website at imperialcollegeunion.org/advice.

More detailed information on physical, mental and sexual health can be found on the Welfare & Advice section of imperialcollegeunion.org. New services and campaigns will be promoted to students through the Union email throughout the year.

If you have ideas, suggestions or want to run a campaign about any aspect of physical, mental or sexual health at Imperial College London, contact **Marissa Lewis, Deputy President (Welfare)**.



Students with disabilities



One in twenty students at Imperial College London identifies as having a disability.



If you identify as having a disability, it is recommended that you declare this to College's Disability Advisory Service.



The Disability Advisory Service can advise on a number of subjects, such as accessing grants, allowances and assistive learning technology.

As laid out in our Equality Statement, all students have the right to equal access and equal opportunities. College's Disability Advisory Service supports all students who identify as having a disability or feel they may have a disability.

The team advises individual students, no matter what their disability, and ensures that they have the support they need. The service also acts as the first point of contact for prospective students and their parents seeking information about support available to students. It is both confidential (information about the individual is only passed on to other people in the university with their agreement) and personal in that any support is tailored to what the person needs.



Students with disabilities

Some of the sorts of things the service can help with are:

- ▲ Providing advice, support and guidance for disabled students within the College, and liaising with your Departmental Disability Officer and College departments as required.
- ▲ Checking that evidence of disability is appropriate and up-to-date.
- ▲ Screening for those who may think that they have an unrecognised study difficulty such as dyslexia.
- ▲ Arranging a diagnostic assessment for specific learning difficulties.
- ▲ Help with applying to the College for the cost of an assessment.
- ▲ Help with applications for the Disabled Students' Allowance (DSA).
- ▲ Helping students not eligible for the Disabled Students' Allowance in negotiating support from other sources.
- ▲ Help with arranging extra library support and access to Assistive Technology.
- ▲ Supporting applications for continuing accommodation beyond the first year.

Disability advisors are available to assist with queries regarding reasonable adjustments for study and disabled access across the College. They can also help people obtain suitable evidence of their disability including arranging diagnostic assessments for specific learning difficulties, such as dyslexia, dyspraxia or ADHD.

If you have ideas, suggestions or want to run a campaign about being a student with a disability at Imperial College London, contact Moeko Maiguma-Wilson, Disabilities Officer, or **Marissa Lewis, Deputy President (Welfare)**.



International students



You can get advice and support on visas from College's International Student Support team.



You can meet up with people from your home country through Imperial College Union's International Clubs, Societies & Projects.



If you feel you need to improve your English, support is available from College's English Language Support Programme.

Leaving your family and friends to come to university can be a daunting prospect, which is why the Union and College offer a wide range of support services and activities to help you settle in as quickly as possible.

If you would like to brush up on your English, the English Language Support Programme (ELSP) on Level 3 of the Sherfield Building offers classes to students and members of Imperial College London who are not native speakers of English. Most of the lessons are free. Contact the ELSP on 020 7594 8748 or at elspadministrator@imperial.ac.uk for more details.

To socialise with students from your home country or culture, check out the Clubs, Societies & Projects A-Z or the Clubs & Societies section of the Union website, home to a wide range of active and friendly international societies for you to join (imperialcollegeunion.org/a-to-z).

If you have ideas, suggestions or want to run a campaign about being an international student at Imperial College London, contact Jialin Li, International Officer, or **Marissa Lewis, Deputy President (Welfare)**.

Supporting your studies



Universities are different academic environments to schools, and you are empowered - and expected - to take more personal responsibility for your studies and revision.



Academic support and representation networks are in place to offer you advice and effective study practices, as well as enable you to influence your course and how you are taught.



Preparation for coursework and revision will minimise stress throughout your academic studies.

As one of the world's best universities, Imperial College London can be a challenging academic environment for anyone. Nearly every single student here will have spent their whole lives at the top of their class, and many can struggle with the transition from a school environment - with its structured, guided nature - to the self-directed nature of university.

Managing your study

All students study, revise and learn differently, and Imperial College London has students from over a hundred nations, each with their own school system, teaching style and qualifications. The one common theme for all Imperial students - whether undergraduate, taught postgraduate or research postgraduate - is that they are responsible for their own learning and revision practices.

Prepare your study by familiarising yourself with your course's design, such as the allocation of coursework, problem sheets or laboratory time. Your Academic Representatives or people you know in the years above you will be able to offer advice. The various subjects taught at College vary too much to all be covered here, but in general, it is recommended to have a long-term, strategic approach to your studies - spreading out your work evenly to avoid bottlenecks and last-minute cramming. The methods for achieving this will not be given to you in class; you must go out and find them yourself.

Academic Representation Network



The Union and College jointly run the Academic Representation Network, a team of almost 500 volunteer students across every course and research group in College. These student volunteers help maintain College's academic quality and give a voice to the students by suggesting areas for improvement, calling for course redesigns, and giving feedback on lecture courses and staff.



If you want to be more engaged in College's academic community, you can contact your Academic Representative with suggestions, or consider running to be an Academic Representative yourself.

Coping with academic work

If you do find the academic work assigned to you too challenging, be open about it. Approach your personal tutor and inform them and ask for advice. Your friends on the course may also be in a similar situation, and if appropriate you can work together and share tips and study methods.

Imperial College London is generally recognised as offering difficult and intensive courses that intentionally stretch students, which is why it is widely respected. However, if you are feeling stressed or unable to cope, make full use of the services mentioned in this handbook and available in your department - you are not the only person in that situation and there are trained staff ready to help you get back on track.

If you have ideas, suggestions or want to run a campaign about any aspect of College's academic provision, contact your Academic Representative or **Nat Kempston, Deputy President (Education)**.



Money & budgeting



Preparing a personal budget is an important foundation for all other aspects of student life.



Advice and support on financial problems is available from the Advice Centre at Imperial College Union.



You can supplement your income through part-time work, including working for College and for Imperial College Union.

One of the most important skills you will pick up as a student is how to manage your personal finances which can include your day-to-day expenses, larger costs such as rent, and your tuition fees.

Budgeting for personal costs

Many students are on strictly fixed incomes, such as maintenance loans or grants, savings, or family support. This makes budgeting and planning all the more important as unplanned use of overdrafts and credit cards can have financial repercussions that last until well after graduation.

Free and simple budgeting tools are available online, including on imperialcollegeunion.org/advice. They will help you lay out and understand all of your regular spending compared to your income, and give you an idea of your personal spending limits for each of the coming months.

A few initial tips:

- ▲ Look into part-time work if you wish. Often, there are jobs available in the Union, at College, or in the local area.
- ▲ Don't fall for false economies. Saving money by not getting contents insurance or motor insurance, or by not paying your TV licence, is dangerous and often illegal.
- ▲ Be skeptical about the 'student deals' offered by many banks. Shop around and look beyond the freebies to the details of interest rates, overdrafts and how long the special offers last.
- ▲ Only get a credit card if you are sure that you are in control of your spending. If you do choose to get one, use a fee-free one with a low APR.
- ▲ If you are expecting a large cost such as furniture or a holiday, save in advance rather than relying on credit cards.
- ▲ If you are considering using a payday loan company, look into student-specific hardship funds or credit unions instead - they can have much lower costs or even be free, in special cases.

▲▲ **If you are in financial difficulty with creditors, the Advice Centre can offer professional support and advice, including mediation and writing letters on your behalf.**

Hardship funds

There are a number of funds available from College to support individual students who find themselves in financial difficulty. The two largest are the Access to Learning Fund (ALF) for UK students, and the Hardship Fund for students from the EU and the rest of the world.

The Advice Centre and College's student finance team can help you access these funds, and advise you on how to solve financial difficulty. If you think you are going to face financial problems, let College know as early as possible, so solutions can be found quickly before problems escalate.

Student finance

It is recommended that you fully familiarise yourself with any finance scheme that is paying your tuition fees and/or maintenance - whether it is from the Student Loans Company, a Professional Development Loan from a bank, or from another source.

The majority of new undergraduates will have their tuition fees paid by the Student Loans Company, also known as Student Finance England. This is a Government body that pays fees up-front, and then recovers them from graduates after their undergraduate education has finished. They also provide grants, loans and bursaries of varying amounts. College and a number of third parties also provide grants and bursaries. If you are unclear on the details of your financing, contact College's team at student.funding@imperial.ac.uk.



Your rights

If you do choose to look for part-time employment, be aware of your rights in respect of working hours and minimum wage.

- ▲ The minimum wage as of 1 October 2013 is £6.31 (for people aged 21 and over) and £5.03 (for people aged 18 to 20).
- ▲ If you are from outside of the European Union, there may be visa restrictions on how many hours you can work per week. Usually, you are permitted to work up to 20 hours a week, but check with College's International Student Support Team first.

▲▲ **If you are concerned you are not getting your legally-entitled breaks and workplace safety training, contact the Advice Centre.**

If you have ideas, suggestions or want to run a campaign about any aspect of affordability or living costs at Imperial College London, contact **Marissa Lewis, Deputy President (Welfare)**.



Looking after yourself



If you choose to take drugs while at university, take steps to look after yourself and those around you.



A number of scams operate in London, many targeted at students unfamiliar with the city; be aware of the details to protect yourself and your property.



It is strongly recommended that you do not use unlicensed minicabs, and instead only use providers approved by the London authorities.

Drugs

It is important to note that the Union does not condone the use of illegal drugs, and if anyone is found using them on our premises, we will inform the police and College. College has a zero-tolerance approach to drugs, and reserves the right to evict students from Halls if they are found using drugs on the premises. People found by the police with drugs on their person are at risk of being charged with possession of an illegal substance, or even possession with an intent to supply.

That said, we recognise that a number of students will choose to take drugs while at university. Through our website, imperialcollegeunion.org, we provide access to non-judgemental information about drugs, what precautions to take, and what to do in case of emergency.



There are a few important notes to bear in mind, which minimise the risk:

- ▲ Make sure you know where your drugs came from and that you trust the people you are taking them with.
- ▲ Tell a friend what you're taking.
- ▲ Don't be tempted to take more of anything just because you're not experiencing the effects straight away.
- ▲ Keep hydrated but don't drink more than one pint of water per hour or you could do more harm than good.
- ▲ Eating something before taking a drug can help, as food provides energy and lines the stomach.
- ▲ If you have a pre-existing mental health or heart problem you are at risk of experiencing increased side effects.
- ▲ If you're feeling depressed or anxious, it's best to avoid drugs as they could make you feel worse. With all drugs, including alcohol, the onus is on you to be sensible. In addition to the illegality of taking drugs, you may be more likely to get into other trouble whilst on them as your perception may be altered.
- ▲ Also, if you're on drugs and you're about to have sex with someone, remember to be safe. It may feel wonderful now, but tomorrow when the hangover kicks in or the drugs wear off you may not want to be left with an extra bonus gift of an STI or an unwanted pregnancy.

- ▲ Do not drug drive: your sense of perception will be altered greatly making driving very dangerous. Drug driving is just as illegal as drink driving.
- ▲ If you feel that you or someone you know has a problem with drugs or you want advice regarding drugs, Talk to Frank is a great service. Visit talktofrank.com or call 0800 77 66 00.
- ▲ If you find yourself needing help due to previous drug use or simply want to talk to someone, we offer a confidential advice service at the Union's Advice Centre where we can find the right source of support for you.

▲▲
If you find yourself needing help due to drug use, or simply want to talk to someone. The Advice Centre can help you find support in confidence.



Scams and tricks

In recent years, criminals have targeted students and tourists across London, including on Exhibition Road, Prince Consort Road and around Hyde Park. These are rare and scams often change in detail and location. However, one high-profile scam is for a criminal to pretend to be a plain-clothes police officer and demand to search you, stealing your property. If you are approached by the police, you are entitled to ask to see their warrant card and other details, and all searches are carefully recorded on paper.

A full list of common scams is available at imperialcollegeunion.org; if any are spotted on campuses, students will be informed.

Safe transport

Transport for London, the organisation that manages public transport in London (including buses, underground, taxis, river services, bicycle hire) licenses and approves legitimate taxis and minicab companies. However, illegal, unlicensed minicabs can be found outside bars and nightclubs all across London. Unlicensed minicabs are extremely unsafe and a number of attacks are reported every year. Do not use these cabs, even if you are in a group.

If you are going out, plan your route home - including bus stops and numbers - ahead of time with your group. Consider downloading the official Cabwise app, or a number of other London-specific transport apps, to your phone; that way you locate the quickest route home or call a safe, licensed cab anywhere, at any time.

If you have ideas, suggestions or want to run a campaign about any aspect of drugs, alcohol or personal safety at Imperial College London, contact **Marissa Lewis, Deputy President (Welfare)**.



Imperial College Union has a team of Liberation Officers, who each have responsibility for a given topic, and a number of Welfare Officers, who work to improve support for all students in a given Faculty or Department.

Liberation Officers

Black & Minority Ethnic Students' Officer

Mohammed Umar Riyaz
icu-bme@imperial.ac.uk

Campaigns Officer

Christopher Kaye
icu-campaigns@imperial.ac.uk

Ethics & Environment Officer

Max Heaver
icu-environmental@imperial.ac.uk

Gender Equality Officer

Sarah Sturrock
icu-gender-equality@imperial.ac.uk

Interfaith Officer

Tagore Nakornchai
icu-interfaith@imperial.ac.uk

International Officer

Jialin Li
icu-international@imperial.ac.uk

LGBT Officer

icu-lgbt@imperial.ac.uk

Disabilities Officer

Moeko Maiguma-Wilson
icu-disabilities@imperial.ac.uk

Welfare Officers (Undergraduate)

CGCU Welfare Officer

Juliet Kernohan
cgcuwelf@imperial.ac.uk

ICSMSU Welfare Officer

Sunila Prasad
icsm.welfare@imperial.ac.uk

RCSU Welfare Officer

Douglas Imrie
rcsu.welfare@imperial.ac.uk

RSM Welfare Officer

Hayley Meek
rsm.welfare@imperial.ac.uk

Academic & Welfare Officers (Postgraduate)

Business School Academic & Welfare Officer

Ruxandra Luca
awo-bus@imperial.ac.uk

Engineering Academic & Welfare Officer

Mohammad Hassan Ahmadzadeh
awo-eng@imperial.ac.uk

Life Sciences Academic & Welfare Officer

Marta Sawicka
awo-lifesci@imperial.ac.uk

Medicine Academic & Welfare Officer

awo-medicine@imperial.ac.uk

Physical Sciences Academic & Welfare Officer

awo-physsci@imperial.ac.uk

Advice Centre

advice@imperial.ac.uk

Careers Service

careers@imperial.ac.uk

Chaplaincy

chaplaincy@imperial.ac.uk

Counselling Service

counselling@imperial.ac.uk

Deputy President (Welfare)

dpw@imperial.ac.uk

Disability Advisory Service

disabilities@imperial.ac.uk

International Student Support

international@imperial.ac.uk

Student Finance team

student.funding@imperial.ac.uk

Who is here to help me?

All of the following services are free. They will keep anything you say confidential, and you will not have to share your personal details.

Crime and emergencies



On campus (South Kensington) Open 24 hours a day	4444
Security Open 24 hours a day	020 7589 1000
Police	police@imperial.ac.uk
Sexual Assault Helpline Open Monday–Friday 19.00–22.00	women: 0808 800 0123 men: 0808 800 0122

Your body



College Health Centre Line open 24 hours a day	020 7584 6301
John Hunter Sexual Health Clinic Open Monday–Friday, various times	0203 315 6699
Brook Sexual Health Advice Line Lines are open Monday–Friday 11.00–15.00	0808 802 1234
Free contraception and pregnancy tests are available from the Union, the Health Centre and the John Hunter Clinic.	

Drugs – Talk to Frank	0800 77 66 00
Alcohol – Drinkline Lines are open Monday–Friday 09.00–20.00, Saturday and Sunday 11.00–16.00.	0800 917 8282

Money problems



National Debtline Lines are open Monday–Friday 09.00–21.00, Saturday 09.30–13.00	0808 808 4000
College Student Finance Reception open Monday–Friday 09.30–17.00, Wednesday 10.00–17.00	020 7594 8047
Student Adviser Available Monday–Friday 10.00–17.00	020 7594 8067

Need to talk?



Nightline Run by students, available for students to use 18.00–08.00	020 7631 0101
Samaritans Open 24 hours a day	0845 790 9090
London Gay and Lesbian Switchboard Lines are open 10.00–23.00, 365 days a year	0300 330 0630
College Counselling Call to make an appointment	020 7594 9637
College Tutors	college-tutors@imperial.ac.uk
Chaplaincy	020 7594 9600

People problems



Is someone or something troubling you? Feeling harassed? Worried about a friend? Concerned by someone's actions? College tutors offer confidential, impartial help on any academic or personal issue.
college-tutors@imperial.ac.uk

Support your learning



College Disability Advisory Service Reception open Monday–Friday 09.00–16.30	020 7594 9755
English Language Support For students wishing to improve their English	020 7594 8748

If you don't fit into any of the above...

The Advice Centre For advice on any issue	020 7594 8067
The Deputy President (Welfare)	020 7594 8060 58064 (internally)

The Advice Centre

Free. Impartial. Confidential.

Here to help

The Advice Centre is your free service for confidential, impartial, independent advice and information on academic appeals and complaints, debt advice, housing rights, employment rights, consumer rights, personal safety and international issues.

Contact

Nigel Cooke

Student Adviser

Second-floor Mezzanine, Union Building, Beit Quad

Tel: 020 7594 8067

Email: advice@imperial.ac.uk

Imperial College Union

Beit Quadrangle
Prince Consort Road
London
SW7 2BB
Registered Charity No: 1151241

Tel: 020 7594 8060
Fax: 020 7594 8065
Email: union@imperial.ac.uk
Twitter: @icunion
imperialcollegeunion.org

