



UNIVERSITY OF
BIRMINGHAM

Your guide to Student Support

Useful information and guidance on the student support and wellbeing services available to University of Birmingham students.



We support
We activate
birmingham.ac.uk

Welcome to the University of Birmingham

Being a student is an exciting time, but it can also be overwhelming – and that's okay.

From looking after yourself physically and mentally to needing some help with your studies, we're with you every step of the way.

This guide contains some useful information and guidance to support your journey as a UoB student.

You can also explore more services, as well as the latest news and updates on the student intranet and MyUoB app.

For general enquiries, check out our Student Help FAQs – we have answers to over 1,000 frequently asked questions (FAQs) along with a 'Contact Us' button for extra information.



Find out more:
studenthelp.bham.ac.uk

You can also pop into the Aston Webb Student Hub, located in the Aston Webb building, to speak to the Hub Services Team, International Student Team and Careers Network, or get a new ID card.

If you need any letters, statements, and documents, you can use the platform Gradintel, which you are registered with after enrolment.

The Hub opening hours are:

Monday to Tuesday: 09:00-17:00

Wednesday: 10:00-17:00

Thursday to Friday: 09:00-17:00



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Supporting you with your studies

Personal Academic Tutors (PATs) / Supervisors

At the start of university, you'll be assigned a Personal Tutor/Supervisor. These are academic members of staff who are assigned to you to support you with your academic progress, the development of your transferable skills, and help you with any academic issues. You should have regular contact with your Personal Tutor/Supervisor, and you're encouraged to see them whenever you need support. For more information, contact your School/Department office.

Academic Skills Centre

If you're an undergraduate or postgraduate taught student, the Academic Skills Centre can help you to develop your academic, digital and mathematical skills. Based in Libraries and Learning Resources, the centre offers a range of support via workshops, drop-ins, and one-to-one appointments.



Visit intranet.birmingham.ac.uk/asc to find out more

Student Reps

Student Reps and Postgraduate Research (PGR) Reps are current students and researchers at Birmingham, who work to collect and act on your feedback. They represent your academic interests to the University, and work both with the Guild of Students (your students' union) and the University to improve your academic experience.

You can contact your Rep with feedback about your course or your university experience. There are over 1,000 Reps available to support you.



For more information visit: guildofstudents.com/studentreps

Postgraduate support

Alongside services open to all students, the University Doctoral School provides specific advice and guidance for postgraduate researchers (PGRs) to support you, develop your skills, and prepare you for success in a competitive global market.

Throughout the year, there are lots of development activities, networking opportunities, advice events, talks and conferences.



Scan to view dedicated postgraduate info: intranet.birmingham.ac.uk/uds

Westmere: Postgraduate Researcher Hub

Westmere House is the Postgraduate Researcher Hub. It provides PGRs with a space for study, workshops, conferences, training, social events and networking. Westmere House can be found on Edgbaston Park Road, a short distance from Winterbourne House and Garden.



Your health and wellbeing

University life is exciting, but it also comes with its fair share of challenges. Whatever you're going through, big or small, we have a range of free services to help you during your time at UoB.

Wellbeing Officers

Each School has their own team of Wellbeing Officers, who can provide you with practical and emotional support if you're experiencing personal challenges whilst at university. We would always encourage you to contact your Wellbeing Officer (either in person or online) at the earliest opportunity if your circumstances are impacting your studies.

Your Wellbeing Officer can also help signpost you to other support if required, both at the University and in the wider community, as well as guide you through relevant academic processes to support your studies, such as Extenuating Circumstances.



Find out more
intranet.birmingham.ac.uk/wellbeingofficers

UBHeard

UBHeard is a 24-hour, 7 days a week student support service that gives you immediate emotional and mental health support, helping you through any of life's issues. Available to ALL students (UG and PG) for 24/7 'in the moment' support.

Call: 0800 917 9379 (Freephone UK*)

Students can also contact a dedicated wellbeing counsellor using live messaging and video calls via the Wisdom App. This is ideal for UoB students not in the UK.

Scan the QR code to access and download the UBHeard Wisdom App. You'll need to enter our unique UoB code: MHA323213 (only required on initial sign-up).



Download the
UBHeard Wisdom App:
wisdom.healthassured.org/login

Pause drop-ins

Pause is a face-to-face emotional support drop-in service where you can talk about anything that may be worrying you.

Available to all registered students, you'll be able to chat to a team of trained and experienced workers on specific days throughout the week. Offering brief interventions, the team can help you make sense of any issues you may be facing, helping you to navigate additional support services. Pause is located on campus at the Wellbeing Lodge, North Gate, and the good news is, no appointment is required, just drop in. Also, new for the 25-26 academic year, Pause now supports students of ALL ages!



Scan for more
info and opening hours:
intranet.birmingham.ac.uk/pause



Mental Health and Wellbeing Service

The service provides a range of short-term therapeutic options (up to five sessions) to support students with their mental health and emotional wellbeing. After registering you will be triaged to the most appropriate service, including one-to-one appointments (online and face-to-face) delivered by a team of trained professionals, as well as referral and signposting to specialist services (up to five sessions).

For more information visit: **intranet.birmingham.ac.uk/wellbeing**

Registering with a GP (doctor)

A GP (General Practitioner) can provide support for your mental and physical health, and they are usually the first health service you should contact when you are experiencing a problem. We recommend you register with a local doctor as soon as you know your term-time address. Don't wait until you feel ill or need a repeat prescription. There are a few GP surgeries near to campus.

Visit nhs.uk/service-search/find-a-gp to find ones near your address.

Vaccinations

We encourage all students to be fully vaccinated before leaving for university or as soon as you can after starting the new term through your GP (doctor), to protect yourself and others.

These are some of the vaccinations we advise you to have:

- MMR vaccine
- MenACWY vaccine
- HPV vaccine

Urgent support

If you or someone you know requires urgent medical or mental health support, please contact one of the services below:

- Call the NHS **111** if you or someone you know requires urgent care, but the situation is not life-threatening.
- Visit A&E or call **999** if you or someone you know is experiencing a life-threatening emergency.
- Whatever you may be going through, you can call Samaritans at **116 123** to speak to someone confidentially 24 hours a day.
- If you're under 35 years old and you're worried about how you're feeling, you can call Papyrus Helpline at **0800 068 4141** for confidential and non-judgmental support.

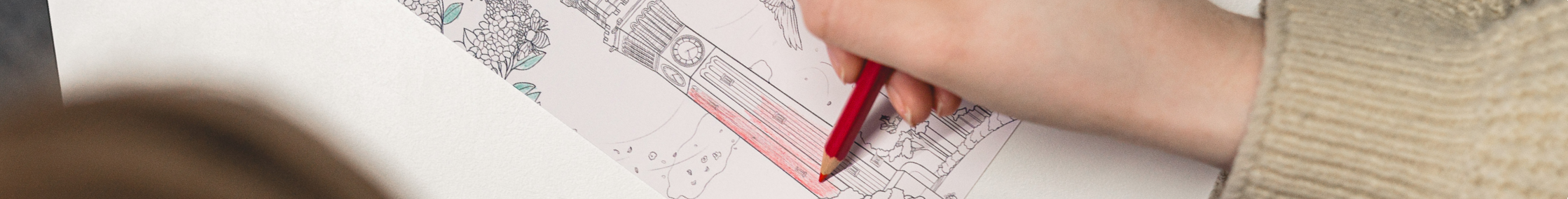
If this isn't something that you feel you're able to do, make sure that you tell someone about how you're feeling as soon as possible.

Our campus Security team can also be contacted in an emergency on **0121 414 4444**.

Report + Support

If you've been subjected to any form of sexual violence, harassment, domestic abuse, hate or other harmful behaviour, then we are here for you. Our team of specialist trained Responders are on hand to offer confidential support. You will be respected, listened to, and empowered to make an informed decision about what to do next. You can meet with a Responder by completing our 'Report + Support' online form which can be accessed at any time. You also have the option of letting us know what happened anonymously. You can visit our Report + Support pages for further information, including access to a range of internal and external specialist support services available to you.

Your options. Your choices. Our support.



Community Safety Hub

Located at Lodge No.2 at the North Gate, the Community Safety Hub is occupied by our on-campus Police Team, and the Community Safety Team, who can offer you crime prevention advice and support.

It's a safe and confidential environment where you can drop in or book an appointment to discuss any issues you may be experiencing. Our friendly and approachable staff will provide guidance and advice on what action to take and signpost to relevant support services internal and external to the University. They can also assist in making reports to both the police and University.

Other services available at the Hub:

- Free safety equipment such as door, window and personal safety alarms
- Bike Security – including registration and D-locks

The Community Safety Hub is open Monday to Friday (10:00-16:00). Teams can be contacted on **0121 414 2613**, or via email communitysafetyteam@contacts.bham.ac.uk

Better Than Well

Better Than Well is a community of recovering students on campus who support each other in shaping and maintaining an abstinence-based life in higher education through peer support, mutual aid, 'sober social' activities and recovery-focused groups and meetings.



For more information visit:
birmingham.ac.uk/better-than-well

SafeZone

We recommend that all students download the free SafeZone app to your mobile phones, designed to give you extra peace of mind when on campus. As well as giving you access to the Community Safety and Security teams on campus, you can:

- Make an emergency call.
- Seek medical assistance.
- 'Check In' when working alone.
- Report any non-urgent issues.

SafeZone will only track your location, if you require assistance. The app can also be used when you're not on campus, offering you a direct connection to the Emergency Services via a **999** call.

Download the free SafeZone app now via your app store or Google Play. Just register with your university email address and mobile number.

Consent Matters

Everyone deserves a safe and inclusive university experience. That's why we're encouraging all students to complete Consent Matters: a new course on Canvas about healthy relationships, boundaries, and respect.

We also have a dedicated support page on harassment and sexual misconduct where you can find more resources, guidance, and help.

🌐 birmingham.ac.uk/harassment-and-sexual-misconduct

Guild Advice

The Guild of Students' Advice Service provides free practical, confidential and impartial support on a variety of concerns related to student life.

There are dedicated hubs on the Guild website for guidance and support on money matters, housing, academic matters and wellbeing.

Advice case work is generally provided by email and appointments. Drop-in services are advertised and available during term.

🌐 guildofstudents.com/guildadvice

Peer support in accommodation

The Guild of Students and the University provide a team of students just like you who offer information, advice and support while you live in UoB and partner accommodation. The team can help you with a range of student queries such as your wellbeing, settling in, living with others, flat disputes, budgeting, house hunting and more.

They also provide fun events and activities to help you feel at home and thrive in your new surroundings; they know just what it feels like to be in your shoes!

You can contact them on the details below to ask a question, request a flat visit or arrange a meeting. You can also drop into their office in Shackleton, The Vale, Monday to Friday (16:00-20:00) during each term.

☎ **0121 415 8568**

✉ residencelife@guild.bham.ac.uk

🌐 guildofstudents.com/accommodation

📷 [@uobguildhallslife](https://www.instagram.com/uobguildhallslife)

Looking after your physical health

Getting up and moving around can do wonders for your mood and overall wellbeing.

Whether you're getting active for the first time, are a seasoned gym-goer or are interested in trying something completely new, there's something for everyone at Sport & Fitness. With two gyms to choose from, over 150 Group Exercise classes a week, 56 Sports Clubs, Birmingham's first 50m pool and Try A Sport and Social Sport sessions, you can discover your activity and take some time out to take care of your physical health.

For students living in University and partner-owned accommodation, you can enjoy free weekly fitness classes and sports in your halls thanks to the 'Active Residences' programme. From yoga and pilates to rounders and tennis, these sessions are a great way to boost your wellbeing, get moving and meet new people.

🌐 sportandfitness.bham.ac.uk

Wellness Service

Exercise, nutrition and living mindfully are paramount to both our individual and collective wellbeing. The UB Sport Wellness Service offers free tailored one-to-one support and guidance on meditation, nutrition and exercise that's open to all students, whatever your connection to UB Sport & Fitness.

✉ wellness@sportandfitness.bham.ac.uk

🌐 sportandfitness.bham.ac.uk/facilities/wellness-service



Student Disability Service

The Student Disability Service is here to help all students with a disability, including long-term mental or physical health conditions, specific learning difficulties and autism spectrum conditions.

To speak with an advisor about what support you may need, including applying for the Disabled Students Allowance and accessing additional academic support, you need to register with our service and provide evidence of your disability.

Screenings for dyslexia, dyspraxia and dyscalculia

We can provide information about screening tools for students who think they may have dyslexia, dyspraxia or dyscalculia.

Reasonable adjustments

To enable you to get the most out of university life and to support you in effectively undertaking your studies, we may be able to provide a range of adjustments. These may include but are not limited to exam adjustments such as extra time or accommodations for presentations/group work. These would be dependent on your individual needs and evidence provided.

You are eligible for a reasonable adjustment plan (RAP) if you have:

- physical and sensory disabilities;
- long-term mental health difficulties;
- dyslexia and other specific learning difficulties (SpLD);
- autism spectrum condition; or
- other long-term health conditions.

Please contact the Student Disability Service as soon as possible, to ensure they have enough time to write and implement your plan.



For more information visit:
intranet.birmingham.ac.uk/disability

Your student community

The Guild of Students

The Guild of Students is UoB's students' union. The Guild represents all students at the University, giving you a voice on the issues that matter most during your studies.

The Guild helps you to develop academic skills, supports your wellbeing, and provides events and activities for you to have fun, meet new people and truly make the most of university life.

Visit guildofstudents.com and follow the Guild's social media.

Liberation officers and associations

The Guild's liberation associations and officers represent and campaign on behalf of students who may face barriers or feel under-represented within Higher Education or wider society. They also organise social activities and events, so students can develop a strong support network.

Liberation groups include:

- Black and Ethnic Minorities' Association (BEMA)
- Intersectional Feminist Association (IFA)
- Lesbian, Gay, Bisexual, Transgender and Queer + (LGBTQ+) Association
- Students' Association for Neurodivergence, Disability and Mental Health (SANDAM)

Liberation officers are:

- Disabled Students' Officer
- Ethnic Minority Students' Officer
- LGBTQ+ Students' Officer
- Trans and Non-Binary Students' Officer
- Women's Officer
- Sustainability Officer

Guild Officers: guildofstudent.com/officerteam

Associations, groups and societies:
guildofstudents.com/studentgroups

Onsite support for student accommodation

Each University-owned accommodation village has dedicated Customer Service Managers, who ensure you have the best possible experience whilst living in student accommodation.

In partner accommodation, each organisation offers its own bespoke support package. Chat with your site reception about any accommodation issues you encounter, no matter how big or small.

Student Living (off-campus)

Student Living supports everyone who lives, works, and studies in the local area. We help residents connect, develop new skills, access guidance, and engage with issues that matter to our community.

Students can benefit from:

- house-hunting advice and support;
- free contract checks all year round;
- shared living agreement workshops;
- information about living well in the community, and much more.

Find the Student Living Team in the Student Living Hub, University Centre, open Monday to Friday (10:00 – 16:00).

Contact the team via the Student Living Helpdesk: universityofbirmingham.service-now.com/living

Community Engagement

The Guild's student Community Ambassadors deliver initiatives dedicated to community cohesion and making things safer, cleaner and greener for all. Look out for events and volunteering projects throughout the year.

If you face problems with your landlord, a neighbour, or fellow student, or just need advice on how to dispose of unwanted items or keep your home secure, the Ambassadors can help.

Student Equality, Diversity and Inclusion (EDI)

We're here to help make the University a place where every student feels they belong. Our Student EDI Team, alongside EDI student Ambassadors, works to break down barriers, celebrate diversity, and promote an inclusive campus experience for everyone.

We support key events such as Birmingham Pride, Black History Month, Disability History Month, and International Women's Day, and we offer bespoke training to raise awareness and support across a wide range of EDI topics. Whether you're looking for support, inspiration, or ways to get involved – we're here for you.

Follow us on Instagram: [@UoBStudentEDI](#)

For more information visit:

intranet.birmingham.ac.uk/studentequality

Multifaith Chaplaincy

Located in St Francis Hall by the Guild, our team of chaplains from diverse faith traditions offers support, guidance, and a welcoming space to all students – of all faiths and none.

Drop in to pray, meditate, reflect, play piano, or recharge with a cup of tea. We have dedicated spaces for ablution, religious ceremonies, and quiet reflection.

We also host multifaith events and work with student-led faith societies to promote connection and community across campus.

Visit the website: intranet.birmingham.ac.uk/chaplaincy



Find campus faith spaces:
intranet.birmingham.ac.uk/chaplaincy

Birmingham Scholar

Tailored support and exclusive opportunities for students from widening participation backgrounds – helping you settle in, succeed in your studies, and prepare for life after university.

From mentoring and career development to funded overseas opportunities, this programme empowers thousands each year to succeed and make the most of student life.

For more information visit: intranet.birmingham.ac.uk/birminghamscholar

International Student Support

The International Student Team (IST) offers support and advice with visas and immigration. They can support you with a range of queries relating to your study in the UK as an international student.

Their services include:

- An online enquiry service.
- Online or face-to-face appointments for various student immigration topics such as extending your student visa, taking a leave of absence, correcting visa errors or support with lost documents.
- Workshops on a range of topics including how to extend your student visa, the Graduate route visa and Pre-Sessional advice.
- Help students with their eVisas and evidencing their immigration status.
- Support with the Right to Study check.

You can find the International Student Team at the Aston Webb Student Hub (check page 2 for the opening hours).

Birmingham International Academy

The Birmingham International Academy (BIA) provides Academic English and Skills support for international students whose first language isn't English. Once you have enrolled at the University of Birmingham, you can access a range of Academic English workshops, short courses, resources and personal meetings – whether you're an undergraduate or postgraduate student. They offer various short courses on specific academic skills that students need when they're studying undergraduate and postgraduate programmes.

On-campus and in-person services include:

- 1-1 English with a tutor: Discuss any topic confidentially for 30 minutes
- Express English: Improve one area of language fast
- Lunchtime English: Choose from a range of topics - no booking needed
- Workshop English: Focus on speaking skills
- Programme specific modules: Explore modules designed for you
- Exam Skills: Prepare for exam week
- Thesis and Dissertation Writing: Prepare for and write your paper
- Academic skills for PGR students: Develop writing skills for PG researchers
- Synthesis for Success: Develop reading, referencing skills and responsible AI use
- Reading retreat: Focus on reading techniques and how to use AI for reading
- Partners' English: For your friends and family living in the UK. This incurs an extra cost; for details on how to book and pay, please email bia@contacts.bham.ac.uk



For more information visit:
intranet.birmingham.ac.uk/academic-english



Managing your money

Financial advice and support

One of the most important things you will need to know as a student is how to manage your money.

The Funding, Graduation & Awards (FGA) team are here to provide all students at UoB with financial advice and support with funding applications throughout your studies.

The University offers a range of additional financial support options for you in the form of scholarships, bursaries and emergency funds. Navigating these different sources of funding can be bewildering, so we have developed online funding databases to help find out which scholarships and bursaries may be open to you.

The team also administer the Student Support Fund, which is designed to help students who are struggling financially.

If you have any money worries during your time at UoB, our Cost of Living support page is full of information and advice to help support you.

There are several budgeting tools available online, which you can access through our website.



Visit:
intranet.birmingham.ac.uk/costofliving

Earn while you learn

Worklink helps you to find well-paid, part-time casual jobs within the University, with the option to work up to 20 hours per week during term time.

They have lots of student roles available on campus so you can work hours that fit around your studies. Jobs are often advertised on the Worklink website but keep an eye on your student communication channels such as Student News or The Brum Bulletin e-newsletter for opportunities.

You can also visit the Worklink Hub in University Centre (open Monday to Friday, 10:00-16:00), call Worklink on **0121 414 5000**, or follow them on Instagram: **@worklinkuob**.



Visit:
guildofstudents.com/jobshub/

The Guild of Students also advertise part-time jobs in a range of settings, so it's always worth checking them out too. Visit: **guildofstudents.com/vacancies**

Careers Advice

From your first day at UoB to well after you graduate, Careers Network is here to support you. They can help you explore your career options and start making decisions about your future.

Their services include careers advice, internships, mentoring programmes, employer events, work experience bursaries, further study, graduate roles, and business start-up information.

They also offer guidance for international students about visas and securing a job in the UK or your home country.

Careers Network run programmes such as The Birmingham Award and the Birmingham Project to help you gain the experience and skills you will need for your chosen career.



For more information visit:
intranet.birmingham.ac.uk/careers

Keeping you up to date

During your time at UoB, there are lots of ways the Student Communications Team will communicate with you, so can find out what's happening at University and get important news and updates on services and support.

Email

Regularly check your University email for news, events, updates and important announcements. Look out for our fortnightly e-newsletter, *The Brum Bulletin*, which brings together the latest news all in one place.

Social Media

Connect and keep up to date with us on the **@UniBirmingham** social media accounts, including Instagram and TikTok.

Our UoB Student Services YouTube channel is also full of helpful and fun videos from our staff and team of Student Content Shapers.

youtube.com/@UoBStudentServices

MyUoB app

Wherever you are, access all the essential information you need as a UoB student through our free app. It can be viewed on any device through the web or via mobile. The app also features the student news feed so you can catch up with what's happening at University as well as student blogs. Download MyUoB from your app store.

Student webpages

More information on all the services and initiatives mentioned in this guide can be found on our student webpages. This is where you'll also find our news feed which is updated frequently. We recommend you bookmark the site for quick and easy access.

🌐 **intranet.birmingham.ac.uk/student**



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