



Queen Margaret University
EDINBURGH



Student Guide to **SERVICES** at QMU

Supporting your Success

WELCOME to QMU's Services for Students

“Support is at the heart of making your experience at QMU a positive one, and our Services for students play an important role in supporting you from application to graduation. Our staff within the services, and throughout the University, aim to help you make the most of your time at University, and to reinforce your learning, your well-being and your personal development.

The services range from looking after the administration of your studies to helping you build up lifelong career planning skills.”

Petra Wend. Principal and Vice-Chancellor

This booklet outlines the wide range of student services available to you. Please make good use of them.

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Student Healthcare

All students are advised to register with a Medical Practice within the area they are living in as soon as they arrive at QMU.

Registration with a GP, healthcare and prescriptions are free and delivered by the NHS in Scotland.

All three Medical Practices in Musselburgh, are situated in the same purpose-built building. Musselburgh Health Centre - NHS Lothian, Inveresk Road, Musselburgh.

QMU and Student Services work in partnership with **Riverside Medical Practice** (phone: 0131 446 4171). Students living on campus or in Musselburgh are strongly encouraged to register with this practice.

Online registration forms for the Riverside Practice can be accessed on their website:

www.theriversidepractice.co.uk

Paper registration forms can be picked up from Student Services Reception.

Student Funding

The Student Funding Adviser provides one-to-one information, advice and guidance on the funding available to you when you are studying with us, including:

- Loans, bursaries and tuition fees
- Benefits and studying
- Childcare Fund
- Discretionary Fund (formerly the Hardship Fund)
- Nursing Discretionary Fund
- International Hardship Fund
- Post-graduate funding
- Part-time funding

If you have any concerns about your financial situation then please make an appointment to see the Student Funding Adviser. To make an appointment

Email: studentfunding@qmu.ac.uk

Phone: 0131 474 0000 and ask for 'Student Services'

Visit Student Services Reception

Visit a drop in session, details at Student Services Reception



Wellbeing Service

The Wellbeing Adviser provides practical support, information and advice to students with concerns about their mental, physical or emotional wellbeing to facilitate building up resilience and healthy living among students. When necessary, the Wellbeing Adviser can collaborate with, or refer students to, other services within the University, as well as external agencies and organisations for more specialised support.

How do I make an appointment?

The Wellbeing Adviser offers daily Drop Ins throughout the year. Please come to the Student Services Reception and ask for the Wellbeing Adviser. If you would like to request a prearranged appointment, simply email the Wellbeing Adviser at wellbeing@qmu.ac.uk

Stay on Course @ QMU

If you are struggling to stay-on-course

If you are finding it difficult to Stay-on-Course with your studies, your Personal Academic Tutor (PAT) can offer you academic support and/or direct you to the most appropriate student support service.

The **Stay-on-Course** programme is managed by our Wellbeing Adviser and is designed to offer rapid support to students who may need help to get back on track with their studies and student life.

How does it work?

STEP 1

Your PAT or other QMU staff might refer you to **Stay-on-Course** or you can contact us directly to arrange an appointment.

STEP 2

At the appointment you will meet with our Wellbeing Adviser to discuss any issues or difficulties you might have and what support is available. We will help you build a **Stay-**

on-Course Plan to follow.

STEP 3

The Wellbeing Adviser will keep in touch with you to help you follow your **Stay-on-Course Plan**.

STEP 4

With your consent, the Wellbeing Adviser will keep your PAT/School up to date with the progress you are making on the Stay-on-Course Plan, so they can offer you extra academic help, if you need it.

Stay-on-course!

Once you are back on track and things improve for you, the Wellbeing Adviser will still keep in contact occasionally, to offer friendly encouragement and to ensure that you continue to progress in your studies.

You can also contact us at any time by emailing stayoncourse@qmu.ac.uk

Disability Service

The Disability Service provides friendly advice, guidance and information, and liaises with key staff throughout QMU to ensure reasonable adjustments are in place for eligible students during their studies.

- Reviewing individual circumstances and/or concerns
- Discussing supportive reasonable adjustments
- Formalising appropriate assessment arrangements
- Compiling an Individual Learning Plan (ILP)
- Assistance in applying for Disabled Student Allowance (DSA)
- Assistance in arranging DSA Needs Assessments
- Assistance in arranging specific support e.g. note-takers, individual tutors & assistive technology training

To make an appointment with a Disability Adviser

Email: disabilityadvisers@qmu.ac.uk

Phone: 0131 474 0000 and ask for 'Student Services'

Visit Student Services Reception in person

Visit a Drop-in session, details at Student Services Reception



Counselling

What is the role of the Counselling Service?

The Counselling Service is a free service available to all matriculated students. It offers short-term confidential one-to-one counselling to help you with any personal problems which might be affecting your academic work or your general health and wellbeing.

Important to know

Your attendance and the information you discuss remains strictly confidential within QMU Student Services. We do not respond to requests for information or attendance without your consent. Confidentiality may only be broken where substantial risk exists to yourself or others and is specified under the link to 'Conditions and Confidentiality.' It will also be discussed at your first appointment.

How do I make an appointment?

Counselling appointments are made by self-referral. To request an appointment simply email counselling@qmu.ac.uk. You must email from your QMU account to verify your identity. You will then be sent a link to access the pre-counselling form which you should complete and return. Once the counselling service has received your completed form you will be emailed an appointment time.

What else does the Counselling Service do?

We offer a bibliotherapy scheme in association with the Learning Resource Centre (LCR), self-help resources and signposting to external agencies and services.



Careers and Employability

Careers and Employability offers you support throughout your studies and after graduation. Today, a degree is not enough to secure you a job. We will help to identify and develop your skills and attributes that will contribute to your success. We work with academics to build employability into your learning experience, bring employers on campus and give you access to a wealth of careers information, advice and guidance. **Here's just of few examples of how we support you:**

- Guidance and advice on future career or study choices
- Annual recruitment and volunteering fair
- Information on part-time jobs, internships and volunteering
- Finding graduate jobs
- Support making CVs, job applications and interviews
- Work experience and placement advice
- A mentor in the industry of your choice

- Work as a tourism ambassador (STARS)

You can drop into our Employability Centre or make an appointment. You can find out lots more here:

- Careers and Employability Centre at The Hub
- www.qmu.ac.uk/careers/
- Follow us on Twitter: @QMU_Jobs
- Like us on Facebook: QMU Careers and Employability

Find out about part-time/casual jobs, graduate jobs, internships and volunteering by registering at:

- <http://www.qmmploy.co.uk>

Contact us:

Email: careers@qmu.ac.uk

Tel: 0131 474 0000 (say 'careers' when prompted)

Call in at Employability Centre, Level One.

QMConnect: Peer Mentoring for new students

QMConnect offers new students the opportunity to be matched with a trained student mentor for 1-to-1 support.

A mentor can help you to:

- find your way around the University
- know what services and facilities are available
- discover different study skills tips and approaches
- make the transition from school or college
- juggle study, work and family
- build your own social network
- make useful contact with students in levels 2, 3 & 4.

Students from many backgrounds can benefit from mentoring, including mature students, direct entry students, international students, and those coming straight from school.

Would you like to mentor a new student starting in September 2018? QMConnect always needs new mentors. Get in touch to register your interest and find out more.

If you are keen to make the most of your time at QMU either as a mentor or a mentee, then QMConnect could be for you. Email: mentoring@qmu.ac.uk



Care Leavers

We know that coming to University can be daunting for anyone. We also recognise that if you have spent time in Local authority care, whether away from home or in the home, or in foster care then you may require additional support and advice to help you through your university journey. We can offer you individualised advice about funding, extended leases in accommodation and the opportunity for paid employment on campus.

Please contact Student Services for more information or to see an adviser if you would like to discuss your needs further.

In addition, with your permission, we can liaise with your support worker to ensure you are supported appropriately throughout your time at QMU.

Email: studentservices@qmu.ac.uk

Faith and Chaplaincy

QMU welcomes students from all faiths or none.

We have a quiet Contemplation Room on Level 1 for personal prayer and contemplation.

Although there isn't a chaplaincy on the QMU campus, QMU works closely with the St Albert's Catholic Chaplaincy at the University of Edinburgh.

St Albert's Chaplaincy is run by the Dominican Order who are the Catholic Chaplains for students and staff at the University of Edinburgh, Edinburgh Napier University and Queen Margaret University.

The Chaplaincy is located at 23-24 George Square near the University of Edinburgh. It is open daily.

To contact the Chaplaincy:

Web: <http://scotland.op.org>

Tel: 0131 650 0900

Tell us about your experience!

Your feedback helps us improve your student experience including the quality of our academic programmes and services. There are many ways you can communicate with us – see how at www.qmu.ac.uk/feedback

We'll always listen to your feedback. It's important that you let us know as soon as possible about any issues, as well as telling us what we are doing well.

We run a number of surveys including:

- QMU Entrants Survey (QES) for students who have just joined QMU
- the National Student Survey (NSS) for final year undergraduates

- the Postgraduate Research Experience Survey (PRES) for doctoral students
- our own QMU Student Survey (QSS) for all other students

These give students at every level of study the opportunity to comment.

Class Reps play a key role in representing your views on your teaching and learning experience. Make sure you know who your Rep is, or why not consider becoming a Rep yourself. Further details available at <http://qmusu.org.uk/top-menu/your-voice/class-reps>

Thinking of Leaving

The Thinking of Leaving website provides information and advice to any student who is thinking of leaving. You can also find out about different options such as deferring your studies and the implications of these.

If you have any questions or concerns you can contact staff through the dedicated email address. They can advise you about your options and where relevant signpost you to other staff and support services.

Contact:
email: thinkingofleaving@qmu.ac.uk
www.qmu.ac.uk/thinkingofleaving



Effective Learning Service (ELS)

Would you like to develop your academic writing and study skills?

The ELS can help improve your learning by giving advice on a range of study skills including:

- essay writing
- report writing
- referencing
- critical analysis
- using English as a second language for academic purposes
- giving a presentation

This service is free, confidential and open to all QMU students, both home and international.

- individual appointments
- drop-in sessions
- workshops on a range of study skills
- language support for international students

To find out what we can do for you, come and visit us in the Learning Resource Centre or send us an email at:

ELS@qmu.ac.uk or
ELSinternational@qmu.ac.uk

Website: **www.qmu.ac.uk/els**

Library Services and LRC

The Learning Resource Centre (LRC) is open 24 hours a day, 7 days a week. As a student at QMU, you already have access to thousands of books, journals and online resources to support your studies.

In the Learning Resource Centre you will find:

- Books and journals
- Group study spaces (with smart-boards)
- Quiet study spaces (with IT and somewhere to plug in your laptop)
- Silent study spaces
- Large open plan areas with terminals

- Comfy seating
- Workshops to help you find and use online resources
- Friendly staff

Online you will discover:

- eBooks, eJournals and databases (via our "Discover" service)

Email us on **lrchelp@qmu.ac.uk**

View our webpage at **www.qmu.ac.uk/lb/**

Information Technology Services

IT and technology will play a large part in your studies at QMU.

Once you have matriculated, you will be able to use your username and password to access QMU systems. Learn more about our systems via our dedicated Getting Started page for students: www.qmu.ac.uk/study-here/learning-facilities/it-services/getting-started/

ITS staff offer a range of induction sessions,

drop-in clinics and workshops for students throughout the year. These will be advertised via email and across the campus so that you can book into them. You will also find the Technology Training page helpful for any queries that you have: <http://intranet.qmu.ac.uk/sites/technology-training/default.aspx>

You can get also help with any aspect of IT and technology by logging a request via the ASSIST helpdesk.

ASSIST

ASSIST is your one-stop shop for:

- Accommodation
- Facilities
- IT
- Library Services

Use ASSIST to report any faults or problems. You can contact ASSIST:

By telephone: 0131 474 0000 and ask for Assist

By email: assist@qmu.ac.uk

In person: Students can visit the LRC Service desk in the LRC Centre

Online: <http://assist:8080/Sostenuto/SContacts/> - login with your QMU username and password

Support for Doctoral Students

Staff of the Division of Governance and Quality Enhancement (GQE) provide professional administrative support for students enrolled as PhD or Professional Doctorate candidates. GQE staff can advise on the following stages and requirements of the doctoral student journey:

- Timescale and format of the outline PhD proposal, including composition of the supervisory team.
- Arrangements for the probationary assessment process (PhD only) and final viva.
- The process for changing from full- to part-time study or vice versa.
- The process for suspending studies, for example because of extenuating medical (or other) circumstances.
- UKVI reporting requirements for international doctoral students.
- Any other aspect of the PhD or Professional Doctorate Regulations: www.qmu.ac.uk/graduate-school/current-students/regulations-forms.htm

Contact the GQE team: graduateschool@qmu.ac.uk

For information on ethical approval please use: ResearchEthics@qmu.ac.uk

[Please note that GQE staff are not able to provide academic teaching advice. This should be sought from your Director of Studies or other member of the supervisory team, as appropriate].



Personal Academic Tutors (PATs)

Your Personal Academic Tutor (PAT) is the member of staff who will be your guide and mentor for academic issues throughout your time at QMU.

Your PAT will:

- be a friendly and helpful first point of contact with the institution
- be a source of advice and guidance on all matters relating to academic progress
- act as a link with other academic staff
- be aware of the broader network of support services at QMU and advise you as appropriate

Your PAT will contact you within the first 6 weeks of the first semester to arrange a meeting. You will then be able to meet again at least once every semester, or more if you need to.

Academic Disabled Student Coordinator (ADSC)

Within subject areas the role of the Academic Disabled Student Coordinator (ADSC) is central to the provision of effective support for disabled students.

Working closely with Disability Advisers, these key members of academic staff can offer support, information and guidance throughout a student's course of study.

Disabled students are strongly encouraged to meet with the ADSC in their subject area to review Individual Learning Plans.

Admissions and Recruitment including the International Office

The admissions and recruitment team provide advice and guidance to potential applicants about:

- courses available in the University
- the application process
- entrance requirements
- tuition fees
- fee status
- funding.

Whether you are looking to apply for an Undergraduate, Postgraduate or a Continuing Professional Development course please

contact the admissions and recruitment team for advice.

Email: admissions@qmu.ac.uk

Support and guidance for direct entry students and students transferring from college.

If you have any questions about starting your course as a mature student or about coming to University from College please contact the College Articulation Officer or the Transition and Pre-entry Guidance Advisor.

Email: oce@qmu.ac.uk

International Student Support

We are available to help answer any questions you have, particularly if you have any enquiries about extending your visa. We offer information and advice on a range of topics and can also provide you with supporting letters for extending your visa, visiting another country, and inviting a family member to visit you.

We offer the following advice sessions during term time:

Monday – 2.00pm – 5.00pm

Thursday – 10.00am – 12.00pm

Students are seen on a first come, first served basis. If you are unable to attend the advice sessions, please make an appointment.

You can also contact us by email and telephone.

Email: international@qmu.ac.uk

Telephone: +44 (0)131 474 0099

International student support is located on level 1 of the main academic building, and can be accessed at Student Services Reception.





Registry & Academic Administration

Our student administration team looks after the student record – from matriculation and results to graduation.

Visit Student Services Reception or contact registry@qmu.ac.uk for:

- a replacement student card
- questions about matriculation, fees, examinations and graduation
- international student sign in

We have a huge range of useful information on our website, within the HUB (QMU's Virtual Learning Environment) and on the QMU Portal.

Please do visit the School Office reception or e-mail the School Office for:-

- a letter confirming your student status – for example for applying for a student bank account or for Council Tax purposes
- to submit medical or other evidence in support of an extenuating circumstances claim
- general queries – these may relate to your programme of study, where to find or how to access information, the School Office can either help or sign post you to someone who can

- information relating to applications to the PVG scheme, Health Checks and Uniforms

- assessment submission boxes – these are located beside the School Office Reception

- assessment feedback – please note this is often provided electronically, however for practical work and other substantial pieces this is provided from the School Office.

The School Office is located to the left hand side of the main entrance, opposite the main reception desk.

More information can be found at:

Registry

www.qmu.ac.uk/registry/

School Office

www.qmu.ac.uk/school-office/default.htm

HUB

<https://hub.qmu.ac.uk/>

QMU Portal

www.qmu.ac.uk/portal/default.htm

Contact:

Registry: registry@qmu.ac.uk

School Office: schooloffice@qmu.ac.uk

QMU Finance Office

Our Finance Office team supports students paying for:

- Tuition Fees
- Accommodation Fees
- Library Fines
- Parking Permits
- Parking Day Tickets
- Graduation Payments
- Resit Payments
- Transcript Payments
- Smartcard replacement payments
- Queries with AVM top ups
- Queries about payment options
- Paypal payments

- On-line payments
- Direct Debit payments
- Recurring Card Payments
- Change machine

Experiencing difficulty paying any of your invoices? Contact the Finance Office as soon as possible and talk with our Credit Controller. The Finance Reception desk is on Level 1 along the Red corridor.

Email: FinanceOffice@qmu.ac.uk

or creditcontroller@qmu.ac.uk

Payment queries: cashier@qmu.ac.uk

Phone: 0131 474 0000 and ask for 'Finance'



The Students' Union (SU)

- Your SU is run by students for students & is independent from the University
- Your SU represents you and your fellow students to the University and external organisations
- Your SU provides assistance when you need it & offers lots of opportunities to support and improve your student experience

You can find your SU office upstairs above Maggie's. Pop in or e-mail us on union@qmu.ac.uk and make sure to like our Facebook page for all the up to date information @QMUSU

Student Voice - making sure students are heard

The primary role of the SU is to make sure that you are represented in all areas of your University life. We can only do that together & there are lots of ways to do this:

Become a Class Rep – every class at QMU has a class rep who helps to keep communication flowing between students, staff and the SU. Training is provided by the SU to help you get the most out of the role, enhance your learning experience and develop a range of skills including leadership and communication.

Get in touch with one of the SU Officers – a team of student Officers are elected by

students every year to represent the student body. The team includes your President and Vice-President who work full time.

Attend one of the forums to have your say – current forums are Academic Council (for Class Reps), Campus Life, Equality & Diversity and Sports & Societies.

Click on the Student Voice link on our website www.qmusu.org.uk and tell us what you think about anything that's relevant to you.

Come & talk to us face to face.



Sports & Societies

Getting involved with extra curricular activities is proven to have a positive impact on student health, wellbeing and the overall student experience.

Joining one of our sports teams or societies is a great way to get to know people and to set time aside for things you like doing. It also provides an opportunity to develop a range of skills including leadership and teamwork which will enhance your CV.

There are currently over 40 sports teams & societies to choose from & if we don't have anything that interests you we can help you set something up.



Help Zone

The Help Zone offers confidential and non judgemental advice and support on a range of issues.

The Help Zone specialises in supporting academic issues such as Extenuating Circumstances, Academic Appeals, Complaints, Disciplinary processes and Fitness to Practice cases.

The Help Zone also offers a C Card service - an anonymous and confidential NHS Lothian service which offers free condoms.

If we can't help then we'll make sure we'll help you find someone who can.



Maggie's Bar & Café

Maggie's is your social hub on campus.

Maggie's is for eating, drinking, socialising, studying or just hanging out – whether you're buying food & drink or not.

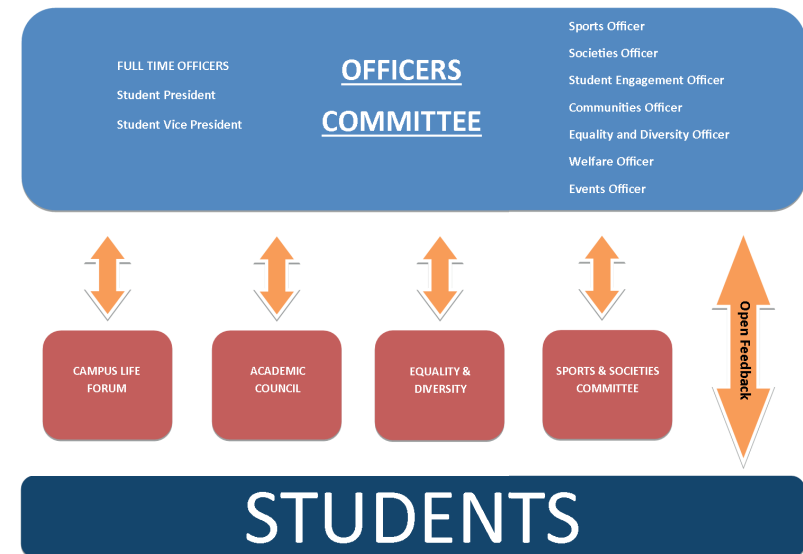
Our SUB TV system means that you control the music in Maggie's with an app.

Events

The SU has a small team who organise events each semester and who would love to hear your ideas.

Our busiest time of year for events is Freshers' week. We try hard to make sure there's something for everyone during Freshers' week so please check out what's on.

We love for students to hold their own events in Maggie's & will support you with this as best we can.



Sports Centre

Queen Margaret University Sports Centre offers a range of facilities and services. We provide a safe, friendly and informative environment for our customers so you can enjoy your chosen sport to the full. Our staff, who are trained to a high standard, endeavour to provide you with a high quality service and are happy to assist with any questions.



Our facilities include:

- Our state of the art Fitness Suite
- Astroturf suitable for 5-a-side or 7-a-side football
- Sports hall – 4 Badminton Courts, Indoor 5-a-side Football, Basketball, Netball, Volleyball, Table Tennis
- Exercise studio – Home to over 35 weekly classes
- Weights room
- Outdoor Gym



For more information contact:
sportsreception@qmu.ac.uk

Tel: 0131 474 0000 – ask for sports reception

Accommodation Services

Based in the Student Residences, the Accommodation Services team is here to provide you with a welcoming, comfortable and safe place to live on campus. The team is committed to ensuring that our services and facilities enhance your student experience and we are on hand to offer you support and advice throughout your stay on campus. As part of our accommodation service, we also offer an exciting Residence Life programme that includes a diverse range of social, educational, recreational and cultural opportunities for you to get involved with, both on and off campus.

We also have a friendly team of ResLife Assistants who are always on hand to make you feel welcomed, supported and involved in our vibrant residential community.

If you have any questions or are in need of help or support please get in contact with us:

Phone: 0131 474 0000 and ask for 'Accommodation'

Email: accommodation@qmu.ac.uk

In person at the Accommodation Reception

Online: www.qmu.ac.uk/accommodation

Security at QMU

At Queen Margaret University the safety of our staff, students and visitors is of paramount importance to us and that is where the pastoral care provided by our University Security team comes in.

As a 24/7 presence on campus they act as both liaison to the emergency services as well as facilitating a range of duties involving things such as first aid and lost property.

Should you require any help or assistance, the security team is based at the main reception desk.

General Enquiries

T: 0131 474 0000 then say "Security"
E-mail: security@qmu.ac.uk

In an Emergency

From outwith the University: 0131 474 0000 then at the voice prompt say "Emergency" or dial 2222

From an internal line: Dial 2222



University life: getting it right.

Success at university is about balancing your academic studies, your development and your personal life. We are here to support you during your time as a student. We want you to have a positive, productive and happy experience at QMU.

Most of all we want you to succeed!

If you feel that you could do with some help or advice with any aspect of student life, then seek advice sooner rather than later. Don't hesitate to come and see us, and find the right support for you.



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