



Queen Margaret University
EDINBURGH

Student Guide to Services at QMU: **supporting your success**



Welcome to QMU

“At QMU we are committed to supporting you and there is a range of services and people here to help. Your lecturers, professors, and tutors will work with you to learn new skills, gain new knowledge, and expand your horizons. The Student Union provides an opportunity to meet people socially and join a wide range of clubs and societies. Student Services provide a range of services to support you in your studies, in your career, and with your wellbeing. Do not hesitate to get in touch with any queries you might have and seek out our support if you need it.

We wish you the best for your time at QMU”

Jessica Lindohf

Head of Student Services

Arrangements for the year 2020-21 at QMU

All of our support services for students will continue to be available to our students over the coming academic year. We will continue to monitor and assess our ability to offer in person appointments in light of the latest government advice. Each service will offer online appointments and where possible we will also have face to face appointments. We will be responsive to your needs as far as possible and will be able to provide support whether you are on campus or not.

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As a student at Queen Margaret University, we want you to get the most out of everything that life here has to offer.

Studying at university brings a wealth of opportunity to learn and meet new friends. At the same time, alongside your academic studies, you will be managing your day-to-day life including money, budgets, settling into a new city or country, relationships, friendships and new responsibilities.

Support services at QMU offer advice and guidance to help you during your time at university. Specialist teams offer free, impartial and confidential advice on the following:

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Many of these services can be accessed by appointments both online and in person.

STUDENT CENTRAL

Student Central is QMU's student support system for Student Services and the Effective Learning Service. Using the system, accessible through the MyQMU App and internet, you can:

- Book appointments with Advisers
- Book your place at events and workshops
- View current job and volunteering opportunities
- Access a wide range of student support resources
- Ask questions

Go to <https://studentcentral.qmu.ac.uk/> or find the link on the MyQMU App.

Once you are on the main landing page you can choose which service you want from the list at the top. By clicking on the desired service you get taken through to their page where you can choose from their range of support.

When booking an appointment you can choose the adviser you wish to see, the topic you wish to discuss and how you want the appointment to be conducted. You can choose to have an appointment face-to-face, by telephone or by video chat using MS Teams.

The booking system is confidential so the only one being able to see your appointment is the advisor you have booked with and staff at student services.



It's never too early to start planning for your future career. Starting your thinking early in your course can help you make the right decisions later on and make you more attractive to employers when you graduate.

Careers and Employability

Our Careers and Employability team can support you at all stages of your future planning with specialist advisers available to help you plan your career and make yourself attractive to graduate employers.

Here are just a few examples of how we support you:

- Guidance on future career or study choices
- Careers and recruitment events
- Online jobs service for part-time work, graduate jobs, internships and volunteering
- Help with CVs, applications and interviews
- A mentor in the industry of your choice
- Resources available online at Student Central

Find out more

www.qmu.ac.uk/careers/
careers@qmu.ac.uk

Appointments can be made through Student Central.

DID YOU KNOW...

There are many things that you can do to promote your career when you are studying. Discuss with your career adviser what would be suitable for you in order to achieve your ambitions.



At Queen Margaret University we are committed to ensuring our students have the best possible experience during their time here. The Wellbeing and Counselling team provides a friendly, confidential service all year round. We offer a friendly face and a listening ear in a safe and non-judgemental environment. If we believe that you may be in need of support, we reach out to you through our Stay-on-Course programme to deal with any issues, and offer practical advice and guidance.

Stay-on-Course

Stay on course offer advice and support for students to stay on track with their academic studies and student life. Based in Student Services the Wellbeing Adviser provides support for Stay on Course and will engage with students who have self-referred or who have been referred by an academic staff member. The aim is to provide rapid support for the student and follow-up. Stay on Course offers advice and support for students to stay on track. Stay on Course support continues throughout the Covid-19 pandemic.

Find out more

www.qmu.ac.uk/study-here/student-services/wellbeing-service/stayoncourse@qmu.ac.uk

DID YOU KNOW...

If students experience personal issues including mental health issues this can impact on their wellbeing and ability to engage and cope with their academic studies.



Student Wellbeing Service

Support is offered for your mental, emotional and physical wellbeing. The Wellbeing service facilitates building up resilience and coping strategies during student life. We can offer a broad range of support around Wellbeing issues. During Covid-19 the Wellbeing Adviser continues to offer support and advice to students whatever their concerns.

Find out more

www.qmu.ac.uk/wellbeing

wellbeing@qmu.ac.uk

DID YOU KNOW...

QMU has a 'no tolerance' approach to bullying, harassment or violence. If you are subjected to any form of abuse then we urge you to speak to someone about it. There is specialist help and support available within the University and externally. You can email or visit our Wellbeing Adviser for more information and support. Remember, we are here to support you.

If you are at immediate risk, call 999.

If you suspect someone you know is being abused, speak up and tell someone. It could make all the difference. See #emilytest



togetherall

It's estimated that 1 in 4 people will experience mental health problems at some time in their life. These problems might be temporary or more long term and will range from minor anxiety to more serious mental illness. It is very important that we are looking after our mental health and wellbeing and at QMU we are providing a range of wellbeing, counselling and online supports for students.

QMU is working with togetherall (previously Big White Wall) to provide a supportive, online community to support you. togetherall is a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members. In addition to togetherall's online community, you will have access to useful resources and you can work through tailored self-help courses covering topics such as anxiety, sleep, stress, depression, and many more. You can sign up with togetherall using your QMU email address at <https://togetherall.com>



togetherall

sign up with togetherall
on <https://togetherall.com>



Student Counselling

Short-term confidential one-to-one counselling is available to help you with any personal problems which might be affecting your academic work or your general health and wellbeing.

Counselling offers you the opportunity to talk in private about anything that's troubling you. It is a completely confidential process where the counsellor will listen carefully to what you have to say and will not judge you or tell you what to do. The aim is to help you understand things more clearly so that you can see for yourself how to deal with things more effectively.

Find out more

www.qmu.ac.uk/counselling

counselling@qmu.ac.uk



Have you found yourself in financial difficulty?

Student Funding Service

The Student Funding Adviser offers advice and guidance on all aspects of student funding.

There are funds available to assist students that find themselves in financial difficulties.

Come to see the adviser for advice about:

- The funding you are entitled to
- How your student loan works
- Benefits and studying
- Discretionary Fund (formerly the Hardship Fund)
- Childcare Fund
- Nursing Discretionary Fund
- International Hardship Fund

Find out more

www.qmu.qc.uk/funding-advice

studentfunding@qmu.ac.uk

Appointments can be made through Student Central

DID YOU KNOW...

The Student Funding Service distributed more than £430,000 in awards from various funds in the last academic year. We make every effort to support students when we can, no matter what the reason for applying. If you are unsure of your eligibility then please ask.



At QMU, we help current students who have a disability to access the support that they need. This includes everyone, whether you're an undergraduate, postgraduate, EU or International student. Our Disability Service is entirely confidential.

Disability Service

If you have a specific learning disability (eg Dyslexia, Dyspraxia) physical disability, sensory impairment, mental health difficulties or a long-term medical condition we are here to support you. Examples of what we can help you with:

- Reviewing your support needs
- 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, eg. note-takers and individual tutors
- Training and advice on the Assistive Technology available to help you with your studies.

Find out more

www.qmu.ac.uk/disability-support

disabilityadvisers@qmu.ac.uk

Appointments can be made through Student Central

DID YOU KNOW...

The Equality Act (2010) defines that a person has a disability if the person has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities.



If you are living in Scotland, you will need to register with a local Scottish General Practitioner (GP). It is free to register, and nearly all the treatment will be free of charge.

Healthcare

You are strongly advised to register with a GP Practice within the area you are living in as soon as you arrive at QMU. To locate your GP practice, use the NHS Lothian web link below.

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

We work in partnership with Riverside Medical Practice. If you are living on campus or in Musselburgh you are strongly encouraged to register with this practice.

Find out more

www.theriversidepractice.co.uk

www.nhslothian.scot.nhs.uk/Services/GPs/Pages/PatientRegistration.aspx

DID YOU KNOW...

The Scottish Government has provided funding to ensure that all students have access to free sanitary products. As of September 2018, single-use sanitary products are available in all bathrooms on campus. Full packs are available at the Students' Union Office, Accommodation reception and Student Services Reception.



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

Effective Learning Service (ELS)

The Effective Learning Service (ELS) offers guidance and support to all students who wish to develop their academic writing and study skills. Their aim is to help you become as self-reliant as possible as you progress through your degree programmes here at QMU. Examples of what ELS can help you with:

- essay and report writing
- critical analysis
- effective reading and notetaking
- referencing
- exam revision and techniques
- giving presentations

They offer:

- individual appointments
- study skills workshops
- academic writing classes for international students

Find out more

www.qmu.ac.uk/els

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

Appointments can be made through Student Central



Your Students' Union (SU) is run by students for students and is independent from the University. It provides assistance when you need it and offers lots of opportunities to support and improve your student experience.

Help Zone (Students' Union)

The Help Zone, run by the Students' Union, is available to support you if you wish to speak to someone independent. You can find them above Maggie's Bar and Café.

The Help Zone specialises in supporting university issues such as:

- Extenuating circumstances
- Academic appeals
- Complaints
- Disciplinary processes
- Fitness to practice cases

Appointments are available in person (subject to current government guidance), by telephone and by video call. Should you wish to make an appointment please visit www.qmu.ac.uk/subbooking or e-mail helpzone@qmu.ac.uk if you have any questions.

The Help Zone also offers a confidential C Card service (free condoms) through NHS Lothian. Due to the restrictions of the Covid-19 pandemic students will be required to book a slot to collect condoms from the C Card service this year. You can book a slot on www.qmu.ac.uk/subbooking

Find out more

www.qmusu.org.uk/top-menu/advice-support
helpzone@qmu.ac.uk

If you fall into one of these categories and haven't yet disclosed this to the university then you may wish to contact us to find out what extra support may be available.

Care Experienced Students, Student Carers & Estranged Students

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 at 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.

We recognise that students who are caring for a relative or partner may encounter difficult periods in their student journey. There is advice and possible additional support available.

Estrangement from your family may mean that you require additional support and advice whilst you are studying with us.

Find out more

www.qmu.ac.uk/study-here/student-services/support-for-care-leavers/

www.qmu.ac.uk/study-here/student-services/support-for-student-carers/

wpo@qmu.ac.uk



ADDITIONAL SERVICES AND INFORMATION, A-Z

Academic Disabled Student Co-ordinators (ADSCs)

The ADSCs are academic staff who work very closely with the Disability Advisers and are central to the provision of effective support for disabled students within subject areas. The ADSCs offer support and guidance throughout the student's course of study and facilitate the implementation of the disabled students' Individual Learning Plans (ILPs).

Accommodation Services and ResLife

The Accommodation Services team are here to provide you with a welcoming, comfortable and safe place to live on campus. As part of our accommodation service, we offer a residence life programme (or ResLife) that includes an exciting range of social, educational, recreational and cultural opportunities both on and off campus. The aim of our ResLife initiative is to create a fun and inclusive living environment in which you'll feel welcomed, supported and involved in our friendly residential community.

accommodation@qmu.ac.uk

www.qmu.ac.uk/accommodation

Covid 19 (Coronavirus)

The university provides an up to date section on the website regarding how the pandemic affects university life, including FAQs - <https://www.qmu.ac.uk/coronavirus/>

Class Reps

Class Reps play a key role in representing your views on your teaching and learning experience. Make sure you know who your Class Rep is or consider becoming a Class Rep yourself.

www.qmusu.org.uk/class-reps

QMConnect

We run a mentoring project, QMConnect, that offers new students (including direct entrants to Level 2 or 3), the opportunity to be matched with a trained student mentor. Mentors are usually students who are studying the same or a similar course to you but who are at least a year ahead of you. Mentees and mentors usually meet up for informal support on a weekly basis for about an hour. To get QMConnected, get in touch with our Widening Participation and Outreach Team as early as possible:

wpo@qmu.ac.uk

Finance Office

The Finance Office supports students paying for tuition and accommodation fees along with library fines, resits, transcripts and student card replacements. If you experience any difficulties with payments then please come to the Finance Reception desk on level 1.

financeoffice@qmu.ac.uk

The Helpdesk

The Helpdesk is your one-stop shop for reporting any faults or problems with Accommodation, Facilities, IT and Library Services. You can visit The Helpdesk in person, via email (assist@qmu.ac.uk) or raise job at <http://assist:8080/Sostenuto/web/SContacts/> when logged on to remote desktop.

Information Technology Services

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 a wide range of QMU systems. IT staff offer a range of induction sessions, drop-in clinics and workshops for students throughout the year and can be contacted for support through the The Helpdesk - Assist@qmu.ac.uk

More information can be found on their webpage:

www.qmu.ac.uk/study-here/learning-facilities/it-services/

International Student Support

We are available to help answer questions you may have, particularly those about the conditions of your current visa, or extending/switching your visa. During term time we normally run drop-in sessions on a Monday and Thursday however it is likely that these sessions will move to appointments in semester one, for further information -

international@qmu.ac.uk

www.qmu.ac.uk/study-here/international-students/

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

lrchelp@qmu.ac.uk

www.qmu.ac.uk/lb

Personal Academic Tutors (PATs)

Your Personal Academic (PAT) is the member of staff who will be your guide and mentor for academic issues throughout your time at QMU. Your PAT will contact you within the first 6 weeks of the semester to arrange a meeting and then you will meet at least once each semester, or more if required.

Registry & Academic Administration

Our student administration team looks after the student record from matriculation to results and graduation. Visit the Registry Information Point for a replacement student card, questions about matriculation, fees, exams and graduation.

Registry@qmu.ac.uk

Contact the school office administrators with questions around module registration, submission/dropboxes, marks and feedback, letter request, council tax forms.

Schooloffice@qmu.ac.uk

For any issues or questions around placements contact.

PPSO@qmu.ac.uk

www.qmu.ac.uk/current-students/current-students-general-information/

Security

As a 24/7 presence on campus, Security provide a range of services include emergency service liaison, first aid, out of hours support and many others. Please attend at reception or:-

From an internal line dial 2222

From an external line dial 0131 474 0000 then say 'Emergency' when prompted.

security@qmu.ac.uk

Sports Centre

QMU Sports Centre offers a range of facilities and services including; a Fitness Suite, Weights Room, Exercise Studio - home to 35+ fitness classes per week, All Weather Pitch, Sports Hall & Outdoor Gym. Our staff will endeavour to provide you with a high quality service and are happy to assist with any questions you may have.

sportsreception@qmu.ac.uk

www.qmu.ac.uk/sports

Students' Union (QMUSU)

QMUSU is run by students for students. It represents your views to the University and external organisations as appropriate and ensures that the student voice is heard in all areas of the University. The SU exists to support and enhance your student experience. It provides a range of activities in the shape of sports clubs and societies, supports and trains Class Representatives and offers assistance for a wide range of student issues. The SU aims to offer as full a service as possible this academic year however students will be unable to come further than the main reception area without an appointment. You can contact the SU on –

union@qmu.ac.uk or via Facebook Messenger @qmusu

Tell us about your experience!

Your feedback helps us improve your student experience including the quality of our academic programmes and services. We run a number of surveys including the QMU Entrants Survey, the National Student Survey and our own QMU Student Survey.

www.qmu.ac.uk/current-students/feedback



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