Your Personal Tutor Can

Your Personal Tutor Can’t

How To Contact Them?

Who are they?

All undergraduate and taught postgraduate students will be provided with a Personal Tutor. If you are a postgraduate research student your research supervisor will take on this role. Personal Tutors are members of staff within your department who can provide personalised advice about academic and non-academic issues in order to guide you through your time at University, helping you to achieve your full potential.

Who?

Student Services Hub
First Floor, Silberrad Student Centre
Tel: 01206 874000
Email: ask.essex@essex.ac.uk
Website: www.essex.ac.uk/students

More information is available on the student web pages
Website: www.essex.ac.uk/students

SU Advice
Square 3, next to Lloyds Bank
Tel: 01206 874034
Email: suadvice@essex.ac.uk
Website: www.essexstudent.com/services/advice_centre/

Information Centre (Security)
Square 3
Emergency - Tel: 01206 872222
Non-Emergency - Tel: 01206 87 2126/2148
Email: info@essex.ac.uk
Website: www.essex.ac.uk/accommodation/safety/

Harassment Advisory Network
Tel: 07948 187107
Email: harass@essex.ac.uk
Website: www.essexnightline.org.uk/

Employability and Careers Centre
Square 2
Tel: 01206 872494
Email: careers@essex.ac.uk
Website: www.essex.ac.uk/careers/
Website: www.essex.ac.uk/see/careerhub

Talent Development Centre (TDC)
TDC Helpdesk, Silberrad Student Centre
Email: tdc-helpdesk@essex.ac.uk
Website: www.essex.ac.uk/students
Website: www.essex.ac.uk/students/study-resources/mentoring/

When?

Student Services Hub
Term-time:
Mon - Fri:
9am - 5pm

SU Advice
Drop in
Term-time:
Mon - Fri:
10am - 4pm

Information Centre (Security)
Available all year round, 24 hours a day

Harassment Advisory Network
Mon - Fri:
9am - 5pm

Employability and Careers Centre
Drop in
Mon - Fri:
10am - 4pm

Talent Development Centre (TDC)
Mon - Fri:
10am - 5pm

Who can help?

- Answer your queries, where possible, or direct you to the most appropriate source of advice.
- Support you with any difficulties you may experience which affect your studies or recommend other University support services that can help.
- Help you to make the most of the opportunities available at the University.

- Help you to understand your feedback from assignments and discuss your academic progress.
- Provide guidance and advice about choosing modules.
- Provide guidance on what you can do with your degree after graduating.
- Provide a reference for you for further academic study or employment.

However your Personal Tutor can recommend other University support services that can help you.

How to contact them?

You will have the opportunity to meet your Personal Tutor at the beginning of the year and they will explain how you can contact them.

Meetings are either scheduled by your Personal Tutor or at your request.

Your Personal Tutor Can

- Provide specialist advice regarding: disability, funding, accommodation or immigration.
- Provide ongoing emotional support, counselling or wellbeing/health advice.

All information correct at time of print. Please see www.essex.ac.uk/students/study-resources/tutor.aspx for the most up-to-date version of this guide.
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<th>PERSONAL TUTOR</th>
<th>PEER MENTOR</th>
<th>RESIDENCE LIFE</th>
<th>NIGHTLINE</th>
<th>OTHER SUPPORT SERVICES ON CAMPUS</th>
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<td><strong>Accommodation/ Housing</strong></td>
<td>University accommodation issues including eligibility for accommodation, room exchanges and medical grounds. Council tax exemption enquiries. Adapted accommodation. Applying for accommodation on medical grounds.</td>
<td>Information about how to rent properties in the Private Sector, tenant rights and responsibilities, repairs, repossession, eviction, harassment by landlords, contracts and deposits. Support with issues in campus accommodation.</td>
<td>Help with contacting the on call Residence Life team.</td>
<td>Your personal tutor can recommend specialist University support services that can help.</td>
<td>Whether you commute or live on campus, if you’re a new student, log in here to meet your mentor <a href="https://mentoring.essex.ac.uk/login/">https://mentoring.essex.ac.uk/login/</a> - another student from your department who can help you throughout your first year at Essex!</td>
<td>Community building, flat meetings, promoting an inclusive environment, raising and dealing with issues in residences.</td>
<td>Emergency bed for the night. Camp bed hire.</td>
<td>Student Lets Private housing and help finding a place to live off campus.</td>
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<tr>
<td><strong>Exams and Academic</strong></td>
<td>Attendance and progress, exam results, extending exam circumstances, appeals, academic offences, and late information. Exam arrangements (for religious or disability/medical reasons), support for managing exam stress.</td>
<td>Advice on appeals, extending circumstances, change of course, intermission and withdrawal, progress and attendance issues, missed and failed exams.</td>
<td>Help with understanding feedback and re-submitting advice on module choices and your academic progress.</td>
<td>How to find past exam papers for your subjects. Directing you to advice on how to prepare for your exams.</td>
<td>Someone to talk to during exam period when other services are closed. Text and text!</td>
<td>Exams Office Help accessing your exam timetable, general exam enquiries and resit assistance for students from outside the UK.</td>
<td>Talent Development Centre For advice on how to make sense of feedback, reference, or prepare for exams.</td>
<td>Health Centre Medical care, health advice, doctor (GP) and nurse appointments, prescriptions, sexual health, and vaccinations for students registered with the Health Centre. Multi-faith Chaplaincy Prayer, meditation and quiet reflection. Representatives of faith groups. Harassment Advisory Network Confidential advice on harassment by bullying issues.</td>
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<td><strong>Health, Wellbeing and Disability</strong></td>
<td>Disability advice, including funding, study skills support for dyslexia and other learning difficulties and assessment. Professional advice and support for emotional, psychological or mental health difficulties including assessment, counselling, mentoring and support groups.</td>
<td>Prescription delivery service, free condoms, pregnancy and chlamydia test kits, applications for NHS Exemption Certificate, advice and support on how to deal with harassment and reporting harassment.</td>
<td>First aid, emergencies and security. Personal safety advice.</td>
<td>Support with any difficulties you may experience which affect your studies or referral to other University support services that can help.</td>
<td>Your peer mentor can let you know where to meet other students, how to join activities within and outside of your department, and direct you to experts for specific information and support.</td>
<td>Someone to talk to when other services are closed, a listening ear. Someone to talk to during exam period when other services are closed. Tea and toast!</td>
<td>Student can support when other services are closed providing confidential listening, emergency accommodation, detox room, tea and toast, pregnancy tests and free condoms.</td>
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<td><strong>International Students and Immigration</strong></td>
<td>Enquiries about student funding, scholarships and bursaries, hardship funding, late funding loans, debt advice and budgeting. Online or in person payments for tuition fees, accommodation and other debts. Bank letters and postgraduate research student funding information.</td>
<td>Advice on issues affecting international students, immigration advice except visa extensions. Confirmation of Acceptance for Studies (CAS) extensions and all aspects of visa maintenance.</td>
<td>Extending visas, advice on concerns regarding law breaches. Basic information about working in the UK after university.</td>
<td>Your personal tutor can recommend specialist University support services that can help.</td>
<td>Help with settling in at Essex. Activities and programmes to help you meet other students.</td>
<td>For advice on how to make sense of feedback, reference, or prepare for exams.</td>
<td>Talent Development Centre Get help with your academic studies, attend study skills workshops, free English language support classes, 1:1 advice on academic skills, Maths, Stats, and English Language. Get involved in current academic research projects.</td>
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<td><strong>Money</strong></td>
<td>Advice about charging your course or taking a break from your studies, including funding implications. Course registrations, intermission, withdrawing, special syllabus, change of mode of study and PhD thesis submission. Information, advice and guidance (including options and implications) if you are thinking of leaving.</td>
<td>Advice on changing courses, taking a break from studies, complaints and appeals.</td>
<td>Answering queries about your course and your department, advice about changing your course, taking a break from your studies or options if you are thinking of leaving.</td>
<td>Help with using your myEssex account, Moodle and FASER, finding course information (for example, your readings), finding your classes and submitting coursework online.</td>
<td>Help with finding out where to access jobs on campus as well as general guidance and support.</td>
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<td><strong>Your course</strong></td>
<td>Advice about charging your course or taking a break from your studies, including funding implications. Course registrations, intermission, withdrawing, special syllabus, change of mode of study and PhD thesis submission. Information, advice and guidance (including options and implications) if you are thinking of leaving.</td>
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<td><strong>Other</strong></td>
<td>General information, advice and guidance. Transport for London verification. Replacement registration cards and certificates of registration.</td>
<td>Representation (especially when in a dispute with the University), legal advice, volunteering opportunities with the Advice Centre, personal alarms, welfare phone (in contact Student Finance, banks, etc).</td>
<td>Emergency support and liaison with emergency services such as the police, directions, personal alarms.</td>
<td>Guidance and advice about further academic study and career options, providing a reference.</td>
<td>Help with finding out where to access jobs on campus as well as general guidance and support.</td>
<td>Talent Development Centre Get help with your academic studies, attend study skills workshops, free English language support classes, 1:1 advice on academic skills, Maths, Stats, and English Language. Get involved in current academic research projects.</td>
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**SERVICES ON CAMPUS**

- Centres and locations
  - Accommodation Centre
  - Security
  - Health and Wellbeing Centre
  - International Centre
  - Immigration
  - Money
  - Your course
  - Other

**INFORMATION**

- Exams and Academic
  - Disability advice, including funding, study skills support for dyslexia and other learning difficulties and assessment.
  - Professional advice and support for emotional, psychological or mental health difficulties including assessment, counselling, mentoring and support groups.

- Health, Wellbeing and Disability
  - Speciality advice and support for health difficulties including assessment, counselling, mentoring and support groups.

- International Students and Immigration
  - Enquiries about student funding, scholarships and bursaries, hardship funding, late funding loans, debt advice and budgeting.

- Money
  - Advice about charging your course or taking a break from your studies, including funding implications. Course registrations, intermission, withdrawing, special syllabus, change of mode of study and PhD thesis submission. Information, advice and guidance (including options and implications) if you are thinking of leaving.

- Other
  - General information, advice and guidance.
  - Transport for London verification.
  - Replacement registration cards and certificates of registration.