**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 confidential and personalised advice in order to guide you through your time at University, so you can achieve your full academic potential.

- Provide support and address any difficulties you are having with your course throughout your time at Essex.
- Answer your course queries or direct you to other appropriate University support services.
- Give you support and feedback on your academic performance and how to improve.
- Give module choice advice, examination and revision guidance.
- Provide information about extenuating circumstances.
- Give guidance on what you can do with your degree after University.
- Write you a reference for further academic study or career.

**WHO WHERE WHEN**

<table>
<thead>
<tr>
<th>WHO</th>
<th>WHERE</th>
<th>WHEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students’ Union Advice Centre</td>
<td>Floor 2, Students’ Union Venue</td>
<td>Tuesday and Friday: 11am - 3pm Wednesday: 11am - 8pm</td>
</tr>
<tr>
<td>Accommodation Essex</td>
<td>University Square, Queens Road</td>
<td>Monday - Thursday: 9am - 5pm Friday: 9am - 4.45pm</td>
</tr>
<tr>
<td>Security</td>
<td>University Square Reception</td>
<td>24/7</td>
</tr>
<tr>
<td>Peer Mentor (EBS and HHS only)</td>
<td>In student accommodation (contact information provided on kitchen noticeboards)</td>
<td>Peer Mentors can be contacted directly through email to book an appointment or ask questions.</td>
</tr>
<tr>
<td>Residence Life (contacting your Residents’ Assistant)</td>
<td>In student accommodation (contact information provided on kitchen noticeboards)</td>
<td>Monday - Friday: 5pm - 9pm Weekends (all hours)</td>
</tr>
<tr>
<td>Student Services Hub</td>
<td>TF2.29</td>
<td>Term-time: Monday - Friday: 10am - 4pm Vacation: Monday - Friday: 10am - 4pm and 2pm - 4pm</td>
</tr>
<tr>
<td>Nightline</td>
<td>All students are welcome to contact Nightline</td>
<td>Every night during term time: 10pm - 8am</td>
</tr>
<tr>
<td>Multi-Faith Chaplaincy</td>
<td>Prayer Room GB2.24</td>
<td>By appointment</td>
</tr>
<tr>
<td>Harassment Advisory Network</td>
<td>TF2.22</td>
<td>Term-time: Monday - Friday: 10am - 4pm Vacation: Monday - Friday: 10am - 1pm and 2pm - 4pm</td>
</tr>
<tr>
<td>Income Office</td>
<td>TF2.22</td>
<td>Term-time: Monday - Friday: 10am - 4pm</td>
</tr>
<tr>
<td>Employability and Careers Centre</td>
<td>Info point TF2.02</td>
<td>Drop in: Tuesday - Thursday: 12pm - 2pm</td>
</tr>
</tbody>
</table>

**YOUR PERSONAL TUTOR CAN’’T**

- Specialist advice regarding: disability, wellbeing, funding, accommodation or immigration.
- Ongoing emotional support.
- Counselling or wellbeing/health advice.

**YOUR PERSONAL TUTOR CAN**

You will be given the name and email address of your Personal Tutor at the beginning of the academic year.

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

- Specialist advice regarding: disability, wellbeing, funding, accommodation or immigration.
- Ongoing emotional support.
- Counselling or wellbeing/health advice.

**HOW TO CONTACT THEM?**

Contact details for other support services can be found on the student webpages.

www.essex.ac.uk/students/
## WHO SHOULD YOU TALK TO?

### Academic
- Help accessing your exam timetable, general exam enquiries and resit assistance for students from outside the UK.
- Timetabling and room booking enquiries. Individual exam arrangements, support for exam stress.
- Advice on appeals, extenuating circumstances, misread and failed exams.

### Accommodation/Housing

### Money
- Bank letters. Enquiries about student funding, scholarships and bursaries, hardship funding, late funding loans, debt advice and budgeting.
- Personal loans, consumer rights, basic advice about paying and reclaiming tax.

### Health, Wellbeing and Disability
- Personal alarms, free condoms, pregnancy test kits, advice and support on how to deal with harassment and how to speak to if you wish to report harassment.
- First aid, emergencies and security.
- Your personal tutor can support you with any difficulties you may experience which affect your studies or recommend other University support services that can help.

### International Students and Immigration
- Advice on issues affecting international student, and access to immigration advice except visa extensions.
- General enquiries about Tier 4 visas.
- Basic information about working in the UK.

### Your Course
- Course registration, information, advice and guidance (including options and funding and immigration implications), if you are thinking of leaving, transferring, changing your course, or taking a break from your studies.
- Advice on changing courses, taking a break from studies, complaints and appeals.

### Other
- General enquiries, Replacement registration cards and certificates of registration. DBS applications. Advice on complaints procedures. Transport to graduation ceremonies.
- Representation, legal advice, volunteering opportunities with the Advice Centre.
- Your personal tutor can offer guidance and advice about further academic study and career options, and provide references.

### Security
- Your personal tutor can help you to understand feedback and referencing, advise on module choices and discuss your academic progress.

### Peer Mentor
- Your peer mentor can show you how to get advice on how to prepare for your exams and how to find past exam papers for your subjects.

### Residence Life
- Community building, flat meetings, promoting an inclusive environment.

### Health Services
- University Accommodation Office: for accommodation issues including eligibility for accommodation and maintenance.

### Nightline
- Someone to talk to during exam period when other services are closed.

### Talent Development Centre
- For advice on how to make sense of feedback, reference, manage your time better, or prepare for exams.

### Services on Campus
- Income: Online or in person payments for tuition fees, accommodation and other debts.
- University Accommodation Office: for accommodation issues including eligibility for accommodation and maintenance.
- Multi-faith Chaplaincy: Prayer, meditation and quiet reflection. Representatives of faith groups.
- Harassment Advisory Network: Confidential advice on harassment/bullying issues.
-Visit the National Health Service’s NHS Choices website at www.nhs.uk to find one near you.
- Talent Development Centre: Employment skills, jobs and careers advice. Developing employability skills via The Big Essex Award, Frontrunners, internships and placements.