

Where to get help/support/information about ...

Personal

An emergency
or immediate
risk of harm



999
Campus security
0118 378 6300

Disability,
chronic health
condition and/
or diagnosed
mental health
condition



**Disability Advisory
Service**
Carrington Building,
0118 378 4202
disability@reading.ac.uk

Mental health,
emotional
difficulties



Counselling & Wellbeing
Carrington Building,
0118 378 4216
counselling@reading.ac.uk

Immigration or
visa issues



International Student Advisory Team
Carrington Building, 0118 378 8038
immigration@reading.ac.uk

Accommodation
or housing:
University Halls



Halls Hotline
0800 029 1984
Hall Wardens: wardens@reading.ac.uk

Private sector



Financial
issues



**Student Financial
Support team**
Carrington Building,
studentfunding@reading.ac.uk
blackbullion.com
24 hour access to financial
education for students

**RSU Advice
Service***
Students' Union Building,
0118 378 4100
advice@rusu.co.uk

*Confidential and
independent advice.
No information will
be shared with the
University without the
student's permission.

Effects of
bullying/
harassment,
victim of crime,
abuse, sexual
violence, drugs/
alcohol



Report incidents via
Report and Support

Radicalisation
and exploitation



Student Welfare Team
Carrington Building,
0118 378 4777
studentwelfare@reading.ac.uk

Difficult
issues e.g.
homesickness,
loneliness conflict
with friends,
difficulties
adjusting to Uni
life



Chaplaincy
Park House Lodge
0118 378 8797

Faith/religion
(any), exploration
of belonging,
meaning and
values



**Life Tools
Programme**
Developing tools
for academic
and personal
development

Academic/Professional

ECFs, suspension/
withdrawal



Coursework and
exam queries



Advice on/
support through
university policies
and procedures
(incl. appeals,
complaints etc)



Support Centres
Edith Morley – x4243
JJ Thompson – x4101
Earley Gate – x8020
London Road – x2608
see details on previous page

In HBS:

Please contact
the Henley
helpdesk in the
HBS or ICMA
buildings for all
support: x4007

RSU Advice Service*

Students' Union Building, 0118 378 4100
advice@rusu.co.uk

Work experience,
job hunting, career
advice & training,
placements



Careers
Carrington Building
0118 378 8359
careers@reading.ac.uk

Henley Careers

HBS Room 107
careers@henley.ac.uk

Academic
language skills
for international
students (incl.
academic writing)



ISLI – Academic English Programme
reading.ac.uk/aep
0118 378 7760
aep@reading.ac.uk

Assignments,
exams, coursework



**Teaching Staff, Module Convenor,
Programme Director**

Screening for
specific learning
disability
Reasonable
adjustments
to teaching
and/or assessment



Disability Advisory Service
Carrington Building,
0118 378 4202
disability@reading.ac.uk

Academic study skills
e.g. academic writing,
critical thinking, time
management



Study Advice
Library
studyadvice@reading.ac.uk
reading.ac.uk/studyadvice
https://libguides.reading.ac.uk

Motivation/
productivity



Life Tools Programme Support with
concentration, avoiding procrastination,
and skills to manage academic work

Maths or statistics



Maths support resources
reading.ac.uk/library/maths-support

Information Skills
e.g. finding, using
and referencing
information and
Library resources
for your studies



Academic Liaison Librarians
reading.ac.uk/library/liaison
reading.ac.uk/library/finding-information/subject

Blackboard/IT



Digital Technology Services (DTS)
Library first floor
0118 378 6262
dts@reading.ac.uk

If you are unsure who to contact or to refer your student to, please talk to your School Director of Academic Tutoring, or refer your student to their Support Centre/Programme Administrator (HBS). Phone Student Services Reception (0118 378 5555) for help signposting to specialist services. The student **support line/app** can help your students with any personal questions, worries or advice they might need.