

## Where to go...

### **A University guide to helping students access the right pastoral support at the right time**

The Collegiate University has an extensive range of student support services designed specifically for Cambridge students. Often, the most important thing when facing a problem is to know that these services exist and how to access them.

It is therefore worth taking some time to familiarise yourself with **Where to go?** and to keep the document close at hand for those times when you need to refer back to it.

### **Where to go *in College* if I need support with...**

- **Serious educational or welfare issues?** *The **Senior Tutor** is responsible for the provision of educational, pastoral and welfare support to all students within the College*
- **Personal circumstances?** ***Tutors** and **Graduate Tutors** provide all-round support, information, advice and guidance to students, including problems with study, finance, illness, friends, family and other personal circumstances*
- **Minor illnesses, injuries, mental health concerns and GP referrals?** *The **College Nurse** provides a variety of health and welfare support including assessment, support and advice for students with minor illnesses, injuries and mental health concerns; they can also refer you to or coordinate support from your GP, if more specialised help or treatment is required*
- **Mental health concerns, e.g. depression, anxiety or stress?** *Some Colleges may provide a **College Counsellor** or **Mental Health Advisor** to directly support students experiencing mental health difficulties, in addition to the support provided by the Colleges through the **University Counselling Service***
- **Matters of faith or religion?** *The **College Chaplain and/or Dean** is responsible for providing a pastoral service to members of the College community, including matters of religious and spiritual life; they are available to all students of all faiths and none*
- **Practical tutorial, educational and welfare issues?** ***Tutorial Office Staff** provide administrative support to Senior Tutors and Tutors but also act as a first point of contact to students for a wide range of tutorial, educational and welfare issues*
- **An out-of-hours emergency?** *There is always at least one **Porter** on site at all times, day or night and every day of the year who can help you with a wide-range of issues out-of-hours, in emergency and help you manage access to all areas of the College*
- **General welfare matters or peer support?** ***JCR/MCR Welfare Officers** are student representatives elected by the College's student body as for a year at a time to support the welfare needs of students within the College; LGBT+ and Women's Officers in Colleges also provide support to students on welfare matters*

## Where to go *in the University* if I need support with...

- **Mental health concerns, e.g. depression, anxiety or stress?** *The University Counselling Service (UCS)* provides free, specialist and confidential counselling, available upon referral or self-referral; the UCS also employs Mental Health Advisors (MHAs) to support students experiencing moderate to severe mental health difficulties
- **A disability?** *The Disability Resource Centre (DRC)* provides confidential and accessible service for prospective and current disabled students and the staff who support them; the Centre develops and implements support programmes for disabled students to ensure equal opportunity, access and attainment
- **Visa or immigration issues?** *The International Student Office (ISO)* provides specialist support and advice to international students, including visa advice, compliance with Home Office Tier 4 sponsor licence requirements; administers the Erasmus+ programmes and manages a small number of international funding awards
- **Complaints, harassment, or sexual misconduct?** *The Office of Student Conduct, Complaints and Appeals (OSCCA)* oversees student procedures including complaints, review of exam results, fitness to study, harassment and sexual misconduct, discipline and final appeal stage processes; OSCCA is also the point of contact for the Office of the Independent Adjudicator (OIA), the external ombudsman
- **Career plans, or a job application or interview?** *The Careers Service* provides general careers advice and one-to-one guidance consultations; it coordinates employer presentations, provides free resources on CVs and applications, and delivers an annual programme of events, briefings and skills sessions
- **Family responsibilities?** *The Childcare Office* operates an information service aimed at supporting families of the University community – staff and students
- **Physical fitness or issues within a sport club?** *The University Sports Centre* has a range of fitness and sports equipment and facilities, and serves as a hub for sports clubs and teams across the University, including providing guidance and resources to promote dignity, safety and welfare within sport across the University
- **An administrative problem with my course or funding?** *The Student Registry* provides administrative and operational support with student records, fees, exams, assessment, loans and funding
- **An issue with racism or discrimination?** *The Equality and Diversity Team (E&D)* supports the University in promoting opportunity, an inclusive approach and culture, values and diversity to education, and improving support for under-represented groups
- **The quality of teaching or wellbeing support on my course?** *The Education Quality and Policy Office (EQPO)* is responsible for quality assurance, enhancement of teaching and learning, and policy relating to student health and wellbeing

## Who *else* is available?

- ***The Student Unions' Advice Service (SUAS)***: offers free confidential information, advice and support to all Cambridge University students
- ***The Cambridge University Students' Union (CUSU)***: is the University-wide representative body for students and a federal body made up of individual College representatives known as JCRs and MCRs
- ***The Graduate Union (GU)***: is the University-wide representative body for graduate and mature undergraduate students and is one of the only students' unions in the UK that works exclusively with graduate students. The Union is run by elected sabbatical and student officers. *The Graduate Union has produced a comprehensive welfare signposting document in its Personal Welfare Handbook:*  
[www.gradunion.cam.ac.uk/files/PersonalWelfare](http://www.gradunion.cam.ac.uk/files/PersonalWelfare)
- ***Nightline***: (formerly known as Linkline) is a listening service run by students for students and volunteers are available from 7pm to 7am during University full term. As an independent service, it is able to provide anonymous, confidential, non-judgmental and non-directive support and information to Cambridge University students
- ***The Student Wellbeing website***: is a University resource providing proactive suggestions to promote health and wellbeing; and information on sources of support and resources for specific issues, the NHS and healthcare in the UK, travel etc.
- ***Peer2Peer***: is a confidential student-run programme offering informal support to undergraduates, postgraduates and post-docs in Cambridge
- ***CamGuides: Becoming a graduate student***: is an information and digital essentials course for taught Master's students.

## Contact details

- **SUAS: [www.studentadvice.cam.ac.uk](http://www.studentadvice.cam.ac.uk)**  
advice@studentadvice.cam.ac.uk 01223 746999  
Students' unions reception, Upper Ground Floor, 17 Mill Lane, CB2 1RX
- **GU: [www.gradunion.cam.ac.uk](http://www.gradunion.cam.ac.uk);**  
enquiries@gradunion.cam.ac.uk 01223 333313  
Students' unions reception, Upper Ground Floor, 17 Mill Lane, CB2 1RX
- **CUSU: [www.cusu.co.uk](http://www.cusu.co.uk)**  
enquiries@cusu.cam.ac.uk 01223 333313  
Students' unions reception, Upper Ground Floor, 17 Mill Lane, CB2 1RX
- **Nightline: [cambridge.nightline.ac.uk](http://cambridge.nightline.ac.uk);**  
email@cambridge.nightline.ac.uk 01223 744444  
Chat: im.cambridge.nightline.ac.uk/webim
- **Student Wellbeing: [www.studentwellbeing.admin.cam.ac.uk](http://www.studentwellbeing.admin.cam.ac.uk)**
- **Peer2Peer: [www.peer2peer-cambridge.org](http://www.peer2peer-cambridge.org)**

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- **UCS: [www.counselling.cam.ac.uk](http://www.counselling.cam.ac.uk)**  
counsellingreception@admin.cam.ac.uk 01223 332865  
3<sup>rd</sup> Floor, Student Services Centre, New Museums Site, CB2 3PT
- **DRC: [www.disability.admin.cam.ac.uk](http://www.disability.admin.cam.ac.uk)**  
disability@admin.cam.ac.uk 01223 332301  
Ground floor, Student Services Centre, New Museums Site, CB2 3PT
- **ISO: [www.iso.admin.cam.ac.uk](http://www.iso.admin.cam.ac.uk) and [www.internationalstudents.cam.ac.uk](http://www.internationalstudents.cam.ac.uk)**  
international.students@admin.cam.ac.uk 01223 761806  
1<sup>st</sup> Floor, Student Services Centre, New Museums Site, CB2 3PT
- **OSCCA: [www.studentcomplaints.admin.cam.ac.uk](http://www.studentcomplaints.admin.cam.ac.uk)**  
studentcomplaints@admin.cam.ac.uk or OSCCA@admin.cam.ac.uk  
01223 765440 or 01223 766237 or 01223 761816  
1<sup>st</sup> Floor, Student Services Centre, New Museums Site, CB2 3PT
- **Careers Service: [www.careers.cam.ac.uk](http://www.careers.cam.ac.uk)**  
enquiries@careers.cam.ac.uk 01223 338288  
2<sup>nd</sup> Floor, Student Services Centre, New Museums Site, CB2 3PT
- **Childcare Office: [www.childcare.admin.cam.ac.uk](http://www.childcare.admin.cam.ac.uk)**  
childcare@admin.cam.ac.uk  
21 Trumpington Street, CB2 1QA
- **University Sports Centre: [www.sport.cam.ac.uk](http://www.sport.cam.ac.uk)**  
enquiries@sport.cam.ac.uk 01223 336580  
Philippa Fawcett Drive, West Cambridge Site, CB3 0AS
- **Student Registry: [www.student-registry.admin.cam.ac.uk](http://www.student-registry.admin.cam.ac.uk)**  
student.registry@admin.cam.ac.uk 01223 766302  
1<sup>st</sup> Floor, Student Services Centre, New Museums Site, CB2 3PT
- **E&D: [www.equality.admin.cam.ac.uk](http://www.equality.admin.cam.ac.uk)**  
equality@admin.cam.ac.uk 01223 332286  
The Old Schools, Trinity Lane, Cambridge, CB2 1TN
- **CamGuides: [camguides.lib.cam.ac.uk](http://camguides.lib.cam.ac.uk)**
- **EQPO: [www.educationalpolicy.admin.cam.ac.uk](http://www.educationalpolicy.admin.cam.ac.uk)**  
educationalpolicy@admin.cam.ac.uk 01223 332276  
1<sup>st</sup> Floor, Student Services Centre, New Museums Site, CB2 3PT

## Further information and external resources



[bit.ly/wheretogocam](https://bit.ly/wheretogocam)