

# STUDENT SUPPORT SERVICES

## An overview for students and staff in 2020/21

### EMERGENCIES

If someone is in danger or a crime is being committed, phone **999** to contact police, ambulance or fire services. If emergency services have been called to Brookes premises, contact Security Services on **01865 483060** and explain your location so that they can direct the emergency crew when they arrive.

If you are on or around campus and need immediate assistance, contact Brookes Security Services on **01865 483060**.

### CENTRAL STUDENT SUPPORT SERVICES

#### Academic Liaison Librarians (Library)

Support for finding, accessing and referencing resources for assignments.

🔗 [brookes.ac.uk/library/resources-and-services/course-resource-help](https://brookes.ac.uk/library/resources-and-services/course-resource-help)

#### Accommodation Bureau

Support and advice for students applying to, and existing residents of, university accommodation.

🔗 [brookes.ac.uk/studying-at-brookes/accommodation](https://brookes.ac.uk/studying-at-brookes/accommodation)  
✉ [accomm@brookes.ac.uk](mailto:accomm@brookes.ac.uk)

#### Brookes Union Advice

Advice and assistance with housing, money, university and general matters.

🔗 [brookesunion.org.uk/advice](https://brookesunion.org.uk/advice)  
✉ [su.advice@brookes.ac.uk](mailto:su.advice@brookes.ac.uk)

#### Careers

Career support and opportunities for employability skills development.

🔗 [brookes.ac.uk/students/careers](https://brookes.ac.uk/students/careers)  
✉ [careers@brookes.ac.uk](mailto:careers@brookes.ac.uk)

#### Centre for Academic Development

Confidential study advice service for study skills (e.g. planning and writing essays, academic English) and maths/stats help.

🔗 [brookes.ac.uk/students/academic-development](https://brookes.ac.uk/students/academic-development)  
✉ [academicdev@brookes.ac.uk](mailto:academicdev@brookes.ac.uk)

#### Counselling Service

Counsellors work with students on any personal or emotional difficulty. They can also refer students for more specialist help.

🔗 [brookes.ac.uk/students/wellbeing/counselling](https://brookes.ac.uk/students/wellbeing/counselling)  
✉ [wellbeing-recpt@brookes.ac.uk](mailto:wellbeing-recpt@brookes.ac.uk)

#### Disabled Students

Advice, information and support through the Inclusive Support Service.

🔗 [brookes.ac.uk/students/wellbeing/disability](https://brookes.ac.uk/students/wellbeing/disability)  
✉ [disabilitysupport@brookes.ac.uk](mailto:disabilitysupport@brookes.ac.uk)

#### Dyslexic/SpLD Students

Advice, information and support through the Inclusive Support Service.

🔗 [brookes.ac.uk/dyslexia](https://brookes.ac.uk/dyslexia)  
✉ [dyslexiaspld@brookes.ac.uk](mailto:dyslexiaspld@brookes.ac.uk)

#### Financial Aid

Financial support and information for students experiencing financial difficulty.

🔗 [brookes.ac.uk/studying-at-brookes/finance/financial-aid](https://brookes.ac.uk/studying-at-brookes/finance/financial-aid)  
✉ [finaid@brookes.ac.uk](mailto:finaid@brookes.ac.uk)

#### IT Service Desk

Support with IT issues and equipment. Students can also hire IT equipment for free and receive advice for using it at home.

🔗 [service.brookes.ac.uk](https://service.brookes.ac.uk)

#### International Student Advice Team

Advice and activities for international students.

🔗 [brookes.ac.uk/students/isat](https://brookes.ac.uk/students/isat)  
✉ [isat@brookes.ac.uk](mailto:isat@brookes.ac.uk)

#### Library

Advice and support for using the Library and finding resources.

🔗 [brookes.ac.uk/library](https://brookes.ac.uk/library)  
✉ [libraryenquiries@brookes.ac.uk](mailto:libraryenquiries@brookes.ac.uk)

## Mature Students

Mature students can access a wide range of services and support.

[brookes.ac.uk/students/wellbeing/mature-students](https://brookes.ac.uk/students/wellbeing/mature-students)

[maturestudents@brookes.ac.uk](mailto:maturestudents@brookes.ac.uk)

## Multifaith Chaplaincy

Companionship and spiritual care for all students and staff from any faith tradition, or no faith at all.

[brookes.ac.uk/students/wellbeing/chaplaincy](https://brookes.ac.uk/students/wellbeing/chaplaincy)

[chaplain@brookes.ac.uk](mailto:chaplain@brookes.ac.uk)

## Report and Support

If you have experienced or witnessed sexual violence, hate crime or harassment involving students, you can report it with your contact details or anonymously.

[brookes.ac.uk/students/report-and-support](https://brookes.ac.uk/students/report-and-support)

## Research Degrees

Support for current and prospective research students from enquiry and application to degree conferment.

[brookes.ac.uk/students/research-degrees-team](https://brookes.ac.uk/students/research-degrees-team)

[rd-enquiries@brookes.ac.uk](mailto:rd-enquiries@brookes.ac.uk)

## Student Central

Central point of contact for information and support for students.

[brookes.ac.uk/students/student-central](https://brookes.ac.uk/students/student-central)

[studentcentral@brookes.ac.uk](mailto:studentcentral@brookes.ac.uk)

## Student Support Co-ordinators (SSCs)

Confidential faculty-based support for academic and personal issues. See website for the list of SSCs in each faculty.

[brookes.ac.uk/students/support-services/ssc](https://brookes.ac.uk/students/support-services/ssc)

## Student Welfare

Emotional and practical support for students in crisis or who are experiencing serious circumstances that are affecting their studies.

[brookes.ac.uk/students/wellbeing/student-welfare](https://brookes.ac.uk/students/wellbeing/student-welfare)

[studentwelfare@brookes.ac.uk](mailto:studentwelfare@brookes.ac.uk)

## Wellbeing

Brings together a range of services to support student welfare, some of which have been listed here. See website for a full list of services and resources.

[brookes.ac.uk/students/wellbeing](https://brookes.ac.uk/students/wellbeing)

[wellbeing-recpt@brookes.ac.uk](mailto:wellbeing-recpt@brookes.ac.uk)