

STUDENT SERVICES

STUDENT WELFARE DEPARTMENT

The Student Welfare Department has responsibility for the day-to-day care of students. We aim to support students' academic learning and to cater for their general needs.

The department consists of a Welfare Officer, a Learning Support and Disability Adviser, a Counsellor, a Student Welfare Secretary and the Secretary to the Senior Tutor.

Welfare Officer - offers a support, advice and referral service to students experiencing or wanting to discuss any welfare issue. For help with personal concerns, emotional/physical health, and general well-being, the Welfare Officer can be contacted on 01280 820200 or internal extension 2200 or by email: student.welfare@buckingham.ac.uk.

Student Learning Support/Disability Adviser - the Student Learning Support/Disability Adviser is available to help all students identify their learning strengths and difficulties. Support sessions are offered to match individual need and can be weekly or less frequent, as appropriate. These sessions aim to promote awareness of effective, individual study strategies. All students disclosing a disability or learning difficulty are invited to discuss their additional needs with the Learning Support Adviser, who will work to ensure that their needs are met. The Learning Support Adviser/Disability Adviser may be contacted on 01280 820200 or internal extension 2200 or by email: lionel.weston@buckingham.ac.uk

Counsellor – the Student Counsellor is a fully qualified, accredited and experienced psychotherapist and counsellor, trained in specialist areas which include bereavement, depression, anxiety disorders and inter-cultural issues.

Secretaries to the Welfare Department - the **Welfare Department Secretary** has many years' experience of working with students, offering advice and dealing with a wide variety of concerns. She can assist with locating and registering with local healthcare providers; visa applications; accessing provision of local services; general welfare issues; making appointments for the Welfare Officer and the Learning Support/Disability Officer. The **Secretary to the Senior Tutor** also has extensive experience of working with students and is able to offer assistance concerning general welfare matters and visas, and to make appointments and referrals. The Secretaries can both be contacted on 01280 820200 or internal extension 2200 or by email: student.welfare@buckingham.ac.uk

HEALTH ISSUES

Medical Treatment - all students should register on arrival with a local doctor in order to be assured of prompt medical treatment in case of illness. Details of doctors, dentists, opticians, etc. are available in the Welcome Handbook and the Student Welfare Department.

First Aid - arrangements for first aid are displayed throughout the University and a list of current first aiders can be found under H&S on the Intranet.

ACCOMMODATION AND DOMESTIC INFORMATION

Accommodation

The Accommodation Office, located in Norton House, arranges the allocation of rooms in University owned property, and offers advice and information on renting in the town and surrounding area. The Office is open on Mondays to Fridays during normal office hours, and can be contacted at accommodation@buckingham.ac.uk or on 01280 820351, internal extension 2351. Any maintenance problems can be emailed to maintenance@buckingham.ac.uk.

The University guarantees to find accommodation for all students who are new to the University providing they apply and pay for their accommodation 30 days prior to the start of term. Accommodation is guaranteed for the first 4 terms.

The terms and conditions of the accommodation licence can be found on the web site.

Private rental accommodation is subject to Council Tax. However, students are exempt from this tax provided they fill in the appropriate form (available from Accommodation Office) and get a letter from Registry confirming they are a student at the University of Buckingham. (Where a property is occupied by more than one, all occupants must be students in order to be exempt from paying Council Tax).

Residences Manager (Student Experience)

Students spend a great deal of time on campus and in order to provide additional support a Residences Manager (Student Experience) is available to deal with issues that may arise out of normal working hours. He may be contacted on 01280 820296 or internal extension 2296, or on his mobile number 07923490439, or by email: marcus.williams@buckingham.ac.uk.

Catering

A variety of cooked meals and snacks are available from the Refectory in the Tanlaw Mill from Monday to Friday during term-time between 08:30 and 18:00. In vacation time, a limited lunch service only is provided on Mondays to Fridays from 10:00 to 14:30. See the Notice Board in Refectory for Special Theme Days. The Coffee Bar in the Franciscan Building opens between 09:30 and 15:30 on Mondays to Fridays in term-time only.

The Bar is open Monday to Friday from 12:00 till 14:30 and 17:30 till 23:00, Saturdays from 19:30 until 23:00, except when there is an extension for an event, and Sundays from 19:30 till 22:30. Table Food Service is available from 12:00 till 14:30 and 18:00 till 21:00 (weekdays). There are drinks and snacks vending machines in the Refectory in the Tanlaw Mill, Franciscan Coffee Bar, the Chandos Road Building, and the Anthony de Rothschild Building.

Laundry

The Laundry is on Hunter Street opposite Yeomanry House. Washing machines and dryers are also located in Hailsham House and the Franciscan Building. Any problems with the machines should be notified to the Domestic Services Manager, extension 2260.

Mail

Mail for students is kept in the Postroom, Porters lodge, Hunter Street Campus, and may be collected between the hours of 09:00 and 16:30 Monday to Friday. Students are required to check their mail twice each week. Students must show their ID Cards when collecting mail.

The Post Office will not leave recorded or registered mail addressed to a private address unless a receipt is signed by the addressee; their practice is to leave a form for completion, after which the mail can be collected from the Post Office. However, if students prefer to have their recorded or registered mail addressed to them "care of the University of Buckingham", such mail will be held for them, pending its collection from the Post Room.

Personal Belongings

The University provides insurance for students' belongings provided they live on campus.

Lost property should be handed into and reclaimed from the Maintenance Office in the Chandos Road Buildings.

Security/Fire Officer

Students with immediate problems outside normal working hours should contact the Officer on duty on +44 (0)7860-834802, or *7777 on Emergency telephones.

Transport

The University provides a limited minibuss shuttle service for students between the Franciscan Building and Hunter Street precincts with additional journeys to Moreton Road in the morning, evening and lunch time periods. The times of this service are as advertised on the student notice boards and the intranet.