



STUDENT POCKET GUIDE

STUDENT ADVICE & SUPPORT CENTRE

The first point of contact for all student support enquiries. Contact the team in person, by phone or email to raise queries and seek support or guidance.

Email: QAHE.SASC@qa.com
Phone: 0204 579 6407

Find out more:



STUDENT ID CARDS

All students must wear their ID cards whilst on campus and make themselves identifiable when requested by a staff member. Your Student ID card will allow you to access the library, along with borrowing books for your studies.



COMPLIANCE TEAM

ULSTER STUDENTS ONLY
The Compliance Team is dedicated to upholding Ulster University's student visa sponsor status with the UK Home Office, whilst offering essential support to international students, particularly those concerning students with a student visa.

Email: ulstercompliance@qa.com
Phone: 0203 8835 879

Find out more:



STUDENT EXPECTATIONS FOR ONLINE ENGAGEMENT

If any of your classes are online it can be easy to become distracted, therefore we expect students to have their cameras on. Attending and participating in online meetings is a key professional skill and working collaboratively in the virtual classroom is a great way to gain experience.

Find out more:



HEALTHCARE

NHS
Find a GP and a dentist to register with at www.nhs.uk.

Helpful Telephone numbers:

- 999: emergency help (ambulance, police & fire brigade)
- 111: non-emergency medical support
- 101: non-emergency police support
- 112: emergency number for mobiles anywhere in the world

What3Words

Download the app to give your exact location to emergency services.



SAFEGUARDING, STUDENT LIFE AND WELLBEING SERVICE

Access pastoral support, a welfare service, mental health team, online resources and more.

Email: qahe.welfare@qa.com
qahe.mentalhealthsupport@qa.com

Phone: 0203 921 0163



EXPLORE OTHER WELLBEING SUPPORT OPTIONS AVAILABLE

A range of guides and resources are available to view and download on our website, covering topics including how to manage stress, money, health and mindfulness, plus a wide range of others.



We recognise that **flourishing** at university is **determined** as much by your **wellbeing** as it is by your **academic ability**.

if you **feel healthy** and **content** within **yourself** and your **environment**, then you are far more likely to **perform** to the best of your **academic ability**.

LEARNING SUPPORT

The Learning Support team work to ensure that students have appropriate support to complete their course of study with equal opportunities because of a:

- Physical disability
- Mental-health condition
- Long-term medical condition
- Neurodiversity
- Sensory impairment

This can include putting any reasonable adjustments in place such as access arrangements, Personal Emergency Evacuation Plan (PEEP), and referrals to student support teams.

Find out more:



HAVE YOUR SAY

We are always looking for ways to improve the student experience for current and new students. We encourage all students to partake in giving feedback using our **Have Your Say** feedback form by scanning the QR code.





STUDENT FUTURES & CAREERS

Receive in-depth advice and assistance with your career development including:

- 1-2-1 appointments
- Workshops and events
- Digital platforms and access to printed and online careers resources
- Graduate support

Find out more:



ACADEMIC COMMUNITY OF EXCELLENCE

The ACE team provide guidance on academic and study skills as well as computing, Excel and digital literacy.

Get guidance from:

- 30-minute individual or small group appointments held online or face-to-face
- Online workshops
- Resources on your Virtual Learning Environment (VLE)
- On-campus learning sprints

Find out more:



LIBRARY SERVICES

You have access to both the campus library and your university partner library. Visit the campus library for assignment resources, research support, help and guidance and space to study. Use the Library Portal to book 1:1 sessions with a librarian and to find reading lists and guides.



Scan the QR code to access the Library Portal.

ACCOMMODATION SERVICES

The accommodation team help place students in a range of accommodation options including:

- Private accommodation
- Shared accommodation
- Homestays

There are many things you need to consider when deciding where to live such as your budget, the location, accessibility requirements, local amenities and transport links.

Find out more:



CAMPUS EVENTS

The Student Relations team and its voluntary Student Ambassadors work to engage with students and assist the running of student-centred events across each campus. The team runs Freshers Week, social events, hosts competitions, cultural events and activities.

For further information email: Student.Relations@qa.com



STUDENT FINANCE

Our Student Finance Team are here to help, and are available from Monday to Friday 9am – 5:30pm.

If you would like to arrange a personal meeting email: QAHEFinanceSupport@qa.com or attend one of the drop-in sessions on campus.

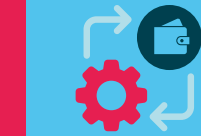
STUDENT DISCOUNT

As a student you are eligible to sign up to various student discount platforms including UniDays, Student Beans and Totum Card, allowing you to get discount across a wide variety of retailers. You may also be eligible for a student rail card for discounted train travel.



BUDGET CALCULATOR

Use our free tool to understand where your money goes and make better decisions about how you manage your money.



For more advice take a look at the Financial Support guide here:



STAY CONNECTED & SHARE YOUR JOURNEY

Be the first to hear about events, news & student life - follow us on social media! Why not take a selfie on campus and tag us to get featured!

- @qahighereducation
- QAHigherEducation
- qa-higher-education

