INTRODUCTION

The guide has been developed by student services and is aimed at both academic and professional support staff to advise students about support available to them and how to access services that they might need. The College is committed to providing a range of services that will enhance the student experience, improve student retention and assist students in the successful progression through their studies.

Student Services are committed to working alongside teaching staff to this aim both by supporting teaching staff in dealing with issues that might arise within the teaching environment, and advising the most appropriate place to refer students.

The guide cannot address every situation that might arise and Student Services will be happy to try and advise on dealing with issues that are outside the remit of this guide.

Contents

If a student raises financial concerns with you, or if you are concerned, you should invite them to meet you in a safe space where you can tell them what you have noticed and ask them if there is anything they might need to talk about or need support with. Set and communicate time limits for meetings with students and ensure you maintain your own professional boundaries. Be careful not to take the role of a counsellor / friend / parent with students or promise support beyond the limits of your professional role. It is important to support students to access suitable services.

- When a student needs support with academic skills
- Careers advice
- Childcare
- If you suspect a student may have Dyslexia or another Specific Learning Difficulty (SpLD)
- International AND EU Students
- When a student is considering withdrawing, interrupting or changing their studies
- IT facilities
- Library
- My Birkbeck Student Advice Centre
- Student accommodation
- If you have concerns about student behaviour, or a student is being disruptive in class
- Student complaints
- When a student has emotional difficulties
- When a student has a query about student finance, funding or has financial difficulties