Section 16 Student support and wellbeing

16. Student support and wellbeing

Information regarding central wellbeing and support services, including what services are offered, locations and contact information.

16.1. Support services

16.1.1. UCL Student Support and Wellbeing

UCL is committed to the wellbeing and safety of its students and tries to give assistance wherever possible to ensure that studying at UCL is a fulfilling, healthy and enjoyable experience. There are a wide range of Student Support and Wellbeing Services available (see Student Support and Wellbeing | UCL Students.)

You should be aware that, while there are many services on offer, it is your responsibility to seek out support and you need to be proactive in engaging with the available services. Your Personal Tutor, Programme Director, and Programme Administrator can help you find the support services that best suit your needs.

16.1.2. The Student Enquiries Centre

Please note that information on the Student Enquiries Centre opening times may be subject to change due to Covid-19 – please check Student Enquiries Centre page for current information. Students can also direct their queries to askUCL, UCL’s online enquiries system and self-help centre.

The Student Enquiries Centre (SEC) provides front-line administrative services to UCL students and is an excellent source of information about UCL in general and all of the services provided by Student and Registry Services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Usage</th>
<th>Hours of service</th>
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<tbody>
<tr>
<td>askUCL Equity (online)</td>
<td>You can access support online via the askUCL service, which is our self-help centre and student enquiry system (see askUCL</td>
<td>09:00-18:00 (UK time) on Monday to Friday</td>
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<td></td>
<td>Students - UCL.)</td>
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### askUCL Live Chat (online)

You can chat with the SEC via a new askUCL live chat service, which is being piloted to help to support students who need a quick answer on enrolment matters (see [Real Time Chat | UCL Students - UCL](#)).

- **09:00-11:00 (UK time) on Monday, Wednesday, & Friday**
- **15:00-17:00 (UK time) on Tuesday & Thursday**

### Telephone enquiries

You can call the SEC via their telephone service (see [Student Enquiries Centre | UCL Students](#)). To make an enquiry, call +44 (0)20 3108 8836, and have your Student ID ready to verify your identity to the agent.

- **10:00 - 16:00 (UK time) on Monday, Tuesday, Wednesday, & Friday**
- **11:00 - 16:00 (UK time) on Thursday.**

### Further information:

- [askUCL | UCL Students](#)
- [UCL Student Centre | UCL Students](#)

### 16.1.3. Disability, Mental Health and Wellbeing team

The **Disability, Mental Health and Wellbeing Team** in Student Support and Wellbeing provide a safe, confidential and non-judgemental space, in which students can discuss any wellbeing, mental health and/or disability concerns that may be affecting their ability to study. This encompasses any personal or emotional challenges students may be experiencing, mental health difficulties such as anxiety or depression and long-term health conditions. The service also supports students with physical and sensory impairments, specific learning difficulties, and autistic spectrum conditions. As well as arranging for adjustments to learning environments, the team loan out specialist equipment. They provide one-to-one tutoring and support for students with specific learning difficulties and mentoring for students with mental health conditions.

### Further information:

- [Support for disabled students | UCL Students](#)
- [Support for wellbeing and mental health | UCL Students](#)

### 16.1.4. Student Psychological and Counselling Services

**Student Psychological and Counselling Services** (SPCS) is dedicated to helping UCL students with personal, emotional and psychological concerns. The SPCS team is diverse and consists of a variety of highly trained and experienced professionals, who offer short-term cognitive-behaviour therapy (CBT) and psychodynamic support. There are currently two psychiatrists and ten therapists on staff with varying kinds of psychological training and expertise.

Students wishing to access counselling through SPCS need to first complete an online registration form via the SPCS website.

Further information:
- [Student Psychological and Counselling Services | UCL Students](#)

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### 16.1.5. International Student Support

The **International Student Support Team** provides specialist support and advice for all non-UK students at UCL. They help international students settle into life in the UK and make the most of their time at UCL and in London. This includes practical guidance on healthcare, banking, transport and safety, as well as information about the International Student Orientation Programme (ISOP.)

Further information:
- [International Students | UCL Students](#)
- [Support for international students | UCL Students](#)

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### 16.1.6. Study Abroad Support

⚠️ Please note that information on Study Abroad may be subject to change due to Covid-19 – please check the [Study Abroad website](#) for current information, and with the Programme Administrator.

The **Study Abroad Team** provides administrative and welfare support to all undergraduate students undertaking a period abroad as part of their studies, working with colleagues across academic departments in order to advise and guide students from application through to their return to studies at UCL. The team coordinates a diverse portfolio of global student opportunities via different projects: Student Exchanges and Exchange Agreements, the Erasmus Scheme, Study Abroad, Global Experience (Summer Schools, internships, short-term mobility.)

Further information:
- [Go Abroad | UCL Students](#)
- [Support for students on Study Abroad | UCL Students](#)
16.1.7. Accommodation

Please note that information on UCL Accommodation may be subject to change due to Covid-19 – please check the UCL Accommodation website for current information.

UCL Accommodation provides a range of housing options which includes two Halls of Residence (catered), self-catered Student Houses and Intercollegiate Halls (both catered and self-catered) shared with other colleges of the University of London. Each Hall has a designated Warden supported by a number of live-in Student Residence Advisers (SRA) to provide support for students and to foster a positive environment within the accommodation.

Further information:

- Accommodation | UCL Students
- Support from Wardens and Student Residence Advisers | UCL Students
- Support for students in need of emergency accommodation | UCL Students

16.1.8. Financial support

The UCL Student Funding Office provides a central service aimed at supporting students with money matters. We can assist with scholarship, bursary and loan queries, and help signpost students to sources of funding. We also offer a range of resources and tips on money management. The easiest way to access our information and guidance is online, but for students with more complex circumstances an appointment can be booked with one of our Student Funding Advisers.

Further information:

- Support for financial issues | UCL Students
- Manage your money | UCL Students

16.1.9. Student of Concern

There are many sources of support for students who are having difficulties, but sometimes it is hard to know how to help a student who appears to be struggling, particularly if they seem unwilling or unable to seek the help they need. Anyone concerned about the behaviour of a student, who believes the problem may be related to health and wellbeing issues, is encouraged to complete the online Student of Concern Form.

Depending on the concerns raised, Student Support and Wellbeing may respond by offering support or advice to the student or the person who submitted the form, liaise with support services or, if necessary, work with the relevant authorities to ensure the student is safe.
16.2. Other sources of support

Information about registering with a doctor and out-of-hours support services.

16.2.1. Registering with a doctor

Please note that information on registering with a doctor may be subject to change due to Covid-19 – please check the relevant websites for current information.

You are strongly encouraged to register with a doctor as soon as possible after you arrive in London so that you can access healthcare quickly if you become ill or injured. When attending a university in the UK, students under the age of 25 are also advised to be vaccinated against meningitis (ACWY.)

The Ridgmount Practice is a National Health Service (NHS) practice providing healthcare for students living within its catchment area (i.e., near the main UCL campus). You can also choose to register with a practice closer to where you live if you prefer. The Ridgmount Practice also runs a walk-in surgery which any UCL student can attend, even if they are not registered with the practice.

Further information:
- Registering with a doctor (GP) | UCL Students
- Ridgmont Practice | NHS UK

16.2.2. Out-of-hours support and information helpline

UCL works in partnership with Care First to provide an out-of-hours support, information, and counselling helpline. The helpline is free of charge and includes access to information specialists who are trained by Citizens Advice and to professionally qualified and BACP-accredited counsellors who can help students with a range of emotional and psychological difficulties.

Further information:
- Care First - phone and online support | UCL Students
16.2.3. Mental health and wellbeing crisis support (immediate and urgent help)

If a student needs urgent help themselves or are concerned that someone else does, they should reach out immediately to get the support required.

⚠️ Emergencies - immediate danger of harm

If someone is experiencing a mental health or wellbeing crisis and is in immediate risk of harming themselves or someone else then call the UK Emergency Services directly on 999 (or +44 (0)20 7230 1212 internationally) (or alternatively if you are deaf or hard of hearing then you can use the UK textphone service on 18000.)

An ambulance will be able to bring the person in crisis directly to the Accident & Emergency (A&E) department of their local hospital to get urgent help. For students in the UK, University College Hospital (UCH) is the nearest A&E department to campus and has a dedicated mental health unit.

⚠️ Urgent support - students in distress

If a someone is feeling distressed, urgent support can be obtained by contacting:

- The student’s GP surgery to request an emergency appointment.
- The free NHS out-of-hours medical line on 111.
- The Samaritans on 116 123 to talk to someone at any time, day or night.
- The Nightline service on +44 (0) 207 631 0101 to talk to someone overnight during term time.

Further sources of support are available via the Crisis support | UCL Students pages.

If you assist someone in accessing crisis support and are concerned for their wellbeing or safety, please complete the Student of Concern Form to inform Student Support and Wellbeing providing as much information as you can. The Student Support and Wellbeing Team will treat any such reports with sensitivity and will seek to provide appropriate support to the student concerned.
16.3. Equity, diversity, and inclusion support

The Equality, Diversity and Inclusion Team aims to acknowledge, understand, and tackle structural inequities and unjust social power imbalances that affect our communities across the institution. This means recognising how we got here and what needs to be done to ensure equity, inclusion and belonging for those who are not systemically privileged by our society. UCL is a place where people can be authentic and their unique perspective, experiences and skills seen as a valuable asset to the institution.

The Equality, Diversity and Inclusion website brings together a range of information on issues relating to race, gender, religion and belief, sexual orientation, gender identity, and disability amongst other equalities initiatives at UCL.

**Equity, diversity, and inclusion at Computer Science**

At UCL Computer Science, we are committed to supporting and promoting equity, diversity and inclusion. We believe in inspiring, empowering and engaging people from all backgrounds, cultures, identities and abilities and creating fair opportunities for all our students and staff members. The department has established an EDI Committee, with staff and student members, which aims to develop a long-term EDI strategy, identify and propose long, medium and short-term priorities, and draw up action plans enhance EDI within our community.

**Further information:**

- [Equity, Diversity & Inclusion | UCL](#)
- [Equity, Diversity & Inclusion | UCL Computer Science](#)
- [Inclusion Leads | UCL](#)
- [Support for students who are pregnant or adopting | UCL Students](#)
- [Support for students with children | UCL Students](#)
- [Support for students of faith | UCL Students](#)
- [Support for LGBTQ+ students | UCL Students](#)

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16.4. Harassment and bullying policies

*Information on UCL’s Zero Tolerance policy on harassment and bullying.*
16.4.1. Harassment and bullying

Every student and member of staff has a right to work and study without experiencing harm. Bullying, harassment, sexual misconduct and/or domestic abuse of one member of our community by another or others is never ok. UCL is working to eradicate these issues and seeks to promotes an environment in which they are known to be unacceptable and where individuals have the confidence to raise concerns in the knowledge that they will be dealt with appropriately and fairly.

UCL staff and students have access to an online reporting tool called Report and Support, through which they can report any issues anonymously or contact an advisor to make an informed decision about their options.

Examples of unacceptable behaviour include, but are not limited to:

- Intimidating, hostile, degrading, humiliating or offensive behaviour which has the purpose or effect of violating a person's dignity or creating an intimidating environment.
- Unwanted conduct related to a protected characteristic that has the purpose or effect of violating a person’s dignity. The unwanted conduct can be physical, verbal, or non-verbal.
- Unacceptable behaviour of a sexual nature such as sexual harassment, invitations, comments, coercion and promised advancement in exchange for sexual access.

If you experience these sorts of behaviours, you can report it and/or access support via Report and Support. You can choose to be contacted by an advisor or to make your report anonymously. With either option, you can give as much or as little detail as you wish. The reports are strictly confidential and only shared on a need to know basis.

You can request to speak to all the following advisors:

- Dignity Advisor.
- Crime Prevention and Personal Safety Advisor.
- Human Resources Business Manager (if it’s about a member of staff).
- Student Mediator.
- Student Support and Wellbeing.

The department is committed to ensuring its staff and students are treated with dignity, and we strongly encourage you to report any instances of harassment or bullying that you witness or experience.

Further information:

- Report & Support | UCL
- Policies on conduct and behaviour | UCL Students
- Dignity | UCL
- Student Mediator service | UCL
- Advice Service | Students Union UCL
- Active Bystander | Students Union UCL

16.4.2. Support for students who have been affected by sexual violence and/or domestic abuse

UCL will do its utmost to support anyone who has been, or is being, affected by sexual violence and/or domestic abuse. If you would like to talk to somebody at UCL, the Student Support and Wellbeing Team can offer advice on the support available both internally and externally.
Further information:

- [Support and wellbeing | UCL Students](#)
- [Report & Support | UCL](#)