

Student Services



UNIVERSITY COLLEGE
BIRMINGHAM



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Student Services
University College Birmingham
Summer Row
Birmingham B3 1JB
Phone: 0121 6041000
Fax: 0121 6085551
E-mail: studentservices@ucb.ac.uk



Accommodation: Rebecca Hesom
r.hesom@ucb.ac.uk

Budget Counsellor: Claire Hopkins
c.hopkins@ucb.ac.uk

Student Services Officer: Andrew Linforth
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Careers and Employability: Hazel Foggin/Helen Hook
h.foggin@ucb.ac.uk h.hook@ucb.ac.uk

College Nurse: Linda Taylor
collegenurse@ucb.ac.uk

College Counsellor: Janet McLoughlin
j.mcloughlin@ucb.ac.uk

Receptionist: Lisa Bridges
l.bridges@ucb.ac.uk

Student Services Manager: Rob Stafford
r.stafford@ucb.ac.uk

WHAT IS STUDENT SERVICES?

Student Services is a one stop shop for any queries or problems you may have while you are a student at UCB. Based on 7th Floor of the Summer Row Building we are dedicated to assisting you from your first day on campus to the day you graduate and beyond. We offer guidance on Student Finance, your finances, finding a job, medical advice, counselling, accommodation, Council Tax exemption and much more! We are open 9am to 5pm Monday to Friday and are always ready to help with any query whether UCB related or not.



Helping you succeed

What can Student Services do for you whilst you study at UCB?

Student Services are here to help you anyway we can. With the exception of the College Counselling Service there is no need to book an appointment simply call or drop in to the **7th Floor Summer Row Building** and in most cases we can deal with any problem or query you have right there and then.

Student Finance Assistance

We can discuss with you any queries you have regarding funding from Student Finance England. If you are experiencing any detailed difficulties we can also arrange a one to one appointment to provide guidance on your options simply call Drew on **0121 6041000 ext: 2233**

Budget Counselling

We have a dedicated Budget Counsellor position that deals directly with the **Learner Support and Access to Learning Funds** to help students meet financial hurdles while at UCB. These include purchasing equipment for your course if you are an FE student or helping you if you are experiencing financial issues as an undergraduate. This is a drop in service, but please be aware that during busy times the Budget Counsellor may not be able to see you immediately. Contact



Claire for more information.

Careers and Employability Service

We have an outstanding Careers team that have received the Matrix standard of excellence. They will be available **9am-5pm Monday to Friday within the Careers & Employability Centre, Summer Row Building**. They can advise you on contacting potential employers, creating CV's and running through mock interviews and employability workshops to help prepare you for the real thing.

The College Nurse

Linda our Nurse is available **7.30am-4pm Monday to Friday** in the **Student Services Suite on the 7th Floor Summer Row Building** should you need any assistance or medical advice while you are studying with us. She can provide information on how to register with a local GP, sexual health, immunisations, and any other medical question you need answering. She can also supply the odd plaster, bandage or paracetamol.



Counselling Service

Our College Counsellor runs an appointment based confidential service to discuss with you any problems you may have while at UCB. She provides support, referral information, Extenuating Circumstances references and is also an equal opportunities advisor. To make an appointment simply call Lisa on **0121 6041000 ext: 2269**.

Accommodation

The Accommodation Manager is also based in the Student Services Suite at Summer Row. If there are any queries with your accommodation always contact the Hall Managers first at the on site reception. If however there are any issues you would like to discuss further contact Rebecca Hesom via the reverse details.

Council Tax Exemption

As a full time student you are entitled to Council Tax exemption. To receive your form simply come to the Student Services Reception and see Lisa with your ID card. You will only have to do this if you are living in private accommodation, our Halls are Council Tax exempt already.

Summary

Remember we are always here to help at Student Services. If you are concerned about anything or simply need some guidance just come to the **Student Services Suite, 7th Floor Summer Row Building Monday to Thursday 9am-5pm, Friday 9am to 4pm** or email the relevant contacts on the reverse of this pamphlet.

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