The Department of Student Services consists of:

**Careers and Employability Centre**  
Bridgeman Building (map ref. 53)

Make coming to talk to us one of your priorities. From your 1st year onwards we have professional, friendly staff who can provide information on careers, placements and graduate jobs through individual appointments, group presentations and workshops, helping you to identify a career direction that’s right for you. We also organise the Loughborough Employability Award and advise students with questions about course changes or transfers. With practical guidance on CVs, interviews and assessment centres, and lots of careers fairs and employer presentations, the focus is all about enhancing your employability.

T 222051/2  
W http://careers.lboro.ac.uk  
E careers@lboro.ac.uk

**Centre for Faith and Spirituality (CFS)**  
Ground Floor, Brockington Building (map ref. 69)

Help with spiritual, ethical and moral concerns with places to pray, meditate or just to meet others. University Chaplains are available here to support anyone irrespective of their religious or spiritual beliefs. Further information and contact details can be found on the Chaplains website and on CFS notice boards.

T 223741  
W www.lboro.ac.uk/services/cfs  
E cfschaplains@lboro.ac.uk
Counselling Service
Bridgeman Building (map ref. 53)
The University Counselling Service has a well-established and experienced team of counsellors who offer students an opportunity to talk and reflect with a professionally trained person who is outside their immediate situation. Students can talk to us about any personal, social or emotional concern whether it is affecting their studies or not. Counselling can’t take away life’s difficulties but can help students to find ways forward, make decisions, gain new perspectives, discover solutions and come to terms with and manage challenging life events. We offer face to face counselling, online counselling using our specially designed secure encrypted system and workshops for students on a range of topics relevant to student life.

T 222148
W www.lboro.ac.uk/services/cds/counselling/
E ucs@lboro.ac.uk

Disability Office
Bridgeman Building (map ref. 53)
We provide support and practical advice for disabled students, including students with long-term health conditions, those on the autistic spectrum, and students with Specific Learning Differences (e.g. dyslexia, dyspraxia). We also offer screening for students who think they may be dyslexic. The staff work closely with academic staff who are teaching disabled students to ensure appropriate adjustments and support are in place, and we also carry out assessments as part of the Disabled Students Allowance process.

T 222770
W www.lboro.ac.uk/services/cds/disability
E disability@lboro.ac.uk
Mental Health Support Team  
Bridgeman Building (map ref. 53)  
We assess student’s educational support needs arising from mental health difficulties and provide practical support to try to enable students to cope with these difficulties. We provide information about mental health issues and useful services while liaising and making arrangements within the University to take into account a student’s mental health difficulties. We can help manage crisis situations and liaise with external services when required.  
T 228338  
W www.lboro.ac.uk/services/cds/mental-health  
E mhst@lboro.ac.uk

English Language Support Service  
Bridgeman Building (map ref. 53)  
The English Language Support Service provides a range of support for both UK and international students with regard to academic English and Study Skills. Look on Learn for details of the classes and workshops that we run throughout the academic year, and to find our self-access study materials.  
T 222058  
W www.lboro.ac.uk/elss  
E elsu@lboro.ac.uk
Student Advice and Support Service

Bridgeman Building (map ref. 53)

The Student Advice and Support Service offers a free professional advice service for all students (current and prospective), covering student finance problems, money matters, housing (including contract checks prior to signing) and legal issues. The service also provides tailored support for international students, including advice on immigration, police registration and personal issues associated with living and studying in the UK.

T  222058
E  advice@lboro.ac.uk
W  www.lboro.ac.uk/sass

Medical Centre

The GP Practice on campus provides a range of NHS services and is open from 08.00-5.30pm Monday to Friday.

T  01509 222061

A doctor is available for emergencies only when the Practice is closed overnight and at weekends.

T  0845 0450557
W  www.lboro.ac.uk/service/medcentre/
Published by the Department of Student Services

An electronic, text only, Word version of this leaflet is available on the Student Services website

www.lboro.ac.uk/studentservices
Hall Wardens

Hall Wardens, supported by sub-wardens are available to give advice and support to students living in halls.

For contact details see website and University phone book.

http://lboro.ac.uk/studentservices

Community Wardens

The Community Warden team are available to help all students living off campus in Loughborough. The team provide support for students living in the local community for a range of issues including welfare and practical support if necessary. The Team also work hard to foster positive relationships with the local community to give students the best possible experience while living in the wider Loughborough Community.

www.lboro.ac.uk/community-wardens
Other important student services

Confide

Members of Confide are available to talk to any students in confidence about issues of harassment and/or bullying and will offer support, advice and assistance in seeking a satisfactory solution. Contact details may be found on the website below:

T 223792 (Confide Co-ordinator/HR Adviser)
W www.lboro.ac.uk/services/hr/confide/
E confide@lboro.ac.uk

Income Section

Student Counter, Rutland Building (map ref. 83)

For the payment of tuition fees and accommodation charges.

T 223538  E  student-finance@lboro.ac.uk

IT Services

PC Clinic, University Library, Main Floor (map ref. 24)

IT Services supports learning and teaching, as well as research and administration, providing a range of information technology and communication facilities and support in their use, to students and staff. The PC Clinic also provides FREE support for the use of your own computer. Most IT facilities are available 24 hours a day. For help, information or advice please contact the PC Clinic in person, or the IT Service Desk via telephone or email.

T 01509 222333  W www.lboro.ac.uk/services/it
E it.services@lboro.ac.uk  Twitter @LboroITServices
Mathematics Learning Support Centre

Room ED.1.01 Angela Marmont Building (map ref. 73)
Room W.1.42 Sir David Davis Building (map ref. 14)

We provide study space, one-to-one drop-in help and resources for students of all disciplines who wish to improve their knowledge of mathematics or statistics.

A Statistics Advisory Service is available for postgraduate and final-year undergraduate project students.

T 228250
W http://mlsc.lboro.ac.uk
E mlsc@lboro.ac.uk
Security

The Security Service is on duty 24 hours a day throughout the year. They respond and deal with all emergencies on the campus and can also assist you in relation to crime and traffic issues as well as other matters whenever other services are not available.

Security Control Room – 24 hour cover
T  (01509) 222141

Parking Permits/Lost and Found Property
T  223751 or 223753
E  securityadmin@lboro.ac.uk

Emergencies
Internal phone 888 or Freephone 0800 526966
W  www.lboro.ac.uk/service/fm/security
E  security@lboro.ac.uk
Student Accommodation Centre

University Road (map ref. 49)

Accommodation is an important part of the Loughborough experience. The Student Accommodation Centre Team are here for you – providing accommodation, advice and support for living on or off campus. Talk to us before looking elsewhere! Live, study, enjoy.

T 222258/53
W http://accommodation.lboro.ac.uk
E sac@lboro.ac.uk for on campus halls accommodation
findahouse@lboro.ac.uk for off campus accommodation

Academic Skills and the Library

The Library offers training, advice and online resources designed to help you develop the academic skills you will need to make the most of your course and make best use of all the information sources available to you. Workshops are available to develop your information searching techniques and enhance your academic skills in areas such as time management, report writing and oral presentations.

T 222360
W Academic skills: www.lboro.ac.uk/services/library/skills
E Contact us: www.lboro.ac.uk/services/library/contact
Student Enquiry Desk
Rutland Building (map ref. 83)
Responds to enquiries from students regarding tuition fee loans, registration, programme changes, assessment and graduation. Produces bank letters, council tax certificates and other student certification documents. A full range of self-help information is also available at the web address below.

T 222491
W www.lboro.ac.uk/registry/student
E studentenquiries@lboro.ac.uk

Student Voice
Students’ Union Building (map ref. 86)
Students Voice exists to give free, independent and non judgemental advice and representation for students who are in dispute with the University in areas of academic misconduct, impaired performance, academic appeals, student disciplines and advice on formal complaints.

T 635072
W www.lsu.co.uk/voice
E voiceadvisor@lsu.co.uk