



CAREERS NETWORK Bridgeman Building

From your first term onwards we can help you to:

Research your career
Understand your skills and strengths, research your career options and start networking early using *Lboro Connect*.

Develop your skills and employability
Use your University experience to develop the Loughborough Graduate Attributes and enhance your future career.

Get a placement or work experience
Find out about placements, internships and other work experience.

Find jobs and opportunities
Access our extensive job search database *Careers Online* to search for placements, work experience and graduate jobs.

Meet employers on campus
Attend our careers fairs and employer presentations, where 100s of organisations are keen to meet students from 1st year onwards.

Make applications
Create effective CVs, covering letters and application forms and perform confidently at assessment centres and interviews.

See the Careers Network website for more information.

T: 01509 222039
E: careers@lboro.ac.uk
www.lboro.ac.uk/careers



STUDY SUPPORT SERVICE Bridgeman Building

We offer specialist 1:1 academic tutoring for students with study support recommended in their Disabled Students Allowance.

This is student-centred and designed around individual needs. It involves an exploration of your own learning along with developing the strategies most appropriate to you. We also offer screening for a range of specific learning differences (such as dyslexia).

T: 01509 228342
www.lboro.ac.uk/services/cds/dyslexia

ACADEMIC AND PRACTICAL SUPPORT SERVICE Bridgeman Building

We provide a range of support for students including taking notes in lectures, readers and scribes in exams and physical and mobility assistance for students who have evidence of a disability or long term medical condition.

T: 01509 222770
E: academicandpactical@lboro.ac.uk



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UNIVERSITY COUNSELLING SERVICE Bridgeman Building

We have an experienced team of counsellors who offer students and staff an opportunity to talk with a professionally trained person who is outside their immediate situation about any personal, social or emotional concern whether or not it is affecting their studies or work.

We offer counselling face to face and online counselling using our secure encrypted system. We also offer telephone consultations for staff on work related matters where it may be helpful to talk the situation through with an independent person.

T: 01509 222148
E: ucs@lboro.ac.uk
www.lboro.ac.uk/services/cds/counselling



DISABILITY SUPPORT SERVICE Bridgeman Building

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 (eg dyslexia, dyspraxia). We work closely with academic staff, who teach disabled students, to ensure appropriate adjustments and support are in place. Assessments can also be carried out on the premises as part of the Disabled Students Allowance process.

T: 01509 222770
E: disability@lboro.ac.uk
www.lboro.ac.uk/services/cds/disability

MENTAL HEALTH SUPPORT SERVICE Bridgeman Building

We assess students' educational support needs arising from mental health difficulties and provide practical support to enable students to cope with these difficulties. We provide information to staff and students about mental health issues and useful services for students. We liaise with external services when required and can make arrangements within the University to take into account a student's mental health.

T: 01509 228338
E: mhst@lboro.ac.uk
www.lboro.ac.uk/services/cds/mental-health

ACADEMIC LANGUAGE SUPPORT SERVICE Bridgeman Building

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: 01509 228325
E: elsu@lboro.ac.uk
www.lboro.ac.uk/elsu

STUDENT ADVICE AND SUPPORT SERVICE Bridgeman Building

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 other issues.

The service also provides tailored support for international students, including advice on immigration and police registration.

T: 01509 222765
E: advice@lboro.ac.uk
www.lboro.ac.uk/sass



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CENTRE FOR FAITH AND SPIRITUALITY (CFS) 1st Floor, Edward Herbert Building

We provide 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 CFS website and notice boards.

T: 01509 223741
E: cfschaplains@lboro.ac.uk
www.lboro.ac.uk/services/cfs

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 can be found on the website below.

T: 01509 222769
(Head of Counselling and Disability Service)
E: Confide.Student@lboro.ac.uk
www.lboro.ac.uk/services/hr/confide



LOUGHBOROUGH DOCTORAL COLLEGE

Loughborough Doctoral College is responsible for Doctoral Researchers at both Loughborough and London campuses.

The Doctoral College brings together administrative and development activities from across the University, supports the management of research degrees, oversees recruitment of Doctoral Researchers, ensures the quality of research degree programmes, and provides specialist training to enable Doctoral Researchers to develop a range of research and transferable skills.

E: doctoralcollege@lboro.ac.uk
Tw: @LboroDocCollege
www.lboro.ac.uk/doctoral-college

GRADUATE HOUSE

Graduate House is a dedicated facility at the centre of the Loughborough campus for Doctoral Researchers, Masters students and mature students. It includes the Graduate Hub, a flexible study/social space with a communal kitchen, which is open evenings and weekends.

MATHEMATICS LEARNING SUPPORT CENTRE Room SCH.0.20 Schofield Building Room WPT.0.07 West Park Teaching Hub

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: 01509 228250
E: mlsc@lboro.ac.uk
FB: [ITServices.lboro](https://www.facebook.com/ITServices.lboro)
http://mlsc.lboro.ac.uk

THE EUREKA CENTRE FOR MATHEMATICAL CONFIDENCE Room SCH.0.20 Schofield Building

We have a team of specialist tutors who can offer support for students with an identified need such as dyslexia, dyscalculia or those who are low in mathematical confidence or who are maths anxious.

T: 01509 228250
E: mlsc@lboro.ac.uk

HALL WARDENS

Hall Wardens, supported by sub-wardens are available in each of our halls of residence and provide pastoral and welfare support throughout the year.

See website for contact details.

www.lboro.ac.uk/services/student-services/support/youraccommodation/hall

COMMUNITY WARDENS

The Community Warden team is available to help all students living off campus in Loughborough. The team provides support for students living in the local community for a range of issues including welfare and practical support if necessary.

The team also works hard to foster positive relationships with the local community to give students the best possible experience whilst living in the wider Loughborough Community.

www.lboro.ac.uk/community-wardens



MEDICAL CENTRE

The GP Practice on campus provides a range of NHS services and is open from 8.00am-5.30pm Monday to Friday with emergency cover until 6.30pm. A doctor is available for emergencies outside these hours throughout the year and can be contacted by calling the main number below and listening to the message.

T: 01509 222061
(Out of hours call 111)

www.lboro.ac.uk/service/medcentre

WELFARE AND DIVERSITY

Loughborough Students' Union

The Welfare and Diversity section of the Students' Union is about promoting positive health and wellbeing, and ensuring diverse and underrepresented students have a voice in the Students' Union and University.

During your time at University you may face a problem: whether it's to do with accommodation, homesickness or your mental health, the Welfare and Diversity Executive Officer can help you find the right support for you.

There are six different student-led associations you can join including the Mature Students' Association, LGBT+ Association, Women's Network, Ethnic Minorities Network, Disability Support Network and HeadsUp! who promote positive mental health. Throughout the year there are different events, workshops and campaigns you can get involved in, focusing around health and wellbeing, culture, faith and liberation.

www.lsu.co.uk/getinvolved/welfare



STUDENT ENQUIRIES

Rutland Building

Student Enquiries is available to help you with University administrative processes, including registration, payment of tuition and accommodation fees, tuition fee loans, your student record, programme changes, assessment and graduation. A full range of self-service information is available at the web address below and you may also request bank letters, council tax certificates and other student certification documents from the counter in the Rutland Building. The counter opening times are published on the webpage below.

T: 01509 222491 E: studentenquiries@lboro.ac.uk

www.lboro.ac.uk/students/enquiries

LOUGHBOROUGH NIGHTLINE

Loughborough Students' Union

Loughborough Nightline is a confidential, non-advisory, out of hours student listening service that students can contact by phone or email, with anything that may be on their mind. It is run by students for students of Loughborough. Fully trained volunteers are available to talk to whatever the issue. Our phone line is open from 8.00pm until 8.00am on certain days of the week during University term time. Visit our website for current opening hours.

T: 01509 227650 E: listening@loughborough.nightline.ac.uk

Loughborough.nightline.ac.uk/webim www.lsu.co.uk/getinvolved/welfare/nightline

STUDENT VOICE

Students' Union Building

Student Voice is a confidential and non-judgmental service here to help you with any issues you have with your course or the University.

We can help you with a range of areas, including academic misconduct, appealing results, disciplinary allegations, Mitigating Circumstances claims, or if you wish to make a complaint. The service also runs the Peer Support scheme and supports Programme Reps and Presidents.



STUDENT ACCOMMODATION CENTRE

University Road

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!

T: 01509 274488

E: sac@lboro.ac.uk for on campus halls accommodation
E: findahouse@lboro.ac.uk for off campus accommodation

www.lboro.ac.uk/accommodation

CAMPUS LIVING

For details of the main food and drink services available see the website below.

We also run a cashless payment system through the staff /student ID card offering discounts in the outlets across campus.

www.lboro.ac.uk/food-drink

THE LIBRARY AND ACADEMIC SKILLS

The Library provides access to high quality information resources, a flexible learning environment providing both individual and group study spaces, IT facilities, and support for developing your academic skills.

A team of Academic Librarians offers workshops and online guidance to develop your information searching techniques and enhance your skills in areas such as reading, report writing and referencing. Academic Librarians are also happy to provide individual help and support with your coursework, dissertation or project via email or in person, saving you time and helping you to achieve better grades.

T: 01509 222360

E: library@lboro.ac.uk

www.lboro.ac.uk/services/library



CREATIVE AND PRINT SERVICES

Herbert Manzoni Building

We provide staff and students with professional design, print, photography, video and web design services. The in-house print unit is equipped with the latest print technology and offers services including post and parcels services, high volume copying, full colour printing and large poster printing, finishing, binding and laminating, office supplies and ID card services. We are also responsible for managing all aspects of the University's corporate identity.

T: 01509 222190

E: creativeandprint@lboro.ac.uk

www.lboro.ac.uk/creativeandprint

IT SERVICES

PC Clinic, University Library, Main Floor

IT Services provide a wide range of IT and communication facilities including access to free specialist software.

To support you through your studies and work, the supported Microsoft Office 365 platform delivers a whole range of cloud-based services including, a free copy of Microsoft Office, unlimited data storage with OneDrive for Business and a hosted email service accessible from anywhere.

Visit one of the many open-access computer labs across campus (most are open 24 hours a day).

Make sure you take advantage of our key IT services, see our IT Toolkit for details at www.lboro.ac.uk/it/toolkit.

For help, information or advice visit the PC Clinic in the Library, or contact the IT Service Desk via telephone or email.

T: 01509 222333

E: it.services@lboro.ac.uk

www.lboro.ac.uk/services/it

SECURITY

The Security Section 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

Emergencies

Internal phone 888 or Freephone 0800 526966
E: security@lboro.ac.uk

Parking Permits/Lost and Found Property

T: 01509 222143 or 01509 223751
E: securityadmin@lboro.ac.uk

www.lboro.ac.uk/security