

HELP & ADVICE...

Great Britain is a fun, bustling and exciting place to enjoy your student life and hopefully it will be an exciting and rewarding experience, however it is also possible that there will be times when you are in need of some guidance or support during your stay. This is particularly true during the initial few weeks in Britain when it is not uncommon for students to experience some level of difficulty settling into a new environment. If you do experience any problems then try to seek help as soon as possible.

WHO TO GO TO IN YOUR UNIVERSITY OR COLLEGE

Most larger colleges and universities have a range of support staff who are available for international students. Many of these will be introduced or discussed during your college welcome programme or 'orientation' so do try to attend.

Many universities will have one or more 'International Officers' and/or 'International Student Advisers' who will often be the main contact for international students and will be able to provide advice on a wide range of issues - in particular things such as immigration, working, financial problems and university/college regulations.

For academic matters your personal tutor is often a good person to talk to. Many institutions also offer a counselling service where students can discuss any emotional issues in confidence with a trained professional.

If you are having emotional or spiritual needs then your chaplain is a good person to contact regardless of your faith. Another source of help is the Student Union who act wholly independently of the university.

Some unions will have a dedicated International Student Officer who is there to represent your views to the college.

ALSO TRY

UKCISA - The UK Council for International Student Affairs, is the main organisation looking after the needs and interests of international students in the UK. UKCISA's student advice line is open on weekdays from 1 - 4 p.m. for general advice on immigration and welfare matters. Tel: **020 7107 9922** or look on their website: **www.ukcisa.org.uk**.

IN AN EMERGENCY

If you need the police, an ambulance or the fire brigade in the UK dial **999** from any telephone.

The police in Britain are (normally) not armed, are very friendly and are there to help. Only call **999** in an emergency, otherwise you can find your nearest station in a telephone book or on the internet: **www.met.police.uk/local**

LEGAL ISSUES

If you do happen to encounter any legal problems while in Great Britain then seek advice as soon as possible from your university or one of the welfare offices that have already been discussed earlier in the guide.

TELEPHONE ADVICE LINES

There are many specialist helplines which provide confidential advice and support. They will not tell anyone about your call. Some of the lines are very busy, but don't give up, try again, perhaps at a different time of day. Although numbers beginning with '0800' are normally free of charge, on a mobile they may cost, so check with your provider.

LISTED BELOW ARE A FEW THAT HOPEFULLY YOU WILL NOT NEED BUT IN CASE YOU DO:

CRUSE BEREAVEMENT

tel: **0844 477 9400**
www.crusebereavementcare.org.uk
Mon-Fri, 9 - 5.30 p.m.

Help and advice when someone close to you dies.

DRINKLINE

tel: **0800 917 8282 (24 hours)**

Advice and support to those concerned about their own or someone else's drinking.

FAMILY PLANNING ASSOCIATION (FPA)

tel: **0845 122 8690**

Provides comprehensive and objective information on all aspects of contraception, abortion, pregnancy and sexual health. For online information see: **www.fpa.org.uk**.

SEE ALSO:

www.bpas.org
www.brook.org.uk
www.maristopes.org.uk

GAMBLERS ANONYMOUS

tel: **020 7384 3040, 24 hours**

NATIONAL DEBTLINE

tel: **0808 808 4000** Mon-Fri & Sat am
www.nationaldebtline.co.uk

Service offered for anyone in debt or concerned with debt.

NATIONAL DRUGS HELPLINE (FRANK)

tel: **0800 776 600 (24 hours)**
www.talktofrank.com

SAMARITANS

tel: **08457 909090**
www.samaritans.org.uk

24-hour helpline for people in despair: any problem, any time.

SEXUAL HEALTH HELPLINE

tel: **0800 567 123 (24 hours)**

Advice for anyone worried about HIV, AIDS or other sexually transmitted diseases.



DID YOU KNOW?

...SOME 80,000 UMBRELLAS ARE LOST ANNUALLY ON THE LONDON UNDERGROUND.