We hope you’ll feel right at home with us here at Edinburgh, but if you ever need any personal or academic support during your studies, then this guide should help you find what you’re looking for.

If you’d like to know more, the Student section of the website is a good place to start.

www.ed.ac.uk/students

All information correct as of 14 October 2016.

The University of Edinburgh is a charitable body, registered in Scotland, with registration number SC005336, VAT Registration Number GB 592 9507 00, and is acknowledged by the UK authorities as a “Recognised body” which has been granted degree awarding powers.
ADVICE AND SUPPORT

Student Administration

Our team will be able to issue official student documentation such as bank introduction letters, certificates of student status, and evidence for council tax exemption. We also provide information about your teaching and examination timetable and we can help with booking rooms for study or society activities. Once it’s time to graduate we can support you with any enquiries.

www.ed.ac.uk/student-administration

Personal Tutors and Student Support

On starting your studies at Edinburgh you will be introduced to your Personal Tutor. As a member of the teaching staff, they will be able to help you work through any issues that may be affecting your academic studies during your time here, as well as offering insight on your career development. Alongside your tutor, each School has a team of support staff who offer a wealth of knowledge on course content, assessment procedures, and your studies in general.

www.ed.ac.uk/students/academic-life/personal-tutor
Peer Learning and Support

Peer Learning and Support at Edinburgh means more experienced students supporting less experienced students in their transition to University and beyond. It’s a great way to meet people on your courses, get help from other students who’ve been where you are now, and make the most of your study time. Peer-led learning can also improve your academic confidence and performance.

www.eusa.ed.ac.uk/support_and_advice/peer_learning_and_support

The Advice Place

Your Students’ Association also runs The Advice Place, a confidential advisory service which provides support on all aspects of student life. We are on hand to offer information and guidance on any concerns you may have, whether about academic life, personal health and wellbeing, or accommodation and finances. We are here to assist you by acting as advocates on your behalf.

www.eusa.ed.ac.uk/support_and_advice/the_advice_place

Disability

Our Student Disability Service offers support for students with specific learning difficulties, physical and sensory impairments, autistic spectrum disorders, AD(H)D, chronic health problems, or mental health issues. Support could include teaching and learning adjustments, or one-to-one assistance (e.g. mentor, proofreader). Please get in touch if you feel that we could be of help.

www.ed.ac.uk/student-disability-service
MONEY MATTERS

Scholarships and Funding

We can provide you with all the information and assistance you need regarding scholarships, student loans, discretionary funding, financial aid, and assessment of tuition fees.

www.ed.ac.uk/student-funding

Paying Fees

Once your tuition fees have been assessed, it’s the Finance Department that will deal with payment and any subsequent enquiries regarding this. We can be contacted at feepayment@ed.ac.uk.

www.ed.ac.uk/finance/students

Accommodation Services and Private Housing

Our friendly Residence Life teams support all students in University accommodation by helping to create an inclusive community that will make you feel welcome during your entire stay.

We also provide advice on renting in the private sector, from checking over your leases before you sign them and making sure your landlord is properly registered, to helping
with things like council tax or dealing with problems with your landlord.

www.accom.ed.ac.uk/residence-life

You can also contact The Advice Place for practical help and advice on accommodation and tenancy. The Students’ Association can help you with where to search for accommodation; what to look for, how to save money, and what pitfalls you can avoid.

www.eusa.ed.ac.uk/support_and_advice/the_advice_place/accommodation/

Money Advice

The Advice Place can also provide support on a range of financial issues:

- Student funding, including childcare funding
- Discretionary funding and emergency loans
- Money management and debt
- Council tax and benefits
- Employment and consumer issues

www.eusa.ed.ac.uk/support_and_advice/the_advice_place/money_and_funding/
INTERNATIONAL

Go Abroad

Interested in studying or working abroad? Find out about student exchanges, work placements, summer schools, volunteering and other international experiences at:

www.ed.ac.uk/go-abroad

Edinburgh Global

Students from outside Europe are supported by our International Office, part of Edinburgh Global. We host orientation and social events to help you settle in, meet new people and enjoy your time in Edinburgh. We also provide information and advice on visas and immigration issues.

www.ed.ac.uk/international-office
Immigration Compliance

The Immigration Compliance Team support international applicants and students in their migration to the UK and also during their studies. The Team are able to offer help with registration, Confirmation of Acceptance for Studies (CAS) issuance, and Biometric Resident Permits (BRP) collection, amongst other matters.

For full details of our services, please see:

www.ed.ac.uk/student-administration/immigration-compliance
Health Services

We have an independent medical practice at Potterrow offering a full GP service, open 8am-6pm Monday to Friday, excluding public holidays. Once you are registered, appointments can be made through our website, by telephone (0131 650 2777), or by popping into the Richard Verney Health Centre, 6 Bristo Square.

www.health-service.ed.ac.uk

Pharmacy

You can find our pharmacy on the first floor of the Richard Verney Health Centre, 6 Bristo Square. We operate like any other high street pharmacy, dispensing prescriptions, selling over-the-counter medicines, and offering advice and support on a range of healthcare issues.

In an emergency call 999

For non-emergencies call 111
Dentist and Optician

Vitality, the University Dentist and Optician, welcomes all students at Potterrow for free registrations and free NHS examinations. Students can take advantage of the University Health Plan and enjoy great discounts and free teeth whitening. Book an appointment online at www.vdental.co.uk or www.voptical.co.uk, or by phone on 0131 629 1120.
Counselling

We offer a range of evidence-based support options to help students work through difficult times, better understand themselves, and find ways of managing their situation. Common issues students bring to us include: stress and anxiety, depression, self-confidence, relationship difficulties, and worries about their studies. We aim to help by offering:

- A range of self-help resources on common topics
- A programme of group presentations, workshop and events
- Brief one-to-one counselling, face-to-face or by e-mail

Any of our students can use this free, confidential service, although we do prioritise counselling appointments according to clinical needs.

www.ed.ac.uk/student-counselling

Chaplaincy

The Chaplaincy Centre is an inclusive place of support, open to people of all faiths and none, that runs a wide array of activities throughout the year, including multi-faith meals, yoga, and drop-in tea and coffee.

www.ed.ac.uk/chaplaincy
Wellbeing

Childcare

Arcadia is a day nursery for students or staff with children, from six weeks to five years of age. We can be found just inside Entrance 4 of the King’s Buildings campus.

www.arcadianursery.co.uk

Sport

Keep up your sporting hobbies or pick up a new one at our state of the art facilities, which include 10 gyms, a 25m swimming pool, climbing wall, outdoor activity centre, and indoor and outdoor sport grounds. With 60 exercise classes a week and 60 sports clubs to choose from, we’re sure you’ll find something you love. Our free Support for Physical Activity (SPA) Programme helps those who do less than 150 minutes physical activity per week become more active more often. To participate in the SPA Programme e-mail spa.programme@ed.ac.uk.

www.ed.ac.uk/sport-exercise
It’s never too early to start thinking about your next step, whether that’s finding part-time work or building your CV. We are open throughout the year and during vacations, so come and pay us a visit.

We offer:

- Up to date information about career choices, employers and further study
- Impartial careers advice and guidance
- Support with every stage of the application and selection process, from CVs to interviews and assessment centres
- Access to employers from local start-ups to government bodies and global companies
- A fantastic range of fairs, talks and events covering everything from the third sector to law, finance, and creative industries
- An excellent vacancy and employer portal, MyCareerHub, with access to thousands of opportunities over the year, including part-time work, seasonal roles, internships, and graduate schemes.
You can also use MyCareerHub to book appointments (available face-to-face and through Skype), ask us a question, or see what events are planned. MyCareerHub is accessible via our website. Just log on with your EASE username and password.

www.ed.ac.uk/careers

LAUNCH.ed is the University’s award-winning service for student entrepreneurs. We work with students every day to help them explore their ideas, find funding and business partners and, ultimately, to work for themselves. Our services are free, confidential and available to any University of Edinburgh students during their studies, as well as our alumni for up to two years following graduation.

www.launch.ed.ac.uk

English Language Education

Our English Language short courses, which are available online and on campus, are designed to help non-native English speakers reach their full potential.

www.ed.ac.uk/english-language-teaching
Library

With 10 major libraries, as well as several departmental and class libraries, you should be able to find exactly what you’re after. If not, information and support is available in person at our Helpdesks, or electronically via our websites.

www.ed.ac.uk/information-services/library-museum-gallery

Information Services (IS)

We provide central library, computing, multimedia, and e-learning services and can be contacted at any time via our 24/7 helpline, easily accessed through the Self-Service Portal:

ed.unidesk.ac.uk/tas/public

Teaching Matters

We’ve created a new website to showcase our teaching and learning successes here at Edinburgh, including our academic colleagues who are leading the way in their respective fields. It’s a great place to debate and share ideas about teaching, so come and get involved.

www.ed.ac.uk/staff/teaching-matters
Institute for Academic Development

If you want to develop your study skills, then look no further. The IAD runs on-campus workshops, online courses, and one-to-one consultations that are designed to help improve your academic performance and transferable skill-set.

For undergraduates, study skills resources are available 24/7 on LearnBetter (on Learn), as well as a wide range of workshops and consultations with advisors.

For postgraduates, whether taught or research, we have a host of workshops and resources available. These cover a wide range of topics including academic writing, dissertation planning, managing workloads, and critical thinking.

www.ed.ac.uk/institute-academic-development
All students automatically become members of the Students’ Association. We are independent of the University, but work closely with it to provide the best student experience possible. We are here to provide you with free support, advice and opportunities throughout your time at Edinburgh by delivering the following to our members:

- Support and representation (we’ll help you to work with the University to improve courses, services, and their strategy)
- Society funding and support (come and join one!)
- Volunteering opportunities
- Access to networks: from postgraduates to peer support, LGBT to international students
- Bars, cafes, shops and eateries across four union venues (Teviot, Potterrow, The Pleasance, and King’s Building House)
- Gigs, nightlife, club nights and entertainment

www.eusa.ed.ac.uk

Information on The Advice Place, which deals with financial and accommodation issues and more, as well as Peer Support activities can be found in the ‘Money Matters’ and ‘Advice and Support’ sections of this booklet.
Your 2016/17 Sabbatical Officers

Jenna Kelly Vice President Services
Alec Edgecliffe-Johnson President
Patrick Garratt Vice President Academic Affairs
Jess Husbands Vice President Societies & Activities
WE ARE SOCIAL
FIND US ON FACEBOOK AND TWITTER
EDINUNISTUDENTS