



THE UNIVERSITY  
*of* EDINBURGH

# Here to Help

Your handy guide to student services, support, wellbeing and development.





# Advice and Support

## Student Administration

Student Administration issues documentation such as bank introduction letters, certificates of student status, and evidence for council tax exemption. We also provide teaching and examination timetables, and support graduation enquiries.

[edin.ac/student-administration](http://edin.ac/student-administration)

## The Advice Place

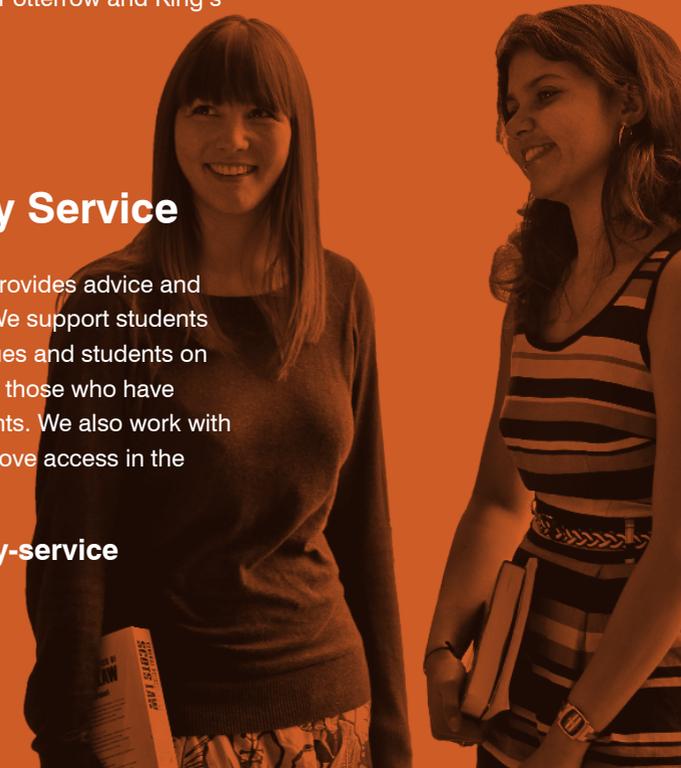
The Advice Place is a professional, independent, and confidential advisory service, run by your Students' Association. They advise on health and wellbeing, accommodation, finances, and anything related to your studies. You can also access free safer sex products, sanitary products, and pregnancy tests. Get in touch online, by phone, or in Potterrow and King's Buildings House.

[edin.ac/advice-place](http://edin.ac/advice-place)

## Student Disability Service

The Student Disability Service provides advice and support for disabled students. We support students with dyslexia, mental health issues and students on the autistic spectrum, as well as those who have physical and sensory impairments. We also work with the rest of the University to improve access in the widest sense.

[edin.ac/student-disability-service](http://edin.ac/student-disability-service)



## Personal Tutors and Student Support

Your Personal Tutor can help you review your academic progress, think about your learning and how it contributes to your future development, feel part of a learning community, and deal with any issues that may affect your studies. Schools also have teams of support staff who work with Personal Tutors to support you.

[edin.ac/personal-tutors](http://edin.ac/personal-tutors)

## Peer Learning and Support

Peer Learning and Support groups are made up of volunteer students who want to help you with your transition into the University and beyond. You can meet people from your course, gain useful study tips, or advice on settling in. There's a range of support available including academic mentoring and buddying groups.

[edin.ac/peer-learning](http://edin.ac/peer-learning)

## Careers Service

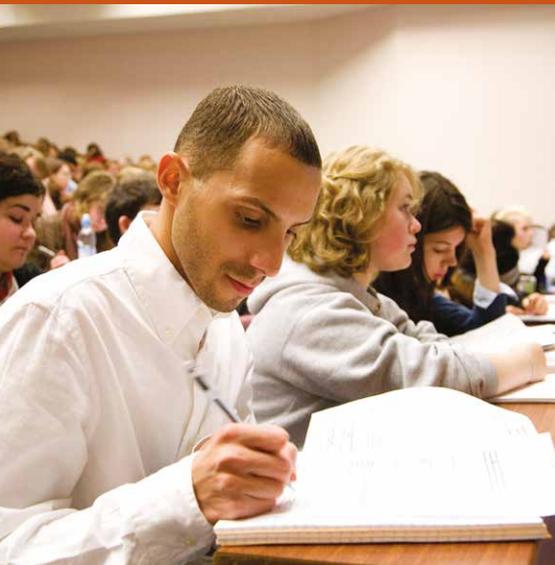
Open all year round, the Careers Service offers support for students from day one to beyond graduation. We offer career and CV advice, connect you with employers, help you access internship and graduate vacancies, and opportunities for further study. Use MyCareerHub to browse thousands of vacancies over the year, as well as book appointments with us.

[edin.ac/careers](http://edin.ac/careers)

## Edinburgh Innovations

Edinburgh Innovations runs a free service at the University of Edinburgh to help and support student entrepreneurs. Join us for one of our many events, competitions and for one-to-one meetings with our business adviser as well as making the most of our online resources.

[eil.ac/StudentEnterprise](http://eil.ac/StudentEnterprise)



# Money Matters



## Accommodation and living costs

Our friendly Residence Life team supports all students in University accommodation to make you feel welcome during your stay. Our accommodation team also advise on private renting, contract and landlord queries, and council tax issues.

[edin.ac/ResLife](https://edin.ac/ResLife)

## Financial advice

If you're looking for advice on anything related to your finances while you're at University, the Advice Place should be your first port of call. Their advisers offer advice on all financial matters from accessing benefits through to budgeting. You can also apply to the Advice Place for Emergency Loans and Discretionary Funding.

[edin.ac/advice-place](https://edin.ac/advice-place)

## Paying fees

Once your tuition fees have been charged, our Finance department can help you with payment and other follow-up enquiries. You can contact the Finance department at [feepayment@ed.ac.uk](mailto:feepayment@ed.ac.uk).

[edin.ac/paying-fees](https://edin.ac/paying-fees)

## Scholarships and funding

Our Scholarships and Student Funding Services can provide you with all the information and assistance you need regarding scholarships, student loans, discretionary funding and financial aid.

[edin.ac/student-funding](https://edin.ac/student-funding)



# International



## Edinburgh Global

Edinburgh Global hosts orientation and social events for non-UK students throughout the year. We can also help you to find opportunities to work or study abroad.

[edin.ac/global](https://edin.ac/global)

## Study and Work Away Service

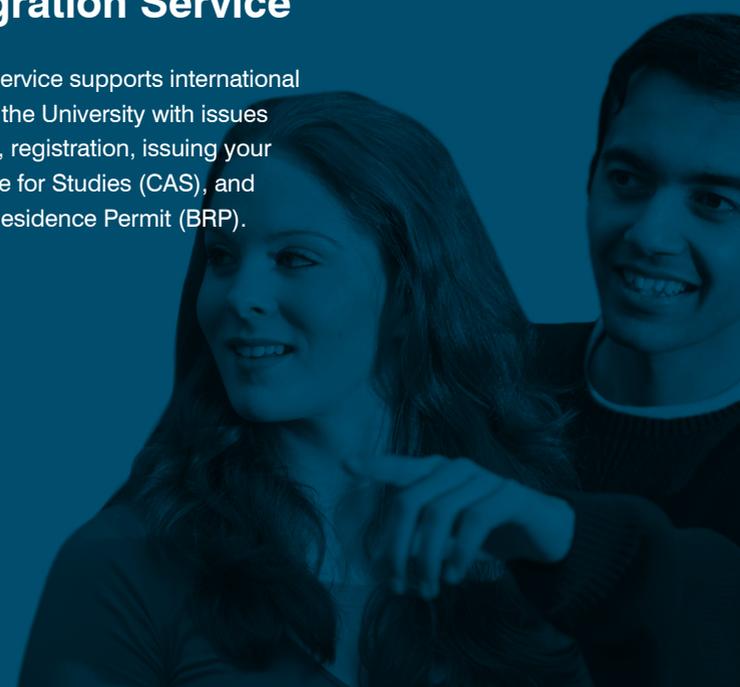
If you are interested in studying or working abroad, our Study and Work Away Service can help you find out more about student exchanges, work placements, traineeships, volunteering, and other international experiences.

[edin.ac/study-work-away](https://edin.ac/study-work-away)

## Student Immigration Service

The Student Immigration Service supports international applicants and students at the University with issues such as applying for a visa, registration, issuing your Confirmation of Acceptance for Studies (CAS), and collecting your Biometric Residence Permit (BRP).

[edin.ac/immigration](https://edin.ac/immigration)



# Health



## Health services

Our independent medical practice at Potterrow offers a full GP service Monday to Friday 8am-6pm, excluding public holidays. There is also an independent dental surgery called Vitality, which currently accepts NHS patients, located in Potterrow (<https://vdental.co.uk>).

[edin.ac/health-service](https://edin.ac/health-service)

## Pharmacy

The University pharmacy operates like any other high street pharmacy and is open to students, staff and members of the public for dispensing prescriptions, sales of medicine and toiletries, and general advice. We also offer The GP Service, an online doctor service to help diagnose and treat common conditions.

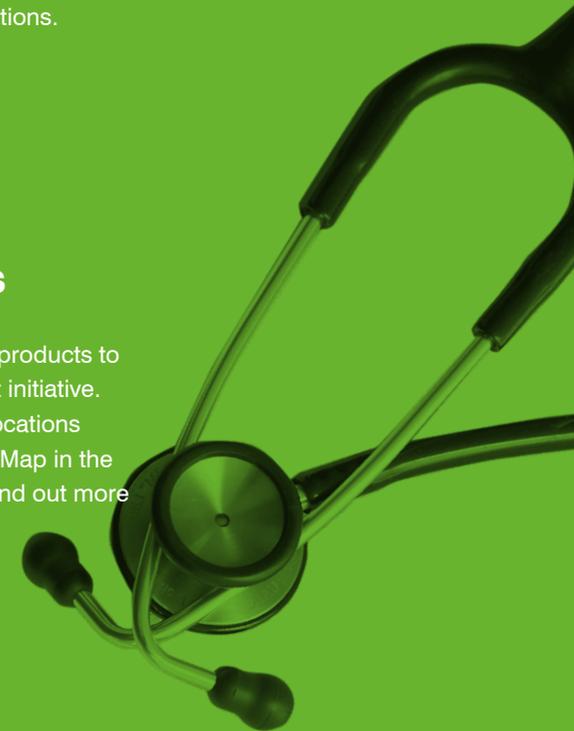
[edin.ac/pharmacy](https://edin.ac/pharmacy)

**In an emergency call 999**  
**For non-emergencies call 111**

## Free sanitary products

The University now provides free sanitary products to students as part of a Scottish Government initiative. You can access these products at many locations across the University. See your Wellbeing Map in the back pocket of this booklet for details or find out more on our website.

[edin.ac/sanitary-products](https://edin.ac/sanitary-products)





## Stay connected

Get the latest announcements, news and events from the University:

[www.ed.ac.uk/news/students](http://www.ed.ac.uk/news/students)

[www.fb.com/EdinUniStudents](https://www.facebook.com/EdinUniStudents)

[www.twitter.com/EdinUniStudents](https://www.twitter.com/EdinUniStudents)

# Resources

## Library

With 10 major libraries, as well as several departmental and class libraries, you should be able to find exactly what you need. Information and support is also available in person at our Helpdesks and online.

[edin.ac/library](http://edin.ac/library)

## Information Services

We provide central library, computing, multimedia, e-learning and free digital skills training services to all students and staff. You can find out more at [www.ed.ac.uk/is/skills](http://www.ed.ac.uk/is/skills). You can also contact us via our 24/7 helpline.

[edin.ac/is-helpline](http://edin.ac/is-helpline)

## Institute for Academic Development

If you want to develop your study skills, then the IAD can help. We run on-campus workshops, online courses, and one-to-one consultations for both undergraduate and postgraduate students, designed to help improve your academic performance and transferable skill set.

[edin.ac/iad](http://edin.ac/iad)

## MyEd

MyEd is the University web portal and the best way to find online resources and services. Get quick and easy access to your emails, timetables, course learning materials, course information and more, as well as links to news and events.

[myed.ed.ac.uk](http://myed.ed.ac.uk)

## Childcare

Arcadia is a day nursery for students or staff who have children from six weeks to five years of age. We can be found at the King's Buildings and Easter Bush campuses.

[edin.ac/childcare](http://edin.ac/childcare)

## English Language Education

Fulfil your academic potential with a range of free English language writing, speaking and listening courses available to our Undergraduate and Postgraduate International students.

[edin.ac/english](http://edin.ac/english)



# Students' Association

All students automatically become members of Edinburgh's award-winning Students' Association. We are independent of the University, but work closely with it to provide the best student experience possible.

The Students' Association is a registered charity and all of the income we generate goes back into supporting our members.

## Events

From Welcome Week to Graduation Ball, our venues are the place to be for weekly and special one-off events. We host a year-round events programme including quizzes, club nights, live music and awards.

[eusa.ed.ac.uk/WhatsOn](https://eusa.ed.ac.uk/WhatsOn)

## Student spaces

We have four student venues around the University campuses: The Pleasance, Potterrow, Teviot Row House and King's Buildings House. There you'll find cafés, bars, shops, clubs and spaces for you to meet, study and socialise. Venues can be booked free of charge for student activity.

## Welfare and support

We're here for all students, whenever you need us. Our Advice Place service offers professional, impartial advice (see page 1), and our Peer Learning and Support schemes connect you with other students on your course (see page 2).

## Representation and achieving change

We exist to represent and support all students. Whether you want to have your say on mental health support, facilities for societies, housing and transport, sustainability, or the quality of teaching and feedback on your courses, we've got your back. Your elected representatives – from Sabbatical Officers to Liberation Officers, School Reps to Programme Reps – work hard every day to pass your feedback on to University staff and lobby for change, at Edinburgh and beyond.

## Activities

Our dedicated Activities team supports more than 300 societies to help you find your extracurricular passions from archery to zoology! You can also access hundreds of ongoing or one-off opportunities with local charities through our Volunteering Hub.

[eusa.ed.ac.uk](https://eusa.ed.ac.uk)

# Wellbeing

## Five Ways to Wellbeing

The University promotes the New Economic Foundation's 'Five Ways to Wellbeing' as a great resource to help you maintain positive wellbeing:

**Connect:** Talk and listen, be there, feel connected.

**Be active:** Do what you can, enjoy what you do, move your mood.

**Take notice:** Remember the simple things that give you joy.

**Keep learning:** Embrace new experiences, see opportunities, surprise yourself.

**Give:** Your time, your words, your presence.

[edin.ac/5-ways](https://edin.ac/5-ways)

## Counselling

We are a free, confidential service available to any of our students, offering a range of self-help and in-person support options to help students understand and work through personal issues and difficult circumstances.

[edin.ac/student-counselling](https://edin.ac/student-counselling)

## Chaplaincy

The Chaplaincy is for students and staff of all faiths and none. Our social drop-in is regarded by many as a 'home away from home'. Our large multi-faith and belief team provide non-judgemental personal support and weekly services and practices including mindfulness, yoga and tai chi.

[edin.ac/chaplaincy](https://edin.ac/chaplaincy)

## University of Edinburgh Sport

We have a variety of world-class gyms, a 25m swimming pool, climbing wall, outdoor activity centre, indoor and outdoor sport grounds, a Support for Physical Activity Programme to help you get active, as well as more than 100 weekly exercise classes and more than 60 sports clubs to choose from.

[edin.ac/sport](https://edin.ac/sport)

## Big White Wall

Big White Wall is an online support network, available 24/7 for students. The network includes community, group and 1:1 support, with professionally trained Wall Guides ensuring the safety and anonymity of all members. You can also access clinical tests and a broad range of self-care resources.

[edin.ac/bigwhitewall](http://edin.ac/bigwhitewall)

## The Feeling Good App

The Feeling Good App can reduce stress, depression and anxiety, and calm the body and mind. This award-winning app from *The Foundation for Positive Mental Health* is free for our students and provides positive mental training through a self-help programme.

[edin.ac/feelinggoodapp](http://edin.ac/feelinggoodapp)

## Support in a crisis

You're not alone – we have many ways to support you in a crisis. This includes Nightline, an anonymous and confidential helpline for Edinburgh students, out-of-hours student support and University accommodation support. Details of local services can also be found on our website.

[edin.ac/crisis-support](http://edin.ac/crisis-support)

## SilverCloud

SilverCloud is an online self-help tool offering mental health treatment programmes based around Cognitive Behavioural Therapy. Students have free access to complete interactive courses focused on depression, anxiety, stress and positive body image.

[edin.ac/silvercloud](http://edin.ac/silvercloud)



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