



Student Representative Handbook

2020/21

[londonmetsu.org.uk/
studentreps](https://londonmetsu.org.uk/studentreps)



London Metropolitan University
Students' Union

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CONGRATULATIONS!

Firstly, I'd like to say congratulations on being elected as a Student Representative for your course! It is truly a great honour to have you involved in our team this year!

My portfolio for last year and this year is education, which means that I will be working on improving your academic experiences during your time at university. This includes working closely with you, our Student Reps. This year your role is going to be vital in identifying and raising issues, negotiating solutions with teaching staff, and staying in close contact with our MetSU team. This is incredibly important especially during the current pandemic – we want to help our students to the best of our abilities and create an ease of learning for all.

Last year as the FT Officer for Social Sciences & Social Professions, I was able to help lobby for an increase for your assessment extension and an option for self-certification for mitigating circumstances.

This year as President I will be looking after our officers and teams and supporting everyone on their projects to facilitate services online as if it were face-to-face; this includes improving the Student Rep training.

Myself and my team are here at your service for any advice or support you may need, and to encourage you to do the best you can in your role. You can contact us through our emails and our new Student Rep Weblearn Organisation. Hopefully you can find us in the Students' Union when we come back into campus! Don't be shy to say hi! Good luck, all the best.

Chrystalle

Chrystalle Margallo
President of the Students' Union



 chrystalle.margallo@londonmet.ac.uk

 [instagram.com/tallechrys](https://www.instagram.com/tallechrys)

Huge congratulations on being elected as Student Reps. I am looking forward to working closely with yourselves and the rest of the Students' Union to deliver an outstanding student experience for all of our students.

Dear Student Reps

We are fortunate to serve a diverse body of students; supporting them to achieve their very best is my number one priority. The University working in partnership with the SU is crucial to achieving this.

We have been working hard to ensure the student voice is heard in all decisions. As examples, students are involved in our committees where we make all of our key decisions, they are involved in recruiting senior staff, and they challenge us to influence new policies and ways of working.

I've been particularly pleased to work with the SU and our students as we have been developing our plans for remote delivery as a result of Covid19. Since I started working at the University, I've been working closely with the Students' Union and as a result, we have made some great progress. Let's take it to the next level this year!

Best wishes

Donna

Professor Donna Whitehead
Deputy Vice-Chancellor

 d.whitehead@londonmet.ac.uk

 twitter.com/donnawhitehead9





WELCOME TO METSU – YOUR STUDENTS' UNION

Supporting students for a life-changing experience

Who are the Students' Union?

We are a democratic organisation and registered charity, independent of the University. We are overseen by a Board of Trustees and supported by a team of elected officers and professional staff.

What do we do?

We are here to represent the student body, lobby and campaign for positive change. Our Full and Part-time Officers, Student Reps and Student Council members represent our six Schools and our liberation campaigns - Women students, LBGTQ+ students, Disabled students and Black, Asian and Minority Ethnic students. We also facilitate student societies, sports teams and student media (Verve magazine and radio) and provide an individual representation and casework advice service. Our mission is to support students to succeed in their studies and transform their lives for the better.

Our Values

- ▶ Student-led in everything that we do
- ▶ Advocating for change on behalf of our members
- ▶ Equitable in representing all our students
- ▶ Striving for excellence in what we do
- ▶ Trusting in our reciprocal relationships with the University, partners, beneficiaries and customers

Student Voice

The primary function of the Students' Union is to represent our members' voice – the student voice - effectively to the University and to the wider community. In doing this we aim to create positive change in our members' lives. As a Student Rep, you can make a real difference to the student experience of your peers. You are the voice of students on your course.

STUDENT REP SUPPORT: FULL-TIME OFFICERS

Each of our six schools has a Full-time Officer attached to it. They are your primary contact point within MetSU. Please keep them fully informed on all issues in your course or school. The easiest way to do this is to update them via the discussion forum on the **Student Rep 2020/21 Weblearn Organisation**. This is so they can spot patterns and trends within the subject areas and wider school and support you. They can help Reps with larger issues, and facilitate assistance from other parts of the Students' Union.



Cynthia Edo

Full-time Officer for the Schools of Social Sciences & Social Professions

Hi everyone, firstly, congratulations on your new role as Student Rep, what a great honour to advocate for and with your fellow coursemates. I am very interested in increasing students' engagement with MetSU and you will play a big part in that. I am excited to be working with you to improve the experiences of students and look forward to the positives we are all going to contribute to.

✉ cynthia.edo@londonmet.ac.uk



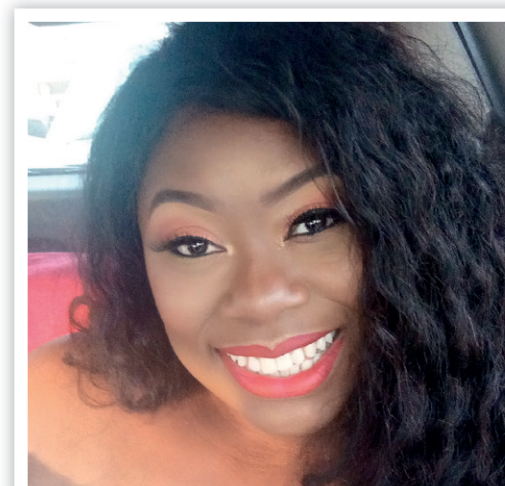
Matt Babb

Full-time Officer for the Guildhall School of Business and Law & Human Sciences

Hey, I am Matt and this year, I am honoured to be the elected Full-time Officer for the Guildhall School of Business and Law & Human Sciences. Volunteering as a student representative has led me to the role I have now representing students. It was really rewarding to work with my peers and lecturers to help shape and improve the quality of my course.

✉ matthew.babb@londonmet.ac.uk

📷 [instagram.com/matthewjrbabb](https://www.instagram.com/matthewjrbabb)



Precious Agho

Full-time Officer for the School of Computing and Digital Media & School of Art, Architecture and Design

Hello! I'm Precious, your Full-time Officer for the School of Computing and Digital Media & School of Art, Architecture and Design. The community here at London Met is one that thrives on togetherness and that's why I look forward to working with our Student Reps this coming academic term. There is a lot to achieve and I look forward to not just working with you but meeting you all soon.

✉ precious.agho@londonmet.ac.uk

📷 [instagram.com/precious_lmu](https://www.instagram.com/precious_lmu)



STUDENT REP SUPPORT: PART-TIME OFFICERS

We also have a team of **Part-time Officers for each school and for each of our liberation campaigns** who work closely with our full-time team. Feel free to contact them and if you have any students who may be interested in getting involved in our liberation campaigns (BAME, LGBTQ+, Women, Disabled Students) please put them in touch with the relevant officer:

Part-time Officers by school:

Computing and Digital Media	Max Strassman	max.strassman@londonmet.ac.uk
Guildhall School of Business and Law	Melany Moniz	melany.moniz@londonmet.ac.uk
Human Sciences	Oeste Carlton	oeste.carlton@londonmet.ac.uk
Social Professions	Godwin Akenyemi	godwin.akenyemi@londonmet.ac.uk
Social Sciences	Aysha Topping	aysha.topping@londonmet.ac.uk
Art, Architecture & Design	Vacant as of Sept 2020	precious.agho@londonmet.ac.uk

Part-time Officers by Liberation Forum:

Disabled Students Officer	Adenike Ojo	disabledstudentsofficer@londonmet.ac.uk
Women's Officer	Yasmeen Bashir	womensofficer@londonmet.ac.uk
LGBTQ+ Officer	Vacant as of Sept 2020	lgbtqstudentsofficer@londonmet.ac.uk
BAME Students Officer	Vacant as of Sept 2020	bamestudentsofficer@londonmet.ac.uk

STUDENT REP SUPPORT: METSU AND UNI STAFF



Eddie Rowley

**Student Voice Coordinator
(Engagement & Campaigns), MetSU**

Welcome all Student Reps! My name is Eddie, I work in the Students' Union helping to facilitate student voice at London Met. This includes our fantastic Student Reps who do so much to represent others and work for positive change. I work closely with Course Leaders and Student Reps in this regard and look forward to seeing you at our training sessions, student-wide meetings and other Student Rep-related activities. I also oversee the other democratic and representational side of the Students' Union such as supporting and training our full and part-time officers, Student Council, Student Open Meetings, Liberation and other campaigns and our annual elections.

 e.rowley@londonmet.ac.uk



Conor Murray-Gauld

**Student Engagement Manager,
London Met University**

Welcome to all new and returning Student Reps, thank you so much for getting involved we couldn't do this without you. My role within the University is to support & improve the student experience. I manage the Student Panel Members who help us review new and current courses. I also do work on student surveys & feedback and I support MetSU with student voice activity, part of that is the Student Rep program that is run jointly by the SU and University. A big focus of my work is enhancing the University's commitment to having 'Students as Partners'. In a previous role I worked in students' unions in Scotland so I've always been passionate about student voice.

 c.murraygauld@londonmet.ac.uk

COURSE LEADERS AND HEADS OF STUDENT EXPERIENCE

It is usually recommended to liaise with your **lecturer** first and then if needed the **module leader** as they are usually the best people to respond accordingly to your query. The **course leader** would then be the next person for you to liaise with. If an issue you have needs to be escalated or if it is a wider issue which is relevant across courses or subject areas then your **Head of Student Experience** is the best person to go to. There is one per school, here are their details:

Contact details:

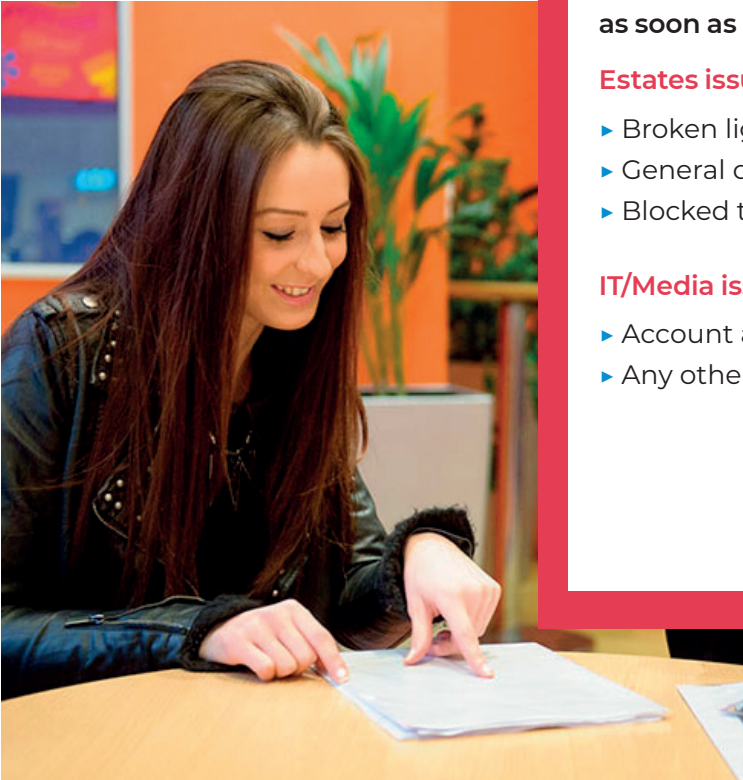
Guildhall School of Business and Law:	Jan Bamford	j.bamford@londonmet.ac.uk
School of Art, Architecture and Design:	Cecile Tschirhart	c.tschirhart@londonmet.ac.uk
School of Human Sciences:	Sheelagh Heugh	s.heugh@londonmet.ac.uk
School of Computing and Digital Media:	Elena Moschini	e.moschini@londonmet.ac.uk
School of Social Sciences:	Steven Curtis	s.curtis@londonmet.ac.uk
School of Social Professions:	Brian Tutt	b.tutt@londonmet.ac.uk

CAREERS AND EMPLOYABILITY SERVICE

The **Careers and Employability Service** (<https://student.londonmet.ac.uk/jobs-and-employment/career-and-employability-advice/>) are available to help students and recent graduates develop the knowledge, skills and experience they need to become confident about making informed decisions, enabling them to build a rewarding career.

Currently we offer remote appointments, job and volunteering opportunities, CV workshops, career planning, postgraduate student support, assessment centres, interview skills, webinars and other online events. There is a careers portal available with useful tools such as a CV and cover letter builder, CV360 which gives instant feedback on your uploaded CV, an interview simulator, psychometric and aptitude tests, employer videos and so much more.

- ▶ Book an appointment and view job opportunities: www.mycareer.londonmet.ac.uk
 - ▶ View our interactive careers portal resources: idp.londonmet.ac.uk/idp/
- ▶ Attend any of our webinars <https://rb.gy/e1sdjq>
 - ▶ For all queries, please see www.londonmet.ac.uk/careers or email careers@londonmet.ac.uk



WHAT IS A STUDENT REP?

Student Reps are elected to represent students' views regarding their course, teaching, School and the wider University.

They identify and raise issues on behalf of their peers to course leaders and other relevant staff. They work collaboratively with staff, provide feedback from the student body and act as a communication channel between School and student. Part of being a Rep is also about sharing best practice of what works well.

The six Schools which make up the University are really keen to engage with students and to involve Student Reps as much as possible in the decision-making process, and to work with them to ensure quality and standards are at the highest level. Reps are also there to signpost students to other sources of help and support they may need. There is a guide to signposting at the back of this handbook. The rest of this handbook further explains the role.



IF IT'S BROKEN, PLEASE REPORT IT!

Quite often students will raise practical problems with a Student Rep which just need to be fixed. It is really important that Student Reps (or students!) report these problems as soon as possible. Don't wait for someone else to do it.

Estates issues such as:

- ▶ Broken lights, furniture, windows, radiators
- ▶ General cleaning and maintenance issues
- ▶ Blocked toilets or similar

IT/Media issues such as:

- ▶ Account and Login problems
- ▶ Any other IT or media problems

All should be reported via:

- ▶ <https://servicedesk.londonmet.ac.uk/sw/selfservice/>
- ▶ T: 02071332751 (internal x5555)



STUDENT REP – VOLUNTEERS

You may not have thought about your role as that of a volunteer, but you give your time and energy to help support other students.

We hope you have a fantastic time doing this, learn new skills and make lifelong friends. How do we recognise our volunteers?

- **Awards ceremony:**

Our annual celebration is held to recognise volunteers from across MetSU, including Student Reps. Students will have the opportunity to nominate people in categories such as ‘Student Rep of the Year’.
- **Socials:**

We organise social events for Student Reps throughout the year so our volunteers can meet each other outside of University.

All our volunteers, and students in general, are welcome to pop into the SU offices and make yourself a cup of tea or coffee.
- **Free hoody & lanyard:**

We give a lovely Student Rep hoody and lanyard to all our volunteers when they attend their training sessions!
- **Work opportunities:**

We put paid work opportunities your way when we can, such as students sitting on course validation panels.
- **Student Council:**

Join the Student Council and be part of both MetSU and University decision-making processes.



STUDENT REP – ACCREDITATION

We also offer an accreditation opportunity. This means your contributions as Student Reps are officially recognised on your degree transcripts when you graduate, subject to your engaging sufficiently in the role. Full details of this accreditation will be circulated via emails and the new Student Rep Weblearn Organisation you will be enrolled onto once the semester gets under way.

STUDENT REP – IF YOUR CIRCUMSTANCES CHANGE

Being a Student Rep does involve a certain time commitment.




We appreciate you are busy, that this is a voluntary role and that circumstances can change. If you feel you can no longer continue in it please let us know by emailing us at studentreps.su@londonmet.ac.uk and also your Course Leader so that we can arrange for another student to take up the role.

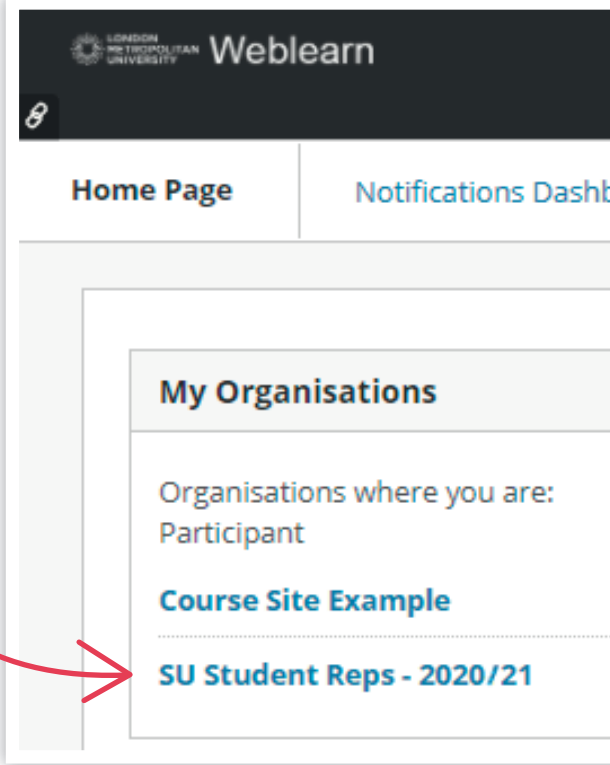
WEBLEARN ORGANISATION: STUDENT REPS 2020/21

New for 2020/21 we are introducing a Weblearn Organisation just for Student Reps!

The purpose of this organisation is to give Student Reps a central space and platform to communicate with each other, share ideas and collaborate together. It will also act as the main repository for training and other resources. Once you have been elected student rep for your course you will be centrally enrolled into the Weblearn Organisation which will be called ‘Student Reps 2020/21.’

Within the organisation you will also be enrolled onto the relevant discussion forum for your school (there will be one per school). The discussion forums will be moderated by the Full-time Officer for your school so regularly contributing to the forum is the best way to stay in regular contact with your Full-time officers, Cynthia, Matt and Precious.

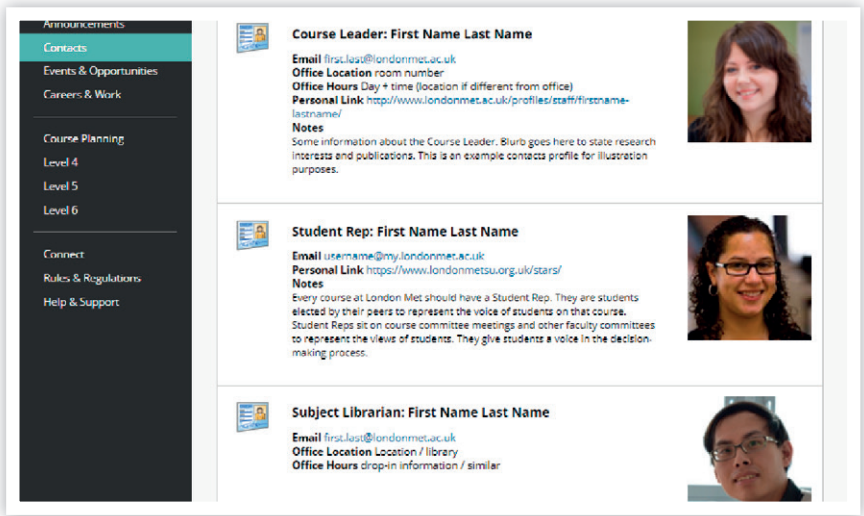
-  cynthia.edo@londonmet.ac.uk
-  matthew.babb@londonmet.ac.uk
-  precious.agho@londonmet.ac.uk



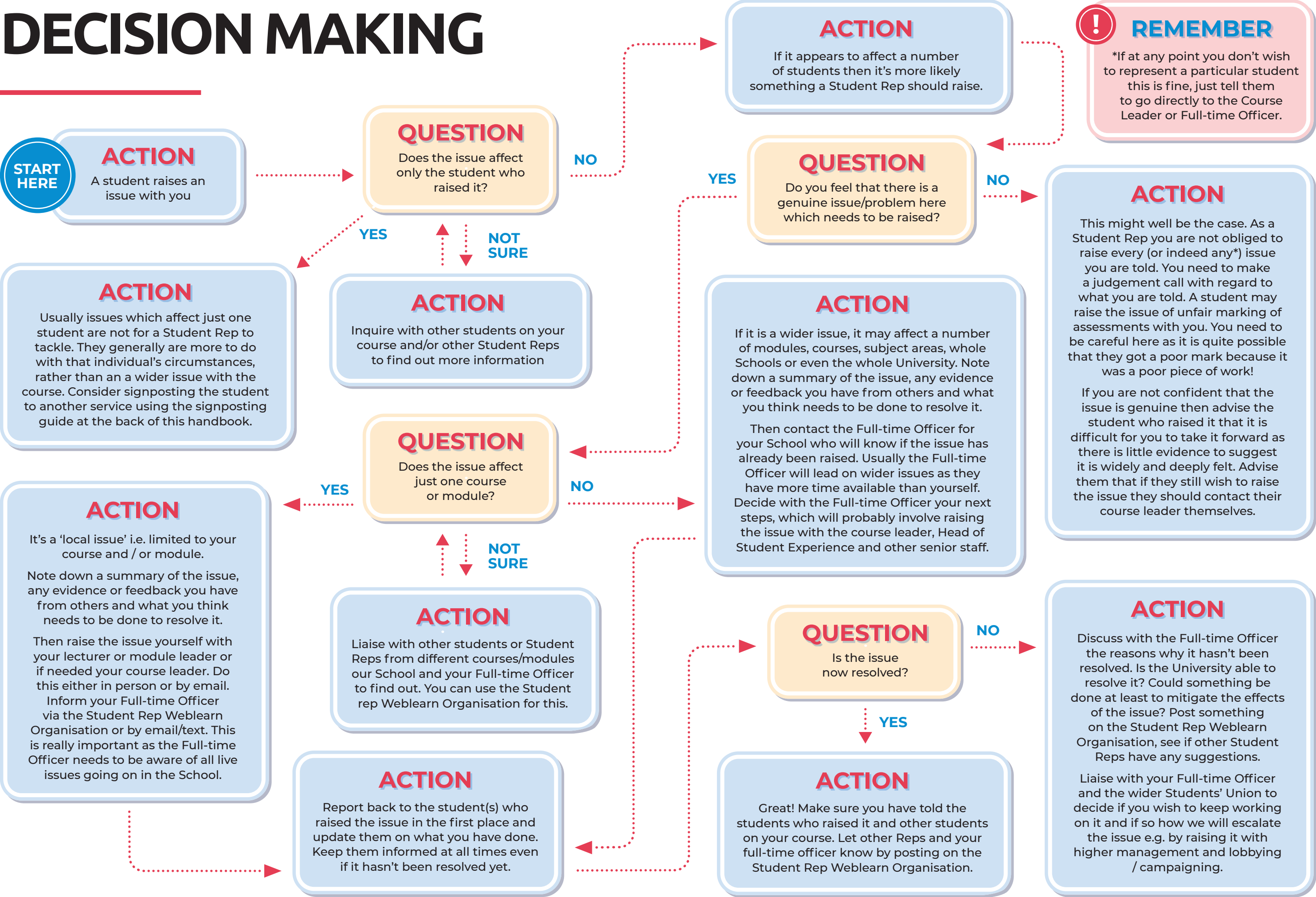
WEBLEARN ORGANISATION: COURSE SITES

Also on Weblearn you should be familiar with the Course Site Organisation where you could go for information on the course as a whole.

Here there is also space for the name, photo, contact email and short paragraph about you, the Student Rep. Please send this information to your course leader and ask them to add your details to the course site. You could also ask them to add a link in this space, for example to the SU website.



DECISION MAKING



COURSE COMMITTEE MEETINGS

Course Committee Meetings (CCMs) are meetings in which the key stakeholders such as Course Leaders, other academics, library staff and most importantly Student Reps meet to discuss and review the course.

- ▶ Ask your Course Leaders when your Course Committee is and put it in your calendar/diary. If it is at a time that you cannot make, ask for it to be re-arranged and provide your availability – you are a key stakeholder and should be present if at all possible.
- ▶ They are a good opportunity to formally raise any problems about your course that your fellow students have brought to your attention. It is also a chance for you to find out important information, have a say on prospective changes and influence the future of your course.
- ▶ The CCMs are supported by admin staff from the school offices, they should be taking the minutes & actions, they should also be sharing those minutes with everyone who was invited (even if you couldn't attend) make sure you get a copy emailed to yourself when they are available as well as any other documents that were shared with attendees.
- ▶ Inform students on your course (word of mouth, WhatsApp, email, social media - whichever works best for you) well before the committee meetings so they can ask you to raise issues on their behalf. After the meeting, write a report and send it to your coursemates so they know what was said and any actions or outcomes of the meeting.
- ▶ Every course has a Course Enhancement Plan (CEP) which course teams use to prioritise their plans for the year and improve the course. Feedback from the CCM will shape this document & be seen by senior staff all the way up to Professor Donna Whitehead, the Deputy Vice-Chancellor of the University.
- ▶ Student Reps are offered training to help them get the most out of Course Committee meetings.
- ▶ If you wish you can ask the Full-time Officer for your School to attend with you. Drop them a line.
- ▶ In academic year 2020 CCMs will be held digitally in at least the first term.

SCHOOL-WIDE MEETINGS

The University and MetSU work together to run school-wide Rep meetings once per term for each school.

These meetings are attended by key senior staff as well as Student Reps and staff from courses with in a given school. The purpose of these meetings is to discuss school-wide issues & also look at thematic areas and have students and staff work to co-develop solutions. For example, we might look at assessment and feedback, Learning & Teaching or how we can **decolonise the curriculum** (<https://www.londonmet.ac.uk/news/articles/decolonising-london-met/>).

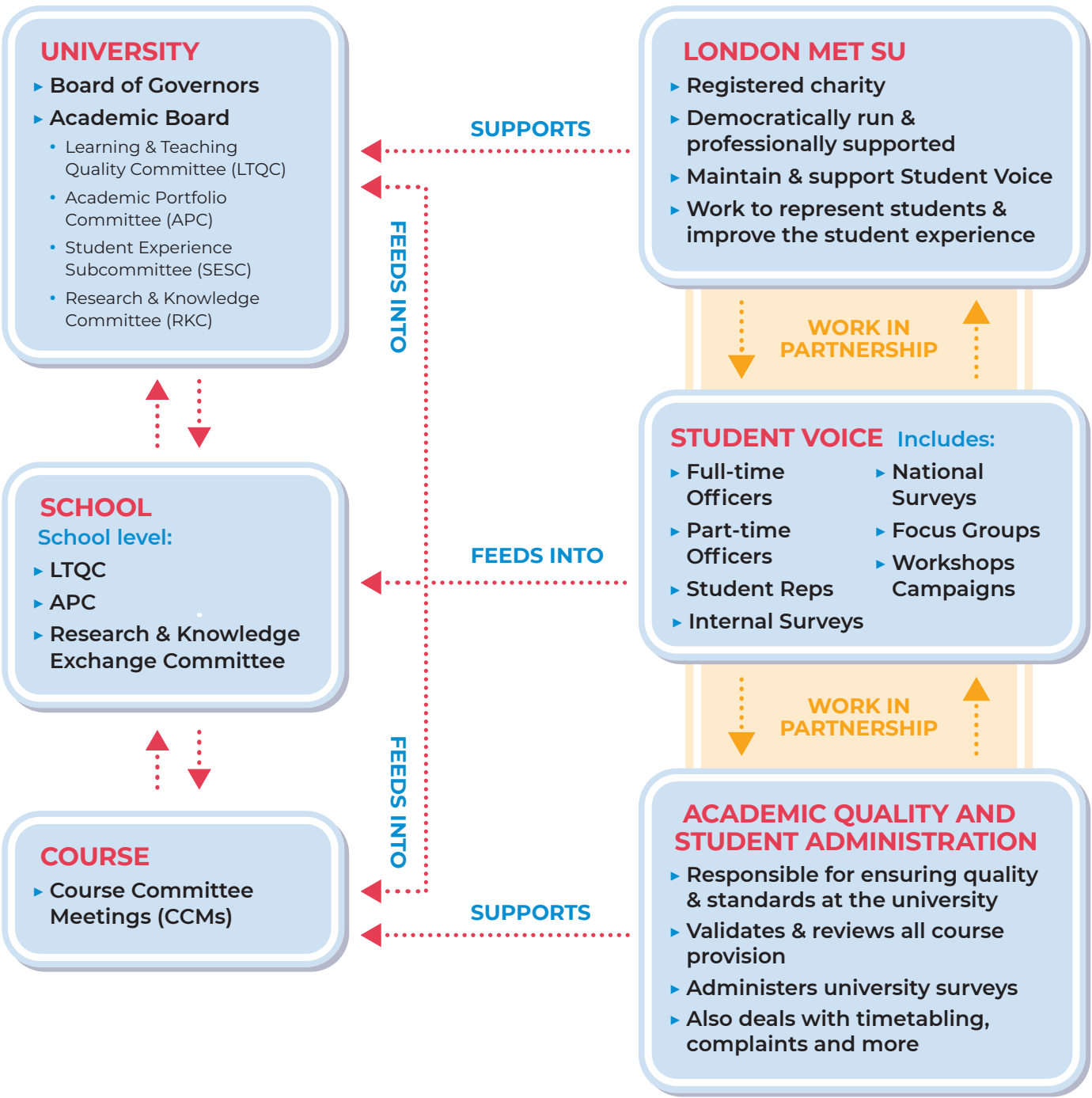
In 2020 these will be a fantastic opportunity for you to find out whats going on within your school and also ask questions.

To summarise CCMs is where the nitty-gritty issues affecting your courses are raised, whereas the School-wide meetings are focussed on bringing Reps and staff together to discuss school and university-wide issues and share best practice on what is working well.

UNIVERSITY STRUCTURES & STUDENT VOICE

Below is a diagram highlighting the university structures that relate to the student experience and student voice, committees, surveys and how they feed into each other.

It's not exhaustive, but it should hopefully give you an overview of where Student Reps & wider student voice fit into the bigger picture. As you can see its super-critical we have students involved at every level. London Met prides itself on having developed a 'Students as Partners' approach to working with students.



STUDENT REP SUPPORT: TRAINING

All Student Reps are asked to attend new Rep or refresher training in 2020/21.

The training sessions will take place online until further notice. They will prepare you for your year as a Student Rep and will give you valuable hints and tips on how to identify and deal with relevant issues. The training also covers getting the most out of Course Committee Meetings and other Student Rep Meetings with academic staff.

In the first semester we will be running the training as live digital sessions. Once these live sessions have taken place all the resources from the training as well as a recording of the training will be available to all via the Student Rep Weblearn site.

Training provision will also be made for those who can't make any of the live online sessions. For more info on training please contact us studentreps.su@londonmet.ac.uk

In our 2019 Student Rep Survey, Reps clearly highlighted they wanted advanced training and we will be offering opportunities for this over the year.

We have picked the three most popular areas Student Reps wanted more support on and have built a training program around this. Keep your eyes peeled for training sessions covering:

1. Leadership & communication
2. Working with data
3. Diversity & inclusion

"The training was very good and really prepared me well for the role – thank you!"

Ali, School of Social Professions

NUS

The National Union of Students (NUS) provides excellent support for Student Reps (or Course Reps as they are sometimes called). They also run a number of events specifically for Course Reps. Many of them are in London so why not pop along and find out more about NUS & the world of Course Reps!

NUS Student Engagement Partnership:
www.nusconnect.org.uk/the-student-engagement-partnership-tsep

NUS Connect (main NUS website):
www.nusconnect.org.uk/



sparqs

Student Partnerships in Quality Scotland (sparqs) is an organisation that works across the UK & worldwide to improve student partnership & embed greater student voice in education.

They work with students, staff and even NUS to gather best practice approaches to student partnership and they are seen as sector-leading and a great source of information.

You can find out more about them here: <https://www.sparqs.ac.uk/> and access their resource library here: <https://www.sparqs.ac.uk/resources.php>



STUDENT COUNCIL

The Student Council is the main representative body within MetSU.

Students are elected from various constituencies across the University, such as Student Reps and society leaders. The Student Council discuss and debate student and University issues, and other issues close to the hearts of students, holding the elected Officers to account. It meets at least four times a year.

More information on the seats on the Student Council will be sent to Student Reps once they have been elected in the first semester of 2020/21.

For more information on the Student Council log on to: londonmetsu.org.uk/democracy/council

STUDENT MONTHLY OPEN MEETINGS

MetSU also hosts monthly student open meetings.

This is a chance for all students to hear what the SU has been up to and for comments, suggestions and questions to be asked.

See our website <https://www.londonmetsu.org.uk/> for more info.



CONFIDENTIALITY AND SAFEGUARDING

Confidentiality is very important in your role as a Student Rep.

If a student raises a certain issue with you then you must not share this information to a third party (such as your tutor or course leader) unless they have said it is ok for you to do so. Also, please don't mention people by name in a negative light in a public forum, including online or on the Weblearn Organisation.

However, If you are concerned that a student might be at risk of harm due to something they have told you, it is very important that you report it via the university safeguarding procedure <https://www.londonmet.ac.uk/about/policies/safeguarding/> Safeguarding may include concerns and incidents relating to children, vulnerable adults, radicalisation, violence against women, harassment, hate crime and abuse.

SIGNPOSTING GUIDE

Your role as a Student Rep is to represent the interests of your fellow students in terms of academic issues which affect more than one person.

This concerns things to do with your course, teaching, resources or other academic or related issues. Remember, you are not there to support individual students with academic appeals, personal problems, accommodation issues etc. Don't be tempted to try to advise students like this, you aren't trained or qualified to do so. The University has lots of specialist support services for students though, so please refer or 'signpost' to these when required:

Learning, teaching and academic support:

Your lecturer, module leader, course leader or seminar tutor. See your weblearn for contact details
<https://student.londonmet.ac.uk/weblearn/>

Help with approaching assessments, understanding requirements and issues across modules, accessing resources, structuring your arguments:

Academic Mentors
<https://student.londonmet.ac.uk/your-studies/study-resources/academic-mentors/>

Advocacy, casework and individual support around alleged misconduct, mitigating circumstances, appeals, complaints:

Students' Union - Casework Advice Service
<https://www.londonmetsu.org.uk/advice/enquiryform/>
e: advocacy.su@londonmet.ac.uk

Student voice, reps, democracy, liberation forums, societies, competitive sports teams, Verve radio and magazine, student council:

Students' Union Harglennis Building,
Holloway Campus & CMG-20 Calcutta House,
Aldgate Campus
www.londonmetsu.org.uk/
e: studentsunion@londonmet.ac.uk
t: 02071334171
social media: Facebook/Instagram/Twitter/Snapchat:
londonmetsu

Help locating library books and resources from your reading lists:

Speak to a library assistant or the Academic Librarian for your course (sometimes called Subject Librarian)
alls@londonmet.ac.uk.

If you feel a book needs to be ordered then speak to your Course Leader

Information and access to Success Coaches:

Peer assisted Student Success (PASS Scheme)
<https://student.londonmet.ac.uk/your-studies/study-resources/pass-scheme-peer-assisted-student-success/>

Module change, enrolment issues, changing course, hardship fund, submit mitigating circumstances forms etc:

School Office (formerly called 'hubs'): <https://student.londonmet.ac.uk/school-offices/>
e: schooloffice@londonmet.ac.uk
For 2020-21 primarily remote working with limited on campus presence in TM1-89 (Blue Zone), Holloway Road Campus & CMGN-24, Ground floor, Aldgate Campus (information correct as of September 2020).
School Office details for specific schools:

School of Art, Architecture and Design

e: aad@londonmet.ac.uk
<https://student.londonmet.ac.uk/school-offices/school-office-art-architecture-and-design/>

Guildhall School of Business and Law

e: gsbl@londonmet.ac.uk
<https://student.londonmet.ac.uk/school-offices/school-office-guildhall-school-of-business-and-law/>

School of Computing and Digital Media

e: scdm@londonmet.ac.uk
<https://student.londonmet.ac.uk/school-offices/school-office-computing-and-digital-media/>

School of Human Sciences

e: shsc@londonmet.ac.uk
<https://student.londonmet.ac.uk/school-offices/school-offices-human-sciences/>

School of Social Professions

e: sspr@londonmet.ac.uk
<https://student.londonmet.ac.uk/school-offices/school-offices-social-professions/>

School of Social Sciences

e: sssc@londonmet.ac.uk
<https://student.londonmet.ac.uk/school-offices/school-offices-social-sciences/>

Volunteering opportunities:

Careers and employability Service
volunteering@londonmet.ac.uk
Facebook/Twitter: ReachVolunteering/
VoluntLondonMet

General library queries and library Services:

Holloway Learning Centre and Calcutta House Library
e: library@londonmet.ac.uk and specialcollections@londonmet.ac.uk for our Special Collections
<https://student.londonmet.ac.uk/library>
facebook: @londonmetlibrary
twitter: @londonmetlib insta: librarylondonmet
t: 020 7133 4444

Students experiencing personal and / or emotional difficulties, difficult personal circumstances including mental health difficulties:

University Counselling Service
<https://student.londonmet.ac.uk/life-at-london-met/wellbeing-at-london-met/counselling-and-personal-development/>
e: counselling.studentservices@londonmet.ac.uk
t: 020 7133 2093 (leave voicemails during remote working)
Book pre counselling appointment: <https://bookings.qudini.com/booking-widget/storefinder/KBAIY7V7DUE>
twitter: @ss_counselling
student.londonmet.ac.uk/counselling

Safeguarding info and reporting if you are concerned someone is a victim of abuse or similar concern: <https://www.londonmet.ac.uk/about/policies/safeguarding/>

Student financial, funding, bursary accommodation advice and guidance:

Student Money, Accommodation, Advice Team Full info including remote or on-campus service: <https://student.londonmet.ac.uk/fees-and-funding/money-and-financial-advice/>
e: SMAA@londonmet.ac.uk
Book video appointment (MS Teams):
<https://bookings.qudini.com/booking-widget/storebooker/6W6EBZYNIL4/2753/product/41896>

Disability & Dyslexia advice and support:

Disability & Dyslexia Service (DDS) please see below website for details on current remote and on-campus operation:
<https://student.londonmet.ac.uk/life-at-london-met/wellbeing-at-london-met/disabilities-and-dyslexia-service-dds/>
e: dds.studentservices@londonmet.ac.uk (preferred during remote working)
t: 020 7133 2188

Work-based learning opportunities:

For general advice and help finding work-based learning opportunities (placements etc)
wbl@londonmet.ac.uk
To book an appointment via: <https://mycareer.londonmet.ac.uk>

Want to start your own business, freelance work, enterprise: The Accelerator
Via the website at <http://accelerator-london.com/askadvice@accelerator-london.com>
Insta: londonmetaccelerator

Jobs, Careers, Employability, Interview skills, volunteering opportunities:

Careers and employability Service:
Book an appointments and view job opportunities:
mycareer.londonmet.ac.uk
Attend any of our webinars:
www.londonmet.ac.uk/careersevents
View our interactive careers portal resources: <https://londonmet.careercentre.me/u/bs88xinc>
For all queries, please see www.londonmet.ac.uk/careers or email careers@londonmet.ac.uk
facebook/twitter: @LondonMetCareer

International Students / Visa advice and support:

International Advice Service :
e: adviceinternational@londonmet.ac.uk
t: 02071334186
International Visa Compliance:
e: visa.compliance@londonmet.ac.uk
t: 02071334146
<https://student.londonmet.ac.uk/international/international-advice/>

Fitness, Gym & Recreation (free to use):

Including online and distance classes,
Sciencemain gym: Science Centre, Holloway, exercise room - Calcutta House
e: fitness@londonmet.ac.uk t: 02071333620
www.londonmet.ac.uk/sports
facebook: londonmetfitness
twitter: @LDNMetGym

Catering including allergy advice:

Holloway Campus TMG-54
e: catering@londonmet.ac.uk
t: 020 7133 2013
<https://student.londonmet.ac.uk/life-at-london-met/social-and-recreational-activities/met-food-cafes-on-campus/>

IT and media support:

Self Service IT portal: <https://servicedesk.londonmet.ac.uk/sw/selfservice/> (included IT chat)
Forgotten passwords: <https://password.londonmet.ac.uk/FastPassClient/Default.aspx>
TechSmart IT help desks: Holloway and Aldgate Libraries 09.30-5.30pm Mon - Fri (term-time only)

Reporting estates issues: fixing stuff, spillages, blocked toilet, cleaning and maintenance:

ask@londonmet.ac.uk
t: 02071332751 (internal x5555)
<https://servicedesk.londonmet.ac.uk/sw/selfservice/portal.php>

London Met University switchboard:

t: 0207 133 4200

Non - London Met Services:
Emergency (Police, Fire, Ambulance): 999

Non-emergency Police: 101

Non-emergency NHS: 111

NHS COVID-19 information:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

University COVID-19 information:
<https://www.londonmet.ac.uk/about/coronavirus/>

NUS (National Union of Students): 0845 5210262

Talk to FRANK (confidential drugs advice): 0300123 6600

Samaritans (if you have suicidal thoughts or just want to talk): 116 123

Did you know?

Free sanitary products (pads and tampons) and condoms/lube are available from the MetSU offices! (when open)

MetSU on Social Media

We love to see your pictures and hear your comments/feedback as a Student Rep.

Keep in touch!

   @londonmetsu

**[londonmetsu.org.uk/
studentreps](https://londonmetsu.org.uk/studentreps)**

