

Signposting guide

Quite often a student will present you with an issue or query that is outside your remit as a Student Rep. This could for example be an individual advice or welfare issue. When this occurs you must not try to deal with the issue yourself but instead should 'signpost' the student to the relevant source of assistance and explain the reason for this.

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, time-tabling or other academic or related issues. Remember though, you are not there to teach students or support their academic development, to help with academic appeals, personal problems, accommodation issues or anything else of that nature. You aren't trained or qualified to do so.

Please 'signpost' students to the correct source of support by using the below guide. Please note if all or part of the university is operating remotely, the phone numbers may not be in use.

Learning, teaching and academic support

Your lecturer, module leader, course leader or other member of teaching staff

See your weblearn for contact details:

student.londonmet.ac.uk/weblearn/

Help with approaching assessments, understanding requirements and issues across modules, accessing resources, structuring your arguments. 1-2-1 support sessions available:

Academic Mentors

student.londonmet.ac.uk/your-studies/study-resources/academic-mentors

Independent, confidential advice and individual support around alleged misconduct, mitigating circumstances, appeals, complaints and similar:

Students' Union - The Advice Service

suforms-londonmet-ac-uk.stackstaging.com/view.php?id=43626

theadviceservice.su@londonmet.ac.uk

londonmetsu.org.uk/adviceservice

Students' Union: Student voice: reps and democracy, student council, volunteering opportunities, liberation forums, societies, competitive sports teams, verve radio and magazine:

Students' Union Harglennis Building, Holloway Campus & CMG-20 Calcutta House, Aldgate Campus

londonmetsu.org.uk/

studentsunion@londonmet.ac.uk

02071334171

facebook/instagram/twitter: @londonmetsu

Help locating library books and resources from your reading lists:

Speak to a Library Assistant, Academic Librarian for your course (sometimes called Subject Librarian)

alls@londonmet.ac.uk If you feel a book need to be ordered then speak to your Course Leader

student.londonmet.ac.uk/library/subject-guides-and-research-support/a-z-subject-guides-and-librarians/

General library queries and library Services:

Holloway Learning Centre and Aldgate Library Services in Calcutta House

library@londonmet.ac.uk and specialcollections@londonmet.ac.uk for our Special Collections

student.londonmet.ac.uk/library/

facebook: @londonmetlibrary

twitter:@londonmetlib

insta: @librarylondonmet

020 7133 2100

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

University Counselling Service, TM1-33, Student Services, Holloway Campus

studentservices@londonmet.ac.uk

020 7133 2848

Please see webpages for details of opening times

student.londonmet.ac.uk/life-at-london-met/student-services/ / student.londonmet.ac.uk/life-at-london-met/wellbeing-at-london-met/counselling-and-personal-development/

Book pre counselling appointment: bookings.qudini.com/booking-widget/storefinder/KBAIY7V7DUE

twitter: @ss_counselling

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

School Office

For opening hours and on-campus location details please see website:

student.londonmet.ac.uk/school-offices/

schooloffice@londonmet.ac.uk

School Office for School of Art, Architecture and Design: aad@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-office-art-architecture-and-design

School Office for Guildhall School of Business and Law: gsbl@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-office-guildhall-school-of-business-and-law

School Office for School of Computing and Digital Media: scdm@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-office-computing-and-digital-media

School Office for School of Human Sciences: shsc@londonmet.ac.uk; student.londonmet.ac.uk/school-offices/school-offices-human-sciences

School Office for School of Social Sciences and Professions: sssp@londonmet.ac.uk

student.londonmet.ac.uk/school-offices/school-offices-social-professions

student.londonmet.ac.uk/school-offices/school-offices-social-sciences

Information and access to Success Coaches:

Peer Assisted Student Success (PASS Scheme)

student.londonmet.ac.uk/your-studies/study-resources/pass-scheme-peer-assisted-student-success/

Safeguarding info and reporting if you are concerned someone is a victim of abuse or a similar concern:

londonmet.ac.uk/about/policies/safeguarding/

LMSU safeguarding policy and procedure

londonmetsu.org.uk/about/ourpolicies/

Student financial, funding, bursary, accommodation advice and guidance:

Student Money, Accommodation, Advice Team

TM1-33, Holloway Campus

020 7133 2848

studentservices@londonmet.ac.uk

Full info including remote or on-campus service:

londonmet.ac.uk/advice

Disability & Dyslexia advice and support:

TM1-33 Student Services, Holloway Campus

studentservices@londonmet.ac.uk

020 7133 2848

Please see webpages for details of opening times

student.londonmet.ac.uk/life-at-london-met/student-services/

<https://student.londonmet.ac.uk/life-at-london-met/health-and-wellbeing/disabilities-and-dyslexia-service-dd>

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

Careers and Employability Service

TM1-33, Holloway Campus

For all queries, please see londonmet.ac.uk/careers or email careers@londonmet.ac.uk

Book an appointments and view job opportunities:

mycareer.londonmet.ac.uk

Attend any of our webinars: londonmet.ac.uk/careersevents

View our interactive careers portal resources:

londonmet.careercentre.me/u/bs88xinc

facebook/twitter: @LondonMetCareer

Insta: @london_met_careers

Work-based learning opportunities (placements etc):

T2-20, Holloway Campus

For general advice and help finding work-based learning opportunities (placements etc)

wbl@londonmet.ac.uk

student.londonmet.ac.uk/jobs-and-employment/work-based-learning/

To book an appointment via: mycareer.londonmet.ac.uk

Want to start your own business, freelance work, enterprise, entrepreneurship:

The Accelerator

35 Kingsland Road, Shoreditch E2 8AA

studententerprise@londonmet.ac.uk

accelerator-london.com/students/

Via the website at accelerator-london.com/ask

Insta: @londonmetaccelerator

International Students / Visa advice and support:

International Advice Service

adviceinternational@londonmet.ac.uk

Visa Compliance e: visa.compliance@londonmet.ac.uk

student.londonmet.ac.uk/international/international-advice

Fitness, gym and recreation

Main gym - Science Centre, Holloway, exercise room - Calcutta House

fitness@londonmet.ac.uk 02071333620

londonmet.ac.uk/sports

Facebook/twitter/insta: @LDNMetGym

Catering including allergy advice:

catering@londonmet.ac.uk

020 7133 2013

student.londonmet.ac.uk/life-at-london-met/social-and-recreational-activities/met-food-cafes-on-campus/

Twitter: @LDNMet_Estates

The Rocket (student bar and entertainment venue):

entertainment@londonmet.ac.uk

Twitter & fb: @LondonMetEvents

student.londonmet.ac.uk/life-at-london-met/social-and-recreational-activities/student-social-events/

IT and media support:

Self Service IT portal: servicedesk.londonmet.ac.uk/sw/selfservice/ (includes IT chat)

Forgotten passwords: 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

0207 133 4211

Twitter: @LDNMet_Estates

<https://staff.londonmet.ac.uk/support-services/estates/>

Regulatory advice and guidance from University on misconduct, appeals, complaints:

Student Casework Office

conduct@londonmet.ac.uk

<https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/student-conduct/>

Reporting information about health and safety:

Health and safety team

<https://staff.londonmet.ac.uk/employment-support/health-and-wellbeing/health-and-safety/>

hands@londonmet.ac.uk

Twitter: @LDNMet_Estates

London Met University Switchboard

0207 4230000

Non-London Met useful numbers:

Emergency (Police, Fire, Ambulance): 999

Non-emergency Police: 101

Non-emergency NHS: 111

[NUS \(National Union of Students\)](#)

Talk to FRANK (confidential drugs advice): 0300 123 6600

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



London Met Students' Union