



Queen Mary
University of London

Canary Wharf
Brick Lane
Tech City
Shoreditch



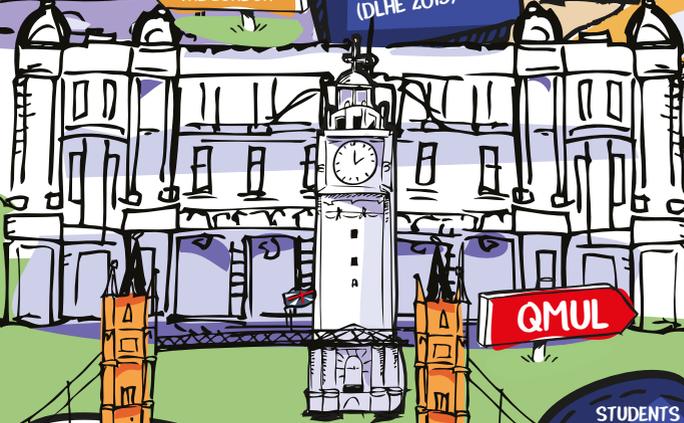
Parents
Guide
2017

94%
GRADUATES IN
EMPLOYMENT OR
FURTHER STUDY
(DLHE 2015)

15
MINS
to the West
End on the
Tube

BARTS AND
THE LONDON

MILE END



QMUL

STUDENTS
AND STAFF FROM
155
COUNTRIES

9th in the UK
for research
REF 2014

*TOP 1%
OF UNIVERSITIES IN THE WORLD

ONE OF THE
LARGEST RESIDENTIAL
CAMPUSES IN THE
CAPITAL

RUSSELL
GROUP



www.qmul.ac.uk



What can I do to help?

Keep an eye out for this symbol throughout the booklet. The 'What can I do to help' sections are designed to offer practical advice on how best to support your child through the application process.



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Preparing for the future

The journey to higher education is one of the most exciting in a young person's life, but the process is not without uncertainty. With rigorous UCAS procedures, exam pressures and the prospect of leaving home, this can be a demanding time for you and your child.

The university application process is long and comprehensive. There are big decisions to make throughout the year and lots of things for your son or daughter to consider. As a parent or guardian, you have an invaluable role to play. There are many things you can do to ensure that your child feels confident in their choices and well-prepared for the future.

Whilst some of you will be familiar with the university cycle, many of you will be embarking on this journey for the first time. This booklet is designed to support each and every one of you and to provide fresh insight into university progression. It offers advice on how to support your child, whilst also addressing some of the most common concerns surrounding higher education.





Undergraduate Open Days

An Open Day is the perfect opportunity to come and talk to some of our current students – and see for yourself what life at QMUL is like.

Our next Open Days will be on:

23, 24 June and 7 October 2017

qmul.ac.uk/undergraduate/openday

Is university right for my child?

In a climate of rising fees and debts, it is natural to question whether university is worth the expense.

Your son or daughter will spend a minimum of three years studying for a degree and whilst tuition fees vary according to university over 50% now charge the maximum of £9,000 per year. For the vast majority of undergraduates, funding will come from the student loans company and/or the bank of mum and dad.

Although the current economic climate poses challenges for today's graduates, it is often more difficult for young people without a degree. On average, graduates have more diverse job prospects, greater earning potential and are considerably more employable. Whilst a degree is by no means compulsory for many careers, the benefits of higher education are innumerable and extend far beyond the lecture theatre.

Here are just a few:



1) Employability

According to the most recent report of the office of national statistics, UK graduates have higher earning potential and are more likely to secure high-skilled positions than non-graduates.

At Queen Mary University of London, we take progression seriously and have a great track record for employability, with 94 per cent of 2015 QMUL graduates in employment or further study (DLHE, 2015). Whilst it's impossible to predict the future of the UK job market, a good university degree is essential for entry to, and progression in, thousands of national and international careers.



2) Professional development and networking

Professional skills and work experience have never been more important for graduates and universities provide thousands of opportunities for development. At QMUL, we have pioneered a series of award-winning initiatives that focus specifically on strengthening graduate CVs.

Our students have access to an impressive range of professional services, from work experience placements, internships, industry placements and part-time employment, to QProjects, our award-winning voluntary scheme. Last year, over 400 employers and training organisations visited the campus in over 90 employer recruitment and networking events.



3.) Personal growth

The 'university experience' is life-changing and unforgettable. A degree will broaden their cultural horizons and they will probably make friends for life. On their course, in clubs and societies and through their Student Union they can travel and get involved in exciting projects that will enhance their personal and professional skills.

At Queen Mary, we have over 150 clubs and societies and countless events and programmes. We're proud of our international identity and offer study abroad placements in Boston, Hong Kong, Toronto, Melbourne, Auckland, New York, California, Sydney, Nanyang, Miami, as well as India and China.



What can I do to help?



Would a degree suit my child's aspirations?

Although university appeals to lots of young people, it's by no means compulsory.

From apprenticeships, vocational courses and paid employment to gap years and volunteer schemes, there are many alternatives to higher education which also offer valuable opportunities to build skills, knowledge and experience.

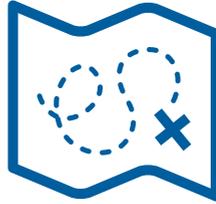
Perhaps your child is considering a career in the military or they are keen to train as a pilot, police officer or engineer. They may prefer to go straight into paid employment, or to apply for an apprenticeship within an organisation. Apprenticeships offer practical training in a wide range of sectors from arts, media, publishing, education, and ICT to construction, business, engineering, health, leisure, travel and retail. To search for UK apprenticeships near you, head to www.gov.uk/apply-apprenticeship



Has your child considered a QMUL Degree Apprenticeship?

Degree Apprenticeships are an alternative way to study at QMUL. Students on a Degree Apprenticeship programme study part-time towards a BA or BSc (hons) qualification while working for an organisation in a role related to a particular profession. The employer organisation provides students with a salary and sponsors the tuition fee costs. A Degree Apprenticeship at QMUL therefore provides the opportunity to combine high-quality campus-based learning with industry experience and work-based assessment.

Since 2015 the School of Electronic Engineering and Computer Science at QMUL has offered a Degree Apprenticeship in Digital and Technology Solutions (BSc), with partner organisations including the BBC, Goldman Sachs, GSK, IBM and John Lewis. Unlike our other undergraduate programmes, applications for the Degree Apprenticeship programmes must be made to the employer organisation. For more information about Degree Apprenticeships visit www.getingofar.gov.uk. For general enquires please email apprenticeships@qmul.ac.uk.



Would they like to take a gap year?

Like many young people, your son or daughter may also wish to take a gap year before enrolling on their undergraduate course. Although not strictly academic, gap years can be really beneficial to personal and professional growth. They provide great opportunities for travelling, volunteering and building up work experience, and can significantly strengthen your child's CV.



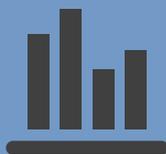
Big decisions: which university/course is right for my son or daughter?

There are around 130 universities in the United Kingdom, each providing a unique social and academic experience. With over 50,000 courses on offer, choosing the right one can be daunting and there are many things for your son or daughter to consider.

Resources are plentiful and most are freely available to your child during the application process. From league tables, websites and articles to forums and testimonials, there are lots of ways for your son or daughter to narrow down their higher education preferences. First-hand experience is also vital, with open days, taster courses and higher education conventions all providing a valuable insight into university life.

Open Days

Open Days are a great opportunity to get a feel for a university. At QMUL Open Days, visitors can explore the campus and accommodation, meet current students, attend taster lectures and subject talks, speak to student support services and get first-hand advice on the application process. Why not come along and see for yourself? The 2017 QMUL Open Days are on Friday 23 June, Saturday 24 June and Saturday 7 October.



A note on league tables

League tables offer a wealth of information on all aspects of higher education and can be useful when comparing universities. Their measurements are wide ranging and cover everything from research quality and course structure, to student satisfaction and graduate progression.

Although useful, it's important to view league tables in context and to be aware that each will prioritise a different measure when ranking. For example, whilst an institution may rank highly in an academic or course-specific league table, it could also score poorly in a more socially-oriented or student-focussed survey. Make sure you know where the data comes from and how it's being used, and try to consult a wide range of tables rather than just one or two.





What can I do to help?

Each and every young person is different and will have their own unique preferences regarding university. Over the summer, talk to your child about what they most enjoy and encourage them to start thinking about these four key areas:

1. Which subject area are they interested in?

With over 50,000 courses and combinations available in the UK, your child should be able to find an ideal match: a degree they will really enjoy. Whilst it is possible to work from a career plan (for Medicine, Dentistry, Law, Architecture etc.) it's also important to remember that over 80% of careers are unrelated to their degree.

As soon as your child finds a course they like, have a look through the entry requirements to ensure that they are on the right path. It's also important to consider the career prospects, subject-specific facilities (labs, IT equipment, etc.) and methods of teaching and assessment, as these differ from course to course.

Over the summer, encourage your son or daughter to explore courses online through the UKCourseFinder (www.ukcoursefinder.com) and to research open days and events. The 2017 QMUL open days will be taking place on Friday June 23, Saturday June 24 and Saturday October 7. There will be an array of taster lectures, campus tours and live musical performances on offer throughout the day.

2. Would they prefer a more self-contained campus or a multi-site university?

• Campus universities

Campus universities are often located outside of the city centre and provide everything on one site from libraries, lecture theatres and seminar rooms, to bars, cafes, sports facilities and student accommodation. They are student-focussed and tailored specifically to meet undergraduate needs, be they academic, personal or social. These universities are favoured by some for their convenience and close-knit community feel.

Big decisions

- **Multi-site and collegiate**

Multi-site and collegiate universities, on the other hand, are scattered across towns and cities and generally involve greater travelling distances. Students interact with a broad spectrum of people and live in close proximity to all of the area's main attractions, from museums, galleries and cinemas to sports clubs, shops and cafes. These universities often appeal to young people who enjoy the hustle and bustle of city life and tend to provide lots of opportunities for paid employment and work experience.

3. What do they enjoy doing in their spare time? Are they interested in extra-curricular activities including sports, societies and volunteering?

If your son or daughter has a major interest in a particular sport, hobby or activity such as football, amateur dramatics or student media, then he or she may wish to select a university with resources for pursuing this. When researching universities, encourage your child to check out their sports and Student Union facilities – do they organise sporting events? What sort of clubs and societies are available?



The Student Union pages on university websites should provide a detailed breakdown of all that's on offer. At Queen Mary, we have everything from Neuroscience Society, Rocket and Space Society and Film Society to Disco Society, Cheese Society and Harry Potter Society. There really is something for everyone! For more information, visit www.qmsu.org

4. Do they want to move into university accommodation or are they keen to stay at home?

- **Leaving home:**

The price, quality and availability of student accommodation varies and is often relative to the size and/or location of a university. Places are not always guaranteed and competition can be fierce, so encourage your son or daughter to research the deadlines and availability in advance.

Top tips for university accommodation:

1.) Research the different types of accommodation with your son or daughter.

Would they like an en suite? Would they prefer to live in a large communal residence or a smaller, 5/6 person flat? Do they require additional support with access or facilities? Would they like catered halls or non-catered halls?

2.) Note down the accommodation

deadlines. Deadlines vary according to the university and rooms are often assigned on a first-come-first-served basis.



3.) Book on to accommodation tours –

These provide a sneak peak in to the rooms, facilities and location of your child's halls of residence.

4.) Prepare a plan B – student accommodation can be quite competitive, particularly in smaller, city-based universities. It's good to be prepared and consider other options, should your child's plans fall through.

- **Accommodation at Queen Mary:** Unfortunately, because of our Central London location, Queen Mary are unable to accommodate all first year undergraduate students. The priority for our 2,000 halls of residence rooms is given to those who travel the furthest distance and who apply by the relevant deadline. However, we have dedicated Residence Officers on hand to help undergraduates secure local rental accommodation, and to ensure that associated rental properties comply with university regulations. For more information, visit www.residences.qmul.ac.uk/college/qmaccommodation

- **Staying at home:**

Like many young people across the UK, your child may be planning to stay at home during their degree. As tuition fees continue to rise, so too does the number of home stay students, with many opting to commute to their lectures and seminars.

Often, these applicants fear they will miss out on the traditional 'university experience' because they are outside of the halls of residence community. Like most new undergraduates, they may feel nervous about fitting in and making friends, especially within larger, non-campus universities.

However, student accommodation forms only one small part of the 'university experience' and there are tons of places to meet and socialise with other students. Regardless of where they live, your son or daughter can rest assured they will have full access to all that their university has to offer.

If your child is feeling nervous about remaining at home, encourage them to explore the social side of their chosen institution/s – what clubs and societies can they join? Are there any events or exchanges they can take part in? Is there a Facebook page for students on their course?

Key dates to remember

August 2017

- UCAS applications open

October 2017

- Deadline for Medicine/Dentistry/Veterinary Medicine and Veterinary Science UCAS applications
- Deadline for Medicine/Dentistry/Veterinary Medicine and Veterinary Science UCAS applications

Mid-January 2018

- Deadline for majority of UCAS applications

February - July 2018

- UCAS Extra opens

UCAS Extra

Who is it for?

- Applicants who have used all five of their choices but have not secured any offers (This could be due to unsuccessful applications, declining offers or cancelling choices that have not yet received a response.)

What does it do?

- Enables applicants to make a sixth university choice from a list of eligible courses.
- Provides applicants with a valuable opportunity to change their degree choice prior to the clearing process in July.

July 2018

- International Baccalaureate (IB) results day
- UCAS Confirmation and Clearing opens:

Confirmation

Who is it for?

- Students who have applied to university before clearing and:
 - 1.) Are holding an offer.
 - 2.) Have a firm choice university.

At the time of publication (February 2017), UCAS are in the process of finalising specific dates for 2018 entry. For more detail, visit <https://www.ucas.com/ucas/events/find/scheme/undergraduate/type/key-date>.

July 2018 (continued)

What does it do?

- Confirms whether students have been successful in their application to university.
- Informs all students who have been successfully accepted by their firm or insurance university (Some students who have narrowly missed the grade requirements may still be granted a place at their firm or insurance university.)

Clearing

Who is it for?

- Applicants who have failed to secure any offers through their UCAS application.
- Applicants who have failed to secure the grades needed for their firm (1st choice) and insurance (2nd choice) universities.

What does it do?

- Allows unsuccessful applicants to search and apply for UK university courses that still have spaces available.

August 2018

- A Level results day
- UCAS Adjustment opens:

Adjustment

Who is it for?

- Applicants who have achieved or exceeded their predicted grades and would like to switch on to a more competitive course.

What does it do?

- Gives applicants the opportunity to shop around for a course with higher entry requirements, while still holding on to their firm choice university.
- If students are accepted on to a new course, they will trade in their existing offer.

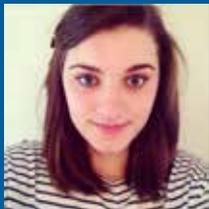
September 2018

- Final deadline for 2018 entry

October 2018

- Final date to add clearing choices
- Final date for university decisions

Student testimonial



Rebecca Cullen
English and History,
Year 3

“My parents were really supportive during the

university application process and acted as a sounding board for me by talking through my ideas and offering support. They drew on their own experiences to provide helpful advice, but avoided imposing their views on me. They really wanted it to be my decision – a decision that I would be happy with.

One of the biggest decisions for me was choosing whether or not I wanted to study at a London university. My older siblings both studied in London so I knew that the city offered a different experience to other UK universities. In some ways, moving to London seemed like a bigger step than going to another university, because it involved adjusting to life in a capital city!

My course decision was a personal one. There are so many issues surrounding job prospects, employment opportunities and tuition fees which can impact course choices. I am really lucky in the sense that my parents never said to me, “Rebecca,



we think you should do this course”. They wanted me to enjoy my chosen course and to learn and grow from my experiences.

One of the main concerns for my parents was that I would be alone in such a big city, but I think they were reassured after visiting and meeting some of my university friends. They still ask me regularly if I like living in London as it seems a world away from the village in rural Lancashire where I grew up.

I think the most useful thing that my parents did during the application process was making time to sit down with me and discuss my university and course ideas. This allowed me to vocalise my thought processes and their advice and support was invaluable. Just being there, through the tears, fears and indecisiveness, was really helpful.

I think the best advice my parents gave me was to make the most of university and the opportunities that it brings because it goes so fast. As I write this, my final reading week is fast approaching and I definitely think that advice rings true.”

Parents testimonial



Dina Rider **English Literature,** **Year 2**

“When Dina decided to apply to university we

respected her independence in choosing a course but also provided advice and guidance where we could. We had already been through the application cycle with Dina’s older brother, so were quite familiar with the processes involved. We attended a number of Open Days with Dina and found these to be really worth-while for decision-making, especially when choosing courses, modules and universities.

When Dina decided to study in London we were pleased for her as London seemed like a good choice for her degree subject – English Literature. The city has a lot to offer, and we felt confident that London would provide valuable opportunities to enhance her studies. Staying in London also meant that she could commute to university, which meant one less thing to worry about while adjusting to a new university environment.

We have lived in London for a long time so felt comfortable with her decision to remain in the city. However, as parents we were naturally a little concerned about Dina having to commute from university late at night. In the summer before university started, she joined the Commuting Society at QMUL which introduced her to other commuting students, two of whom are now her best friends. Importantly, I think the Commuting Society showed Dina that a large portion of the QMUL student body is made up of London-based commuting students, and this was reassuring.

Dina is now in her second year at QMUL and she is really invested in higher education. She’s engaging with the broader opportunities that the University has to offer and has joined a number of student ambassador schemes. As an ambassador, she has met students from many different degree courses and campuses, which is a really great thing. The ambassador programmes have also alerted her to interesting events outside of her course, including public lectures at QMUL and Senate House.

Our advice to all parents would be to stay calm throughout the application process. Don’t be afraid to ask questions, and make sure that you understand all aspects of the process.”

How will my child fund their degree?

The cost of university is understandably one of the biggest concerns for parents and guardians.

With rising tuition fees and expensive maintenance costs, the figures/price can seem insurmountable, but higher education doesn't have to break the bank.

Student loans are designed specifically to facilitate university study and are available to all UK undergraduates. Each and every young person will be supported in their studies and will follow a repayment plan after graduation. This repayment plan ensures that your son or daughter can pay back their loans in a manageable, independent and affordable way.

So, how much will it cost?

The costs of higher education vary from student to student, but universities can charge up to £9,000 per year in tuition fees. Your child will also need to fund their living and course costs, which include books, stationery, food, travel, rent and bills, plus any additional expenses. Similarly to tuition fees, these costs vary according to personal circumstance.

Course costs:

The National Union of Students estimates that the average course costs for a UK student are around £709 for travel and £1,070 for books, equipment etc per year.



Living costs:

Living costs vary according to location, and there are clear differences between London-based and non-London universities. (www.nus.org)

London: For students in London, costs are estimated at around £13,388 per year (£6,143 for rent, £1,956 for food, £316 for household goods, £65 for insurance, £2,074 for personal items, £1,524 for travel and £1,310 for leisure).

Non-London: Students outside London tend to spend slightly less – around £12,056 (£4,834 for rent, £1,956 for food, £316 for household goods, £42 for insurance, £2,074 for personal items, £1,524 for travel and £1,310 for leisure). (www.nus.org)

Do they have to pay upfront?

No, only a very small number of students pay for their fees and living costs upfront. The vast majority take out student loans and repay these gradually after completing their degree. The Student Loans Company pays the tuition fees directly to the University in three installments.

There are two main types of loan, one for study (Tuition Fee Loan), and the other for living expenses (Maintenance Loan):



For the 2017 to 2018 academic year:

- The maximum available for a student living away from home and studying in London is £11,002.
- The maximum available for a student living away from home and studying outside London is £8,430.
- The maximum available for a student living at home is £7,097.

Check out the Student Finance Calculator (www.gov.uk/student-finance-calculator) to find out how much your son or daughter is entitled to.

Tuition Fee Loans (study)

These loans are available to all young people, irrespective of household income and Student Finance England pays the fees direct to the university. (www.gov.uk/student-finance)

Maintenance Loan (living expenses)

This is available to all full-time students and is the main source of funding for living expenses. Students are entitled to at least 65 per cent of the maximum amounts available; the other 35 per cent depends on household income. The maximum loan available will vary depending on where your son/daughter chooses to study. (www.gov.uk/student-finance)

Are there scholarships or bursaries available?

Yes, there are tons of bursaries, grants, scholarships and loans available in a wide range of subject areas. In 2015-2016, Queen Mary provided over £7,000,000 in bursary support to students.

Students at QMUL with a total household income less than £42,600 who have applied for income assessed UK government financial support are eligible to qualify for a bursary. For more information, and to check whether your son or daughter is eligible, head to the QMUL bursary webpage at www.qmul.ac.uk/undergraduate/feesandfunding/bursaries/



How will my child fund their degree?



How much will my son or daughter have to repay each month?

Tuition and maintenance loans are combined and repayments won't start until your child is working at an affordable rate. Payments officially start in the April after your child graduates, but only if they are earning £21,000 or more per year.

The repayments reflect your son or daughter's salary and will only rise when their salary rises. This means that they will always be affordable. The repayments are taken out through the tax system so the whole process is very simple: there's no need to set up direct debits. As an example, someone earning £25,000 would make repayments of £30 per month. (www.gov.uk/repaying-your-student-loan)

*Please note that the figures quoted are for 2017. Keep up to date by visiting: www.gov.uk/student-finance.

Details of Queen Mary's tuition fees, plus other general finance information, are available at: www.qmul.ac.uk/undergraduate/feesandfunding

Students can apply online for all forms of student finance from the spring of the year they go to university. Students living in England apply for financial support through www.gov.uk/student-finance; for those living in Wales, www.studentfinancewales.co.uk; for Scottish applicants, www.saas.gov.uk; and for those in Northern Ireland, www.studentfinancenir.co.uk Please note that the arrangements described here apply to students living in England, choosing to study at an English university. Arrangements for students domiciled in Scotland, Wales, Northern Ireland and other EU countries, and for students living in England but studying in these countries, differ.

QTEMPS

Our CV

QTEMPS is our professional recruitment agency offering a specialist and tailored service to students and employers, working with customers looking to hire from QMUL.

For more: www.qmul.ac.uk/qtemp
or see: temp@qmul.ac.uk



Preparing for results day

Results day is one of the most important days of the year for prospective undergraduates and marks the beginning of a new chapter in your son or daughter's life.

Whilst all applicants hope to progress smoothly into their firm or insurance university, unfortunately it's not always plain sailing. Students who have exceeded their predictions may enter the Adjustment process and apply for a more competitive course, whilst unsuccessful applicants can search for an alternative degree in Clearing.

What can I do to help?



It's good to be prepared for all possible outcomes so that you can provide effective support to your child throughout the results day process. If things don't go to plan and your son or daughter is unsuccessful in their application, they will enter Clearing in search of a new course. Although this process can be stressful and disheartening, there are hundreds of fascinating and enjoyable courses available, covering a wide range of subjects.

Here are our top tips for results day:

Before results day



- Make sure that your son or daughter's UCAS track details are up to date and that their log in details are readily available.



- If your child is concerned about their results or fears they will be unsuccessful, encourage them to have think about alternative courses that appeal to them.



- Similarly, if your child thinks they might exceed their predictions, encourage them to have a think about whether they would like to apply for a slightly more competitive course.

On results day



- Make sure that your child is in the country and able to contact UCAS directly on results day – UCAS can only speak to your son or daughter about their application.



- Encourage your son or daughter to collect their exam results, rather than just checking the UCAS website – they could be eligible for Adjustment, or, if they have failed to secure a place at university, they may want to apply for a re-mark.



- Have a phone and computer/tablet ready – Clearing and Adjustment can be stressful and both operate on a first come first serve basis. If your child decides to go through this process then they will need to make direct contact with universities as soon as possible.

After results day



- If your child has secured a place, their confirmation letter will appear in UCAS Track 5-7 days after their place has been confirmed.



- If your child has been unable to secure a place, have a think about alternative routes – could they take a gap year and build their CV? Would they be interested in applying for an apprenticeship or an internship? Or would they prefer to re-sit some of their examinations and reapply for 2019 entry?

Why QMUL?



Member of the prestigious Russell Group:

Queen Mary is one of 24 leading UK universities represented by the Russell Group, that are committed to maintaining the very best research, an outstanding teaching and learning experience, excellent graduate employability and unrivalled links with business and the public sector.



Ranked top in London among Russell Group universities for Student Satisfaction:

With its high level of student satisfaction Queen Mary offers outstanding students a stimulating, supportive and high-quality learning experience.



High-quality research: in the most recent national assessment of university research, the Research Excellence Framework (REF) 2014, Queen Mary ranked 9th in the UK amongst multi-faculty universities. This means that our students are taught by staff who are active in research and are leaders in their field, undertaking work of international importance.



94% of QMUL graduates in work or further study (DLHE 2015):

Over the past few years, we have cultivated strong relationships with many of the city's top employers. We work hard to prepare students for the world of work through our dynamic QRecruit programme, which sources internships, part-time work and temporary positions. The QMUL postgraduate community is vibrant and diverse. The University hosts a wide range of postgraduate events throughout the year and our dedicated postgraduate careers consultants provide expert support and guidance for masters and PhD students.



One of the largest campus universities in Central London:

Not only do our students get to live in one of the most dynamic and cosmopolitan cities in the world, they also get to experience a friendly and supportive campus community. Our main campus at Mile End is a self-contained site located in east London, and only 15 minutes by tube from Oxford Street. It includes lecture theatres, a library, cafes, shops, sports facilities, a students' union and accommodation. Meanwhile, just down the road in Whitechapel is our Barts and The London School of Medicine and Dentistry



High-quality learning experience:

At Queen Mary, we offer our students a stimulating, supportive and high-quality learning experience. We utilise small group teaching in many subject areas and actively encourage student feedback. Our modular degree programmes give students the freedom and flexibility to choose topics which interest them.

Supporting our students: the QMUL community

Everyone who visits Queen Mary is struck by our collegial ethos and the friendly atmosphere on campus.

We are committed to ensuring that our students feel comfortable in their studies and as a QMUL undergraduate your child will be part of a vibrant and supportive community.

Life isn't always straightforward and your son or daughter may encounter personal or academic difficulties during their time at university. Workload pressures, financial worries, social anxiety and personal stress – all can take their toll and have a negative impact on health and wellbeing. At Queen Mary, we believe that communication is vital to student welfare. We understand that students may feel nervous about discussing their experiences with senior or academic staff and have developed a range of bespoke support services to meet their needs.

Our approach is both reactive and proactive: In addition to monitoring your child's attendance and performance, we will also maintain regular contact through personal tutor meetings and encourage them to share any concerns they may have regarding their course or personal life. If students prefer to speak to a peer or a specialist advisor, there are many pathways available:

Student Support services:

Student support officers

Every school at Queen Mary University of London has a dedicated Student Support Contact who can advise your son or daughter on any challenges they may be facing in their study. For a full list of QMUL student support officers, visit www.qmul.ac.uk/studentlife/support/contacts/

PASS mentors

The Peer Assisted Study Support (PASS) mentoring scheme provides first year undergraduates with opportunities to meet and socialise with second and third year students. From study skills and course guidance to social recommendations, PASS mentors have tons of experience and are committed to ensuring that your child makes the most of their time at university. To find out more, visit www.qmul.ac.uk/undergraduate/teachers/wp/pass

Students union buddying

The Student's Union at Queen Mary coordinates a buddying scheme which connects undergraduates and organises a huge range of fun trips and activities. Read all about it at www.qmsu.org/buddy



Specialist services:

Disability and Dyslexia Service

The Disability and Dyslexia Service (DDS) offers support for all students with disabilities, specific learning difficulties and mental health issues at Queen Mary University of London (QMUL). Visit www.dds.qmul.ac.uk/ for more information.

Advice and Counselling

QMUL welfare advisers provide counselling support and help with financial problems including how to budget, housing issues and other practical difficulties. Details can be found at www.welfare.qmul.ac.uk

Careers and Enterprise

The Careers department at QMUL supports students in all aspects of career development - from finding work experience and graduate jobs to starting their own business, or pursuing further study. Read more about the department at www.careers.qmul.ac.uk



Residential Support

Residential Support coordinates a range of pastoral services, including an agreed approach to the management of behaviour in halls to equip students with the knowledge, skills and experience they need to lead fulfilling careers and personal lives. Check out the residential support page at www.residences.qmul.ac.uk

We hope that you have found this guide useful. For more information please visit www.qmul.ac.uk/parents



Questions?

Call or email UK Student Recruitment for answers!

Tel: 0207 882 3064

email: ukstudentrecruitment@qmul.ac.uk

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