



UNIVERSITY OF  
LIVERPOOL

ADVICE AND GUIDANCE  
Student Services

# Guide for Parents & Supporters

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## Welcome to the Liverpool Family

Starting at university is an exciting time for families but also a time of transition and adjustment. As family and friends you played a key supporting role during the application process. The next major adjustment for students is to living independently, often away from home for the first time.

The University of Liverpool has a strong network of support for all students and offers services that can be accessed throughout their programme of study.

In this guide we aim to give a picture of the support that is available to all students, to indicate what we as a university do, but also what you can do to help your family member at this exciting time.

Professor Dame Janet Beer, Vice Chancellor







# Going to University

## Life as a student

Accommodation is one of the first concerns for new students. Whether your family member is living in University accommodation, private sector or at home there are a number of things that you can do to support their transition into university life:

- Practical skills are important to all students to help establish a balanced routine and develop their own independence.
- Discuss budgeting and managing finances
- Practice basic cookery skills and encourage healthy eating, which is good for wellbeing
- Talk about personal safety –for example getting home safely and safeguarding their possessions, both in accommodation and when out and about
- Encourage them to get involved in campus life – clubs and societies, volunteering, going to events – there are lots of opportunities to get involved in Welcome Week and beyond.

For students in our University Accommodation there is also an incredible social programme on offer from Balls and Formals to Movie Nights and Craft Shops. There is something for everyone, and the best bit, most of the events are free! Students can find out further information on the Halls Life page: <http://browser.co.uk/liv/>

For those not in Halls, there are many other opportunities to make friends and get involved in university life. Encourage your family member to sign up for clubs and societies at the Guild of Students, to familiarise themselves with the campus and to explore the city of Liverpool. Even if students are local to Liverpool, the city hosts a number of new activities and events every year. Students can find information about the city and local events in our Student Survival Guide.

Our Accommodation team are here to support students who live in University halls, they provide

further information and contact details on their website: [www.liverpool.ac.uk/accommodation/support/parents/](http://www.liverpool.ac.uk/accommodation/support/parents/)

Students who decide to live in the private sector can get help and advice from Liverpool Student Homes [www.liverpoolstudenthomes.org/Accommodation](http://www.liverpoolstudenthomes.org/Accommodation)

## Registration with a GP

We strongly encourage all students to register with a GP. We have an excellent Student Health practice on campus provided by Brownlow Health. Students can register at the practice and online [www.campusdoctor.org.uk/liverpool/reg.html](http://www.campusdoctor.org.uk/liverpool/reg.html) [www.brownlowhealth.co.uk](http://www.brownlowhealth.co.uk)

## Settling in

Welcome Week takes place before the start of teaching so there is time to get to know the campus, meet new people and to find out more about the University. There will be a programme of Welcome Week activities which will include a talk about the University from the Vice Chancellor, talks from their Head of Department, meeting their Academic Adviser (and in some departments, meeting with a Peer Mentor), orientation on campus and the Guild of Students Welcome Fair.

At the beginning of the week, all of the University services will be represented in the Guild building to provide initial advice and guidance. This will give students the opportunity to learn more about the support available.

During Welcome Week and the first few weeks of term there will be lots of students helpers around campus who your family member can speak to, along with University staff who will be willing to help. Students should look out for the 'Ask Me' logo – anyone wearing an 'Ask Me' T-shirt or badge will be able to help and there are 'Ask Me' help points on campus for the first two weeks.



## Socialising

Making friends is a big part of University life. Encourage your family member to socialise with different groups of students and reassure them that it can take time to settle and make strong friendships.

Encourage them to get involved in campus life. Liverpool Guild of Students has a vast range of clubs and societies to join, ranging from the Bake Society to the Coding and Robotics Society. Students can also get involved with volunteering to develop new skills and the 'Give it a Go' activity programme, which organises a number of one-off activities throughout the academic year [www.liverpoolguild.org](http://www.liverpoolguild.org)

Students can search My Liverpool to discover opportunities and activities to help them make the most of their time at the University of Liverpool: [www.liverpool.ac.uk/my-liverpool](http://www.liverpool.ac.uk/my-liverpool)

Whether your family member takes part in organised activities or independent exercise, our sports services provide a great way to meet people, get connected and achieve a level of fitness and general wellbeing that can help them with the other, more demanding aspects of University life. Students can also join sports clubs and the sports facilities: [www.liverpool.ac.uk/sports](http://www.liverpool.ac.uk/sports)

Remember, not everyone is the same – some students can settle in very quickly, for others it may take more time. Do give your family member some space while making this transition – this is a period of independence. It is perfectly normal for students to experience homesickness or to find the transition to university life difficult. Encourage your family member to give it time, we find that often issues can resolve themselves, however students can come and speak to a Wellbeing Adviser during our drop in if they have any worries while settling in: [www.liverpool.ac.uk/studentssupport/advice/](http://www.liverpool.ac.uk/studentssupport/advice/)

There is also 24-hour support in the Halls with our dedicated team of Wardens and Residential Advisers. For more information, please check out: [www.liverpool.ac.uk/accommodation/support/](http://www.liverpool.ac.uk/accommodation/support/)

Getting to know a new place, new people, new information and new learning coupled with some late nights can lead to students feeling rundown and exhausted. Encourage your family member to have some balance in that first week and enjoy social activities such as going to the cinema, out for a meal or sightseeing in the city.

We are aware that some students will drink excessively. Remind your family member about responsible drinking; there are dry bars in Liverpool. Do also speak to your family member about personal safety and making sure they have plans to get home safely after a night out, including having money for a taxi. There are Hackney cabs which can be picked up at designated ranks or hailed. There are also a number of private hire firms.

## Study

The first week of teaching will introduce students to their studies and the expectations of the programme. The first year is an important foundation for future study.

Some students can wonder if they have chosen the right course, as they adjust to university study and being away from home. This isn't uncommon and often accessing the relevant support can help students to consider their options or overcome any hurdles they are experiencing.



Please be reassured that there is support available and if you have concerns, please encourage your family member to access this support. Student Services provide a confidential service.

### Ongoing support

After the first few weeks, concerns or tensions may arise – this could be around sharing the chores in shared accommodation or learning to balance the demands of the course. Be supportive and encourage patience in adjusting to university study and living independently. Please do remind them of the support and guidance services that are available.

University study is different to school and college and it will take time to adjust. There are a number of resources and sources of support students can access to help with this transition, both within their academic department and through the Library. KnowHow provides a range of face to face workshops and online tutorials which can help students increase their confidence and improve their academic skills. Find out more at <http://libguides.liverpool.ac.uk/KnowHow> or visit the KnowHow:Academic Success module on VITAL. The first graded assignments,

whatever the grade may be, are an opportunity for more development – students are encouraged to make good use of the feedback on all assignments.

### During their studies

We hope that everything will run smoothly during your family member's time with us, however there may be times when they don't. The early weeks are not the only time when a student may feel unsettled or concerned. For example, coming back after the summer break and adjusting to second year and final year, getting unexpected results and gaining experience outside of university can lead to students feeling unsettled or concerned.

Support is available for all students at any point during their studies. The Alsop Building on University Square in the centre of campus should be a student's first point of contact if they are having any problems that are affecting their general wellbeing or ability to study. We encourage students, if they need to talk to someone but are not sure who, to come along to our Wellbeing Drop-In which runs Monday to Friday 11am-3pm for initial support and guidance or a referral to specialist support. Our services are confidential.

## Confidentiality

We know that Parents and Supporters are important sources of support for students and when your family member was at school or college, you may have been used to receiving information about their attendance, progress with their studies and pastoral support. The University is an adult learning environment where we support students to make the transition to independence. Under Data Protection Law, we cannot give out information to you (or any third parties) about your family member. This includes their academic progress, results, attendance or if they are accessing support services.

When students talk to us about issues which are having a substantial impact on them, for example mental health difficulties, we ask them whether they have spoken to parents or supporters. If students have not done so, we explore the reasons for this with

them and, where appropriate, offer students support to tell their families about the difficulties they are experiencing.

We also understand that there may be times when you are very worried. You can call and give us information about your concerns and we will respond accordingly. We will provide you with general information about how we might respond in such circumstances but we won't be able to discuss details of your family member's situation with you unless we have their permission to do so. Please be reassured that a wide range of professional support options is available to all students and if you have concerns, please encourage your family member to access. Student Services is a confidential service.

## Scenarios

Here are some typical scenarios that can occur and may cause concern for parents, families or supporters.

### I haven't heard from my family member

The start of university is a very busy time. Students may not be aware that you are concerned, or that an unanswered text while they are in lectures is worrying you. If you haven't heard from them after a pre-arranged time, or for a long period and haven't seen any other communication (eg on social media), you can call Advice and Guidance and give us information about your concerns and we will respond.

### My family member was upset/not themselves when I spoke to them

Adjusting to university life can present challenges and can take time. Students can sometimes feel in the minority if they feel they haven't settled in or made friends as soon as they expected. Please be reassured that some anxiety is normal in the early stages of university. There is support available – students just need to come to the Alsop Building.

### My family member has come home and is not happy/doesn't want to return to university/doesn't like the course

There are many avenues of support a student can access if they are unhappy about their studies. They can speak with:

- Wellbeing Advisers within Advice and Guidance
- Academic Adviser and/or Learning and Teaching Support Officer/Student Support Officer in their School
- Careers and Employability Service
- Money Advice and Guidance.

Each of these services also has information and resources on their websites. As a last resort, students can discuss a possible Suspension of Studies, a pause and some time away to help them decide what they would like to do. Students are advised to discuss this with their School and Student Welfare Advice and Guidance.

### I want to check that they are attending/I want to check their marks

When your family member was at school or college, you may have been used to receiving information about their attendance and progress with their studies. The University is an adult learning environment. Under Data Protection Law, we cannot give out any information to you (or any third parties) about your family member. This includes information about their marks and attendance. The University does have an Attendance Framework and will follow up with students who do not regularly attend their lectures. We also have procedures in place for dealing with academic progression, as well as a range of support services.

### My family member hasn't received their student funding. What can we do?

Your family member should get in touch with Money Advice and Guidance who will be able to advise. Money Advice and Guidance are based in the Alsop Building and run regular drop-in sessions.

### My family member is ill and we don't know what to do

We encourage all students to register with a GP once they arrive in Liverpool. Our Student Health practice (part of [www.brownlowhealth.co.uk](http://www.brownlowhealth.co.uk)) on campus has same day access, appointments can also be booked over the phone and online and they also offer a telephone consultation service.

If you are very concerned, you can contact Advice and Guidance and we will respond accordingly. Students will need to inform their School/Department if they are unwell and their attendance is affected. The University has an Extenuating Circumstances Procedure which we can provide advice about, should the illness affect assessments.

### I've just given my family member some bad news/I have some bad news to give

There are many avenues of support a student can access. They can come and see a Wellbeing Adviser to discuss options and speak with their School. It may be that the bad news has an impact on their assessments, for example in the case of bereavement. In addition to support services, the University has an Extenuating Circumstances Procedure should assessments be affected.

# Student support



## Student Welfare Advice & Guidance

The Alsop Building on University Square in the centre of campus, is the home of Student Welfare Advice and Guidance and the central advice point for non-academic or welfare issues that students may be experiencing. Student Welfare Advice and Guidance should be a student's first point of contact if they are having any problems that are affecting their general welfare or ability to study. If students need to talk to someone but are not sure who, we encourage them to come along to the Alsop Building for initial support and guidance or a referral to specialist support. Our services are confidential. Student Welfare Advice and Guidance have an established network with services and support within the University and with relevant external agencies [www.liverpool.ac.uk/studentsupport](http://www.liverpool.ac.uk/studentsupport)

Our teams:

- **Advice and Guidance** have a team of dedicated Wellbeing Advisers who are here to provide practical and pastoral support, advice and guidance to students who may be experiencing anything affecting their welfare and wellbeing while at university. This could include: finding your feet at university; maintaining your wellbeing; support for personal circumstances affecting your welfare and wellbeing. We are a confidential service. Any student can get in touch with us – whether they need advice or just need to talk to someone in a quiet and confidential space, we're here.
- **Disability Advice and Guidance** provides support for disabled students, including those with long term medical conditions, mental health conditions and specific learning difficulties (such as dyslexia, dyspraxia) to enable access to additional support for their academic studies. There is lots of support available, which is tailored to meet individual circumstances and needs, including reasonable adjustment support such as coursework extensions or specific exam arrangements; support workers like a mentor to help with organisation and time management; or assistive software and ergonomic equipment and

assistance to access external funding such as Disabled Students' Allowance.

- **Money Advice and Guidance** provides support and advice to students on a range of financial matters. Students can contact the team if they have queries or concerns relating to their finances, we can advise on statutory funding, budgeting and the University Hardship Fund.  
If your family member's student loan is delayed they should get in touch with Money Advice and Guidance who will be able to advise. The team are based in the Alsop Building and run regular drop-in sessions, they can provide help and advice with a range of money related difficulties.
- **International Advice and Guidance** is the central point of contact for international students throughout their time at University.

## The Counselling and Mental Health Advisory Service for students

We are actively involved in promoting positive mental health and deliver training across the University to staff and students as well as being available for consultation to students, staff, families, friends and external professionals.

The Counselling Service provides a range of therapeutic interventions to support students to get the most from their studies and manage the adjustments and demands that university life often brings. We have a professional team of well qualified and experienced therapists who are here to help.

**T: 0151 794 3304 E: [counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk)**  
[www.liverpool.ac.uk/studentsupport/counselling/](http://www.liverpool.ac.uk/studentsupport/counselling/)

The University's Mental Health Advisers provide specific services to students attending the University of Liverpool who experience complex or significant mental health difficulties. Our aim is to enable students to successfully complete their studies at the university.

Whilst the service does not replace those provided by the NHS, including crisis services, it does complement them. We provide someone to talk to within the University should a student need to. Contact with a

Mental Health Adviser can also help to determine which other services located within and outside of the University may be appropriate to support a student.

We provide emotional and practical support, intervention and advice on any concern about mental health issues, at any time during a student's studies here at the University. We are also able to liaise with other services in relation to mental health matters on behalf of students and support onward referral when this is required.

**T: 0151 794 3304 E: [counserv@liverpool.ac.uk](mailto:counserv@liverpool.ac.uk)**

## Student Health

The Student Health Service is provided by Brownlow Health and offers a range of medical and nursing facilities for all students depending on their registration status with the Practice. The service operates from two sites on campus. For details regarding the services offered to registered and non-registered students please consult the practice website or contact the practice directly for details [www.brownlowhealth.co.uk](http://www.brownlowhealth.co.uk)  
[www.twitter.com/brownlowhealth](https://www.twitter.com/brownlowhealth)

## Safety and security on campus

Campus Support operate to ensure a safe and secure, crime-free environment within the University community, through the provision of a proactive and vigilant Campus Support Officer team. The team monitor CCTV and campus alarms, maintain a visible presence on campus and provide security advice to students and staff. The team provides a Chaperone Service within the campus grounds 24 hours a day subject to availability of officer staff. The University also has a Police Liaison Officer on campus. For general enquiries contact the Control Room: T: 0151 794 3252.

[www.liverpool.ac.uk/facilities-residential-and-commercial-services/services/campus-support/](http://www.liverpool.ac.uk/facilities-residential-and-commercial-services/services/campus-support/)  
There are simple precautions students can adopt to take care of themselves and their possessions. [www.liverpool.ac.uk/studentsupport/](http://www.liverpool.ac.uk/studentsupport/). We encourage students to register valuables with [www.immobilise.com/](http://www.immobilise.com/).

## Support in university accommodation

University Accommodation provide a team of trained Residential Advisers who live amongst our students and are on-call out of office hours and at weekends to provide assistance. They offer a first point of support for students in Halls providing a friendly face for students to talk to if help is required out of hours. All of our residences have high levels of security with swipe card or fob access round-the-clock security patrols and call-out. For more information on the support

available in halls, please visit: [www.liverpool.ac.uk/accommodation/support/](http://www.liverpool.ac.uk/accommodation/support/)  
Students can get in contact on **T: 0151 795 0319**  
**E: [accommodation@liverpool.ac.uk](mailto:accommodation@liverpool.ac.uk)**

## Renting private student accommodation

Liverpool Student Homes (LSH) is a university department that was set up to support and advise students looking for and living in private accommodation. There is a wide choice and a large surplus of good quality accommodation so please be assured there no need for your family member to rush into making a decision when choosing their next home. LSH accredits registered properties to ensure they meet a strict set of quality and safety criteria called the LSH Standards, which can be found on their website. Free Housing Rights Advice and contract checking is also offered should your family member need guidance or if they experience any problems while renting privately. T: 0151 794 3296 E: [lsh@liverpool.ac.uk](mailto:lsh@liverpool.ac.uk)  
[www.liverpoolstudenthomes.org](http://www.liverpoolstudenthomes.org)

## Support in Schools and Departments

Students are supported within their academic departments through their Departmental or School Student Support Office and their Academic Adviser. The Student Support Office is able to answer any queries relating to School/Department procedures, module registration, timetables, assessments and support within the School. All students are allocated an Academic Adviser, who should be the first point of contact for any queries or concerns about academic matters. Their role is a key part of the relationship between academic teaching staff and students, ensuring students have a positive student experience. They provide information, advice and guidance on academic matters and will direct students to further sources of information, advice and guidance on both academic and non-academic matters.

## Liverpool Guild of Students

Located at the heart of our campus, Liverpool Guild of Students is the Students' Union for University of Liverpool students [www.liverpoolguild.org](http://www.liverpoolguild.org)  
They offer opportunities to boost skills and get involved with campaigns for positive change as well as a fun and vibrant place for students to try new things and have fun, and a range of support services. The Guild Advice Service offers free, confidential, independent advice on all things from academic to housing: [www.liverpoolguild.org/advice](http://www.liverpoolguild.org/advice)  
**T: 0151 795 8100**



# Finishing Studies

## Leaving the University early

Sometimes a range of factors including more serious/difficult personal circumstances or health can affect how a student is enjoying and engaging with their course. They may want to press pause, to take some time to consider their options and, where health and wellbeing is concerned, to get better. Students are able to apply for a suspension of studies. Money Advice and Guidance can advise students on the financial implications of a suspension of studies and there is guidance on the procedure here [www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/suspensions/](http://www.liverpool.ac.uk/student-administration/student-administration-centre/student-record/suspensions/)

## Getting to the finish line

After all of the hard work, heaps of fun and new experiences, comes graduation.

## Careers & Employability

Our Careers & Employability team are here to help students develop their employability while at university. We offer students support in securing their first graduate role

[www.liverpool.ac.uk/careers](http://www.liverpool.ac.uk/careers)

## Alumni

Students can join our global alumni community located all over the world. [www.liverpool.ac.uk/alumni](http://www.liverpool.ac.uk/alumni)

The Liverpool Family is made up of more than 20,000 students, 219,000 alumni and many more parents, friends and supporters. Our Parent & Family network is open to anyone with a family member studying at the University of Liverpool, the network provides a unique way for you to get involved and share in the Liverpool experience. [alumni.liv.ac.uk/networks/parent-family/](http://alumni.liv.ac.uk/networks/parent-family/)

## Extending studies

Students may wish to extend their stay in Liverpool. The University offers a range of postgraduate courses, including taught and research Masters programmes, PhDs and online distance learning courses. You can find out more at [www.liverpool.ac.uk/study/postgraduate/](http://www.liverpool.ac.uk/study/postgraduate/)



### Key contacts and information

**Term dates**  
[www.liverpool.ac.uk/term-dates/](http://www.liverpool.ac.uk/term-dates/)

### University Switchboard

T: +44 (0)151 794 2000

Follow the University of Liverpool on Twitter @livuni @livuninews

### Student Services

T: +44 (0)151 795 1000

E: [sscrec@liverpool.ac.uk](mailto:sscrec@liverpool.ac.uk)

[www.liverpool.ac.uk/studentsupport/](http://www.liverpool.ac.uk/studentsupport/)

### Accommodation

T: +44 (0)151 795 0319

E: [accommodation@liverpool.ac.uk](mailto:accommodation@liverpool.ac.uk)

[www.liverpool.ac.uk/accommodation](http://www.liverpool.ac.uk/accommodation)



## Advice and Guidance

University of Liverpool  
Student Services Centre  
Alsop Building  
Brownlow Hill  
Liverpool  
L3 5TX

T: 0151 795 1000 E: [advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)

[www.liverpool.ac.uk/studentsupport](http://www.liverpool.ac.uk/studentsupport)

