Aston University

The Hub Advice Zone

Student Support Services

The Hub is one of the top five most highly rated student services at Aston University. You are welcome to contact the Hub for immediate access to information, advice and support on a wide range of subjects and/or because you need to speak to someone from one of our related support departments.

Support departments accessed through the Hub Advice Zone include:

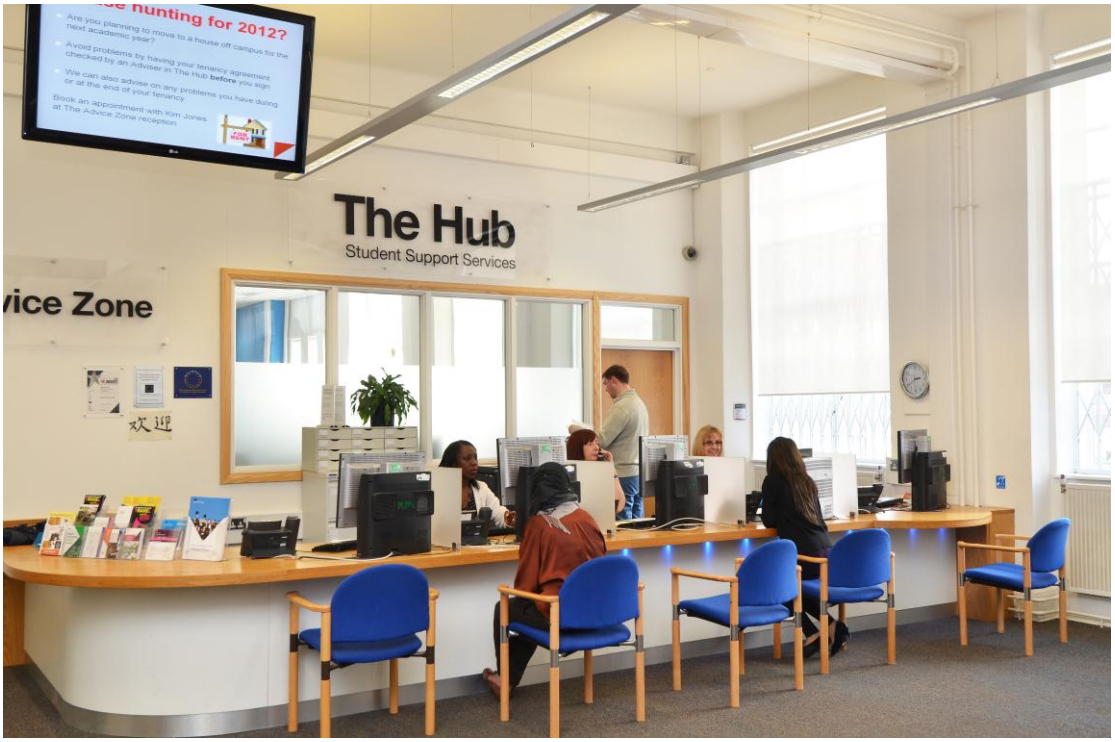
- Counselling Service.
- Disability and Additional Needs Unit (DANU).
- International Student Advisers for immigration advice.
- Registry.
- Student Advisers (for advice about academic issues, academic finance, income tax and council tax, housing and money advice).
- Student Funds Administrator (for extra funding such as the Access to Learning Fund for UK students and the Susan Cadbury Fund for International and EU students).

The Hub Advice Zone is the place to collect **University letters** pre-ordered on MAP.

Opening Hours in the Advice Zone
Undergraduate Term time: 9.30 am to 5 pm (10 am to 5 pm on Wednesdays)
Undergraduate Vacations: 10 am to 4 pm

Location:
The Hub is located on the ground floor of the Main Building on the east side of the upper foyer.

Contact details:
Email: thehub@aston.ac.uk
Telephone: 0121 204 4007



The Finance Centre

Credit Control and Cashiers

The Finance Centre is the place to visit the Finance Credit Control and Cashier section, to pay accommodation fees and tuition fees.

Additional information about the services offered in the Finance Centre can be found on the web. Please visit the Fee Collection Help Desk with your tuition and accommodation payment queries, or visit the Cashier Desk to make payments.

Credit Control is responsible for collecting your tuition fee and/or accommodation fee payments but we are also your main contact if you are having difficulties in paying you fees. Call into Finance Centre on a "drop in" basis to see a member of the Credit Control team who will be pleased to discuss and sort out any queries you may have or, if you prefer, you can book an appointment. There are confidential interview rooms if you would like to talk to someone in private. Where appropriate we will liaise with staff in your School and Central Departments to help resolve your queries.

For more information see the student finance website either through- New Students Finance Information Website link or through the Current Student link- Current Students Finance Information Website

How to contact us:

Email:	Creditcontrol@aston.ac.uk
Telephone:	0121 204 4355

You can also pay online by clicking on: www.aston.ac.uk/payments

Additional useful Contacts:
If you have any queries about the amount of fee you are being charged.

Tuition Fees Charges

In Person:	Visit the Advice Zone
Email:	Registry@aston.ac.uk
Telephone:	0121 204 4689

Accommodation Fees Charges

In Person:	Visit the Accommodation Office – Ground Floor, Stafford Tower
Email:	accom@aston.ac.uk
Telephone:	0121 204 4704/4707

The Advice & Representation Centre

(ARC) is the Guild's Independent Representation Service for Aston Students.

ARC staff are able to represent students at formal hearings and appeals.

Visit the ARC for independent advice and support with:

- Academic appeals
- Access to Learning Fund applications & appeals
- Course related issues
- Disciplinary matters
- Exam boards
- Money advice
- Off campus accommodation
- University sanctions
- and more…

Location:
The ARC is located on the first floor of the Students' Guild

The Advice & Representation Centre is the source of information about all non campus accommodation available to Aston students via the web link at
http://www.astonstudentpad.co.uk

Contact details:
Email: arc@aston.ac.uk
Telephone: 0121 204 4848
Web: http://www.astonguild.org.uk/advice

Opening Hours
Monday – Friday: 10 am to 4 pm

Appeals, Complaints and Disciplinary Regulations

Information is available via the Registry's Regulations and Policies Page.

Academic Appeals
http://www1.aston.ac.uk/registry/for-staff/regsandpolicies/academic-appeals-procedure/

Complaints
http://www1.aston.ac.uk/registry/for-staff/regsandpolicies/complaints-procedure/

Disciplinary Regulations
http://www1.aston.ac.uk/registry/for-staff/regsandpolicies/discipline-of-students-regulations/

Central Teaching Operations

Central Teaching Operations are responsible for the allocation and booking (internal and external) of all University teaching/function rooms; and the management and co-ordination of support for teaching facilities. Student societies are able to make room bookings for society meetings through The Hub. The Teaching Facilities website provides more information on the services provided.

Student Guild Bookings 2012/13

1. One person is responsible for the booking of the room; the bookings should be made by visiting the Hub on Wed afternoon (Term time only) from 14:00-16:00 or by sending an email to l.richards2@aston.ac.uk Emails will be dealt with on a Weds afternoon **only** – students should remember to give an indication of numbers and whether the room is required for one date or the term. They must inform AV-Support if they plan to use the equipment. **No food or drink allowed.**

If the event is to attract VIP guests and speaker advice should be sought from the Marketing & Communications team at Aston.

2. That student will be required to provide contact details such as S/N, contact telephone no. and email address.

3. Bookings are made on first come first served basis.

4. Teaching takes priority so some rooms may not be available, particularly during the exam period. Please note rooms may be changed at short notice.

5. If the booking takes place after 18:00 an id number will be issued to the room booker this should be quoted to Security staff who will then issue a key to the student
(The key will only be given to the named person on the booking)

http://www1.aston.ac.uk/staff/estates/teaching-operations/

Chaplaincy

Religious Provision: Chaplaincy at the Martin Luther King Multi-faith Centre

The University have a multi faith team of Chaplains who are here to support students of all faiths or of none.
The Chaplains provide a welcome and offer support to all students regardless of faith or background.
The Chaplains run a programme of events at the Martin Luther King Multi-Faith Centre which are open to all.
Faith societies and other groups can use the Centre for meetings, reflection and worship. There are a range of Guild societies which offer you the chance to meet, talk and worship with other people who share your faith. There is also a prayer facility within the Students' Guild.

If you would like to know more pop in, or contact us on **0121 204 4729** or email **chaplaincy@aston.ac.uk**

Or visit the Chaplaincy website at:

https://www1.aston.ac.uk/current-students/health-wellbeing/chaplaincy/

Counselling Service

The University Counselling Service is a confidential and professional service, staffed by qualified and experienced counsellors.

Meeting with a counsellor offers the opportunity to discuss issues that may be affecting you either personally, or in your academic work. These could include issues such as relationship difficulties, anxiety and stress, loss of motivation. No topic is too small or too large to bring to the service and, each year, many students benefit from talking with a counsellor.

Counsellors do not give advice or tell you what to do. Our role is to help you take responsibility for your own decisions, to become more aware of your own resources and to work with you in developing skills which will help you to manage your own difficulties and concerns more effectively.

The service is situated on the ground floor of the main Building. Appointments can be made through The Hub in person, by telephone: 0121 204 4007 or you can email the Counselling Service on counselling@aston.ac.uk. Further information can also be found on the service web site: www.aston.ac.uk/counselling

Disability and Additional Needs Unit (DANU)

DANU is here to provide advice and guidance if you have a disability. They can help to co-ordinate any support you require if you have a physical, sensory or hidden disability, mental health or specific learning difficulty. The service is confidential and we will only liaise with teaching and other support staff within the University to help make adjustments which support your studies if you give us permission to do so, although the support we can offer may be limited if you do not want your School to know about your disability.

We also:

- run a personal assistance scheme which employs support workers to assist you if you require extra assistance with study-related tasks.
- Assist you with applications for the Disabled Students' Allowance (DSA) and other sources of funding.
- advise teaching areas about the provision of individual examination arrangements and course adaptations (with your consent)
- make arrangements for Personal Evacuation Plans
- provide screening for dyslexia and make referrals to educational psychologists for full diagnostic assessments if you think you may have specific learning difficulties and would like help with this.
- can help provide assistive technology support and advice through the Assistive Technology Officer.

Contact details:
Email: danu@aston.ac.uk
Telephone: 0121 204 4007
Web: www1.aston.ac.uk/disability/

Equality and Diversity

Aston University undertakes to promote equality and diversity within the University Community in all aspects of its work. It aims to ensure through its admissions policies for students and its recruitment and selection processes for staff that it encourages applications from all groups represented in the wider community at a local, national and international level. The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against students or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career at Aston.
The Equality and Diversity Policy Statement, and a number of other policies relevant to equalities can be found on the Equality and Diversity website at:
http://www.aston.ac.uk/staff/hr/equalops/

The University promotes a culture that supports and encourages dignity and respect between all members of the University Community. There is a *Dignity at Aston Policy* which aims to prevent harassment, bullying, intimidation and violence at work and

study. If you have any concerns that you are being treated in a way that contravenes our policy you should consult the guidance at:
http://www1.aston.ac.uk/staff/equalops/policies/harassmentpolicy/

The University also has policies relating to a number of specific equality issues, including disability (see DANU), sexual orientation and religion and belief. The Code of Practice on Religion and Belief sets out the circumstances under which arrangements may be made to enable students to observe their own religious festivals. You should read this carefully since you have a responsibility to inform staff about any requirements or requests you may have, for example, in relation to examination dates. The Code of Practice on Religion and Belief can be found at:
http://www1.aston.ac.uk/staff/hr/policy-procedures/equality-diversity/religionbelief/

If you have any questions about equality and diversity at the University or you would like advice and guidance on any matter to do with equality of opportunity please contact Jane Tyrrell on extension 4587 or by email at: j.m.tyrrell@aston.ac.uk

Information Systems Aston (ISA)

Aston has extensive ICT facilities with more than 1500 student desktop computers which are located in over 50 separate computer labs across the campus.

Many labs can be accessed 24 hours a day, 7 days a week and offer a range of networked software packages, database systems, modelling tools, computer-aided learning materials and access to online sources of information for research.

ICT facilities are free to students and are linked by our Local Area Network, which spans the campus and provides high speed access to other networks worldwide. An extensive wireless network is also available for students wishing to use their own computing equipment.

To help you use the ICT facilities available, ISA have created a Student Computer Guide which contains information on all of the services provided including email, My Aston Portal (MAP), Virtual Learning Environments and much more. You can view the guide online at http://www1.aston.ac.uk/ict/studentguide.

For more information please contact:

ISA Helpdesk
Information Systems Aston (ISA)
Main Building, East 477
Tel: 0121 204 3445
Email: isa_helpdesk@aston.ac.uk

Follow us on Twitter @isa_helpdesk for tips, latest issues and new service information.

International Student Advisers

The University has qualified, experienced immigration advisers who provide free immigration advice to Aston students. The team's immigration advice was ranked 4th best out of all the UK universities who took part in the International Student Barometer survey in the autumn of 2011. The advisers can assist you with a range of issues including immigration advice about student visas and work visas, cultural and social activities and English language support sessions.

They also organise International Orientation week, which is the first of the two September Aston Welcome weeks especially for international and EU students, designed to help you settle into your new environment and make you feel more at home.

For more information contact the International Student Advisers by telephone: +44 121 204 4567 or email: issu@aston.ac.uk or visit the website at: www1.aston.ac.uk/current-students/studentsupport/issu/

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Open Monday – Friday 9am - 5.00pm

[t] 0121 333 3361
[f] 0121 333 5142
[w] www.jscampus.co.uk
[e] as@johnsmith.co.uk

JS Campus Bookshop
1st Floor
Aston Students' Guild

JS Campus Guild Shop

Providing an extensive range of products including:

- Academic Stationery
- Aston branded stationery
- Aston branded clothing
- Sandwiches & snacks
- Newspapers & Magazines

- Confectionery & Drinks
- Greetings Cards

  and much more ……...

Open Monday – Friday 9am – 5pm

[t] 0121 333 5286
[f] 0121 333 5154
[w] www.jscampus.co.uk
[e] an@johnsmith.co.uk

JS Campus Guild Shop
Ground Floor
Aston Students Guild

Learning Development Centre

The Learning Development Centre (LDC) is a central service that aims to help all Aston students get the most from their academic study. The LDC provides advice, resources, and learning opportunities for the study skills that underpin your degree course.

You can make a small group or one-to-one appointment with a Learning Development Advisor or a student Writing Mentor, who can work with you to develop and express your ideas through your academic writing.

Our experienced team delivers a programme of workshops throughout the year, covering topics such as planning your assignments, developing your writing, using and referencing sources correctly, research methods, and preparing for exams and presentations. You can sign up for just one session or follow an entire programme.

We provide a drop-in tutorial service to assist with maths and statistics development. Our tutors are available to work with you whether you're returning to maths after a break and want to refresh your skills, or if you want to further develop your existing maths knowledge.

Additionally, space is available for group study and you can reserve rooms with IT facilities to practice presentations.

Visit the Learning Development Centre module in BlackBoard for study resources and for more information.

You can find us on the first floor of the Library building.

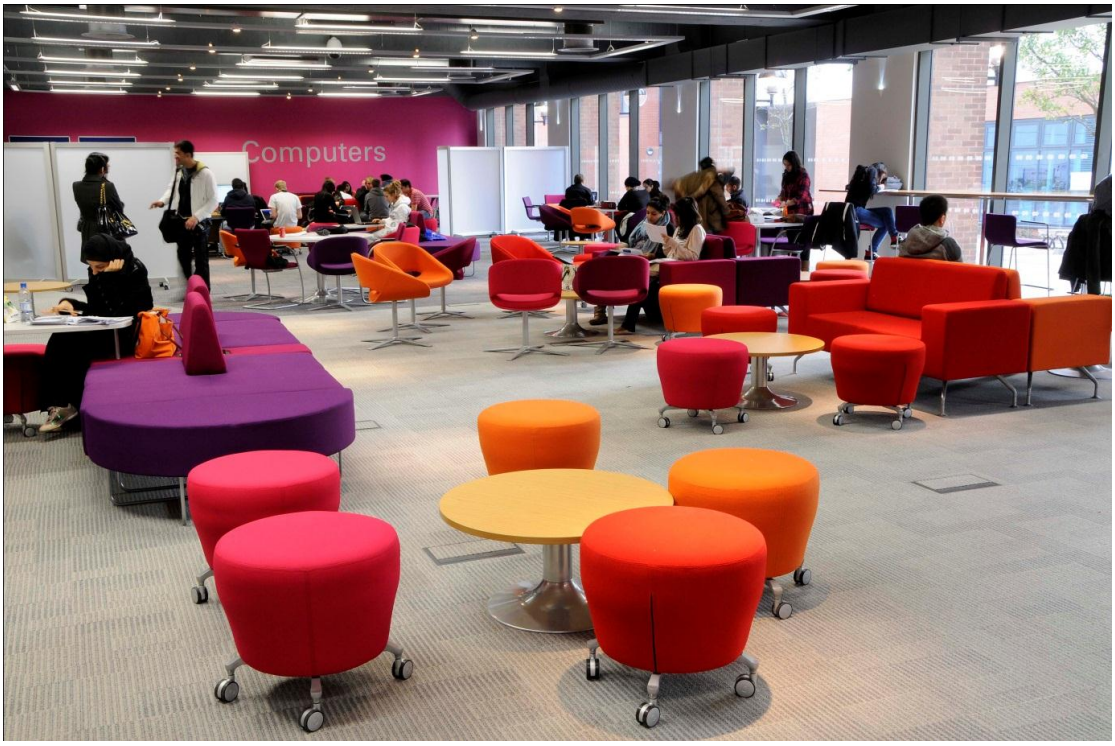
Website: http://www1.aston.ac.uk/current-students/academic-support/ldc/

Email: ldc@aston.ac.uk

Telephone: 0121 204 3040

Library and Information Services

Open 24/6 When It Matters Most



Aston University Library & Information Services has achieved the government standard in Customer Service Excellence, meaning that the service is customer focused with friendly, knowledgeable and professional staff.

Study Space
Various study environments have been designed to meet your needs, whether that is for social study, group study or silent study. You are requested to choose where you sit according to your requirements.

Opening Hours
Our opening hours are always displayed in the foyer and on the web site. During examination and revision periods we are open 24/6, from Sunday morning through to Saturday evening.

Self Service
We make our services as user friendly as possible, so you can issue books, pay fines and print documents even at night when there are no Library staff available.

Membership
You automatically become a member of the Library at enrolment. The barcode on your uniCARD shows your Library membership number. You must use your uniCARD to get in to the Library and to take books out.

You are still a member of the Library during your placement year and can make use

of all the Library facilities. Please contact us before you go if you want to use a library in another part of the country

Access to resources

From the Library home page http://www.aston.ac.uk/library/ you can:

- Link to Library search tools to look for books, journals and e-resources in your subject area
- Read about Library services and facilities
- Check how to reserve books and view your library record.

Getting help

Staff can help with general queries relating to your loans or fines, and can also give advice on finding books, journals and all sorts of information. Please speak to staff at the Help desk or contact the Library by:

- email library@aston.ac.uk
- telephone 0121 204 4525

For detailed queries you may be referred to one of our Information Specialists.

Find out more

Use the web site http://www.aston.ac.uk/library/
to find out more about facilities, opening hours and regulations.

Registry

Registry provides a range of administrative support services for students throughout your time at Aston, from initial application to graduation.

Examinations Office

The University Examinations Office is responsible for organising the scheduling and invigilation of most examinations on campus and at authorised overseas venues. This includes the issue of personalised examination timetables to students and putting in place special arrangements for students with additional needs. The Examinations Office Webpage provides useful information on examination calendars, examination forms (including information about exceptional circumstances) and links to the University Examination Regulations.

Student Records

The Registry's Student Records section is responsible for all student records from initial enrolment through to graduation. The Student Records webpage provides more detailed information on the services provided, which include: enrolment, tuition fee invoices, Aston Bursaries, liaison with the Student Loans Company, contact with student sponsors and issue of degree certificates.

University Rules and Regulations

Detailed information is available via the Registry's Regulations and Policies Page, including the following important areas:

- Examination Regulations for Candidates
- Academic Appeals Procedures
- Student Complaints Procedures
- Disciplinary Regulations for Students

The Students' Jobshop

The Students' JobShop provides a wide range of reliable part time term time and full time vacation employment to Aston's students. This allows you to combine your academic career with some paid employment.

Working part time will not only help you financially, but will also improve your employability skills, making you more employable when looking for graduate positions.

A one to one advice and guidance service is available to help you compile CV's (Resumes) for part time employment, assistance with interview techniques, guidance on employment law and help with job searches.

Come and visit the JobShop which is located on the First Floor of the Students' Guild and is open from Monday to Friday 10 am to 4 pm.

Contact me for more information:

Cathy Laird - Students' JobShop Coordinator

0121 204 4844 or jobshop@aston.ac.uk

Register online, find us on Facebook and follow us on Twitter

www.astonguild.org.uk/jobshop

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