

## **Signposting**

It can be complicated knowing where to get help from at Imperial as there's so much support but it's not properly spoken about. This page is a handy guide to help you know where to go and to help you signpost others if they need support.

Some students may know exactly what help they need, some may know how they are feeling but not even know there's help out there for them. This guide is split into situations and feelings so that you can find anything you're looking for. If you can't find it; email the Deputy President (Welfare), [dpwelfare@imperial.ac.uk](mailto:dpwelfare@imperial.ac.uk), and they will direct you to the right support.

### **Situations**

**I have a diagnosed/undiagnosed disability and need support.**

**I need help with my finances: loans, bursaries, scholarships, grants, debt, budgeting, having no money, tuition fees.**

**I need help with my future career: deciding a career path, finding a job, finding an internship, interview or assessment centre prep, getting my CV checked, application advice, CV advice, careers resources and my transcript/references.**

**I'm a parent and I'm looking at childcare options and funding help.**

**I need help with my private accommodation: finding accommodation, finding people to live with, getting contracts checked, getting a rent guarantor, legal help or other advice about private accommodation.**

**I need help with my halls of residence accommodation.**

**I need help with my English language skills.**

**I have a medical concern.**

**I want to report an incident, have an emergency, feel unsafe on campus or have lost something on campus.**

**I want to make a complaint.**

**I have been sexually harassed/assaulted and need help.**

**I need a space to practice my religion or a quiet space to think.**

**I need help with a visa or right to work form.**

**I need help with council tax exemptions.**

**I need help with studying, planning and revising.**

**I need help with resources for studying and how to reference them.**

**I am experiencing mental health difficulties.**

**I want to make friends and try new things.**

**I have a problem with my course, a deadline, research, workload, department, lecturer, supervisor, personal tutor or I need help with mitigating circumstances.**

**I don't have a big problem but I want to talk to someone.**

**I need a health check for my course or to go on a trip related to my course.**

**I need help taking legal action, with my debts or understanding contracts: employment, housing, phones.**

## **Feelings**

### **Frustrated or Struggling**

- Workload, course, research –
- Careers –
- Housing –
- English language –

### **Scared, worried or stressed**

- Studying/ researching/ grades –
- Housing -
- Visas, being in a new country -
- Careers -
- Fitness to practice –
- Finances -
- Not belonging -
- Mental health -
- Legal issues -

### **Anxious, depressed, lonely**

- Mental health -
- New country -
- Deadlines, course -
- Ill -
- Friends -

- Drink or drug use -
- Sleep -
- Eating habits -

### **Confused, lost, overwhelmed**

- Religion -
- Deadlines, course -
- Concentrating -
- Mental health -
- Careers -
- Legal issues -
- Drink or drug use -
- Uncontrolled emotions -

### **Happy, energised, excited**

- Exercise -
- CSPs -
- Part time jobs -
- Volunteering -
- Share it with others -