

## ARU London Student Support Map

This support map provides an overview of the different services available to students at ARU London. Each department offers specialised support to help you succeed in your academic and personal journey. If unsure where to go, start with the iCentre, and Student Union and they will direct you to the right team.

**ARU Students' Union: All ARU London students are automatically members.**

- ☐ Representation: elected course reps and student leaders provide feedback and ensure student voices are heard.
- ☐ Societies: student-led groups for social, cultural, and academic interests.
- ☐ Volunteering: opportunities to get involved and build experience.
- ☐ Events & Engagement: social events, campaigns, and community building activities.
- ☐ The **Student Union Advice Service** is here for you with **free, confidential, and independent support.**

Because we're separate from the University, you can talk to us in a safe space about whatever's on your mind - study worries, money concerns (including foodbank vouchers), or just needing someone to listen.

**Book an appointment:** [angliastudent.com/london/advice/book](https://angliastudent.com/london/advice/book)

**Email:** [london.advice@angliastudent.com](mailto:london.advice@angliastudent.com)

**WhatsApp:** [+44 07346 131525](https://www.whatsapp.com/channel/0029va833333333333333333)

### iCentre

- Email: [icentre@london.aru.ac.uk](mailto:icentre@london.aru.ac.uk) | Phone: 0207 400 6789 (Option 1)
- General non-academic support & administration
- Access cards, registration (VLE & e:Vision), official letters, transcripts, references
- Updating personal details, attendance queries

## **Admissions**

- Email: admissions@london.aru.ac.uk | Phone: 0207 400 6789 (Option 2)
- Applications and enrolment
- Transfers from other universities
- Explaining conditional and unconditional offers
- Open days & course enquiries

## **Finance**

- Email: finance@london.aru.ac.uk | Phone: 0207 400 6789 (Option 4)
- Student Finance applications & Change of Circumstances (CoC)
- Tuition fee payments, payment plans
- Travel bursary (UG only, 90% attendance required)
- Hardship funds, short-term loans, DSA

## **Directors of Studies (DoS)**

- Email: dos@london.aru.ac.uk | Zoom: Mon–Fri 9:30–5:00  
<https://zoom.us/j/97613642997>
- Academic welfare and engagement
- Academic support
- Extensions, Exceptional Circumstances (on-time - ECs), resits
- Support with academic offences
- Advice on intermission/break in studies

## **Employability & Enterprise**

- Email: employability@london.aru.ac.uk | enterprise@london.aru.ac.uk |  
Phone: 0207 400 6789 (Option 5)
- Career planning, CV and job application support
- Help finding part-time work and graduate roles
- 1:1 career consultations, networking events, guest talks

- Enterprise Hub: support for starting your own business
- Support available during and after your studies

### **Wellbeing Team**

- Email: studentwellbeing@london.aru.ac.uk | Phone: 0207 400 6789 (Option 7)
- Emotional wellbeing and counselling
- Disability and Inclusion support (Email: disabilityandinclusion@london.aru.ac.uk)
- Self-referral form available on VLE → Wellbeing
- DSA (Disabled Student Allowance) and SORA (Summary of Reasonable Adjustments)
- Locations: Charterhouse (Room 101), East India (5th floor, Export Building)

### **Learning Resources Centre (LRC)**

- Email: learningresources@london.aru.ac.uk | Phone: 0207 400 6789 (Option 6) | Zoom: <https://zoom.us/j/97737256809>
- Support with VLE, Kortext, Turnitin and digital library
- Book support slots via the LRC VLE page
- Printing: up to 10 pages per book
- SCONUL scheme access to other university libraries
- Chat support via VLE

## Summary

Need	Go to...
Making the most of your studies	Academic Engagement / Academic Success
Struggling with deadlines or academics	Academic Support / Director of Studies
Health or emotional wellbeing	Student Wellbeing
Disability or inclusion needs	Disability & Inclusion
Managing finances	Finance Department
Finding career help	Employability / Enterprise Hub
Progress concerns (ECs, breaks)	Director of Studies Office
Library, Wi-Fi, printing, VLE, passwords and accounts	Learning Resources
Administrative support (e.g., letters)	iCentre
Academic misconduct, appeals, exceptional circumstances, complaints, foodbank vouchers, welfare	Student Union Advice