

## Guidance document: Useful Resources

### Introduction

Below you will find the contact information for different services with the list of areas that they cover and support. These can be shared with individuals who are in need of the service and as a rep you are not to contact them on behalf of a student or a cohort.

If there is a larger issue that affects multiple students, please contact your SU coordinator or Vice President for support.

### Signposting

**Admissions** – [admissions@london.aru.ac.uk](mailto:admissions@london.aru.ac.uk) or 0207 400 6789 – Option 2

Enrolment issues, applications, fees, scholarships, English Language, International, UK, EU, Brexit.

**Employability** – [employability@london.aru.ac.uk](mailto:employability@london.aru.ac.uk) or 0207 400 6789 – Option 5

Schemes, career management skills, CV, cover letters and interview support, Career Zone online resources, partner employers, graduate vacancies, postgraduate study applications, volunteering, internships.

**Finance** – [finance@london.aru.ac.uk](mailto:finance@london.aru.ac.uk) or 0207 400 6789 – Option 4

Student loans (Tuition fees, student finance, grants, bursaries), scholarship funds, COVID-19 financial support, general payments, disabled student allowance.

**General Queries** – [enquiry@london.aru.ac.uk](mailto:enquiry@london.aru.ac.uk)

Other issues, not sure which service to signpost to.

**iCentre** – [icentre@london.aru.ac.uk](mailto:icentre@london.aru.ac.uk) or 0207 400 6789 – Option 1

Timetabling, skill development, assessments and deadlines, advice, referrals, official letters, attendance and attendance cards, student life, guides and information.

**Learning Resource Centre** – [learningresources@london.aru.ac.uk](mailto:learningresources@london.aru.ac.uk) or 0207 400 6789 – Option 6

Book collection and loans, libraries, kortext, referencing, Microsoft Office 365, VLE and apps, assignment and submissions.

**Students' Union** – [londonsu@angliastudent.com](mailto:londonsu@angliastudent.com)

Students liaison committees, course or student reps, elections, vice president, events, awards, advice, societies, volunteering, LGBT+, BAME, religion and faith, disabled student, parents, carers, women's support, course feedback, NSS, student life and voice.

**Wellbeing** – [studentwellbeing@london.aru.ac.uk](mailto:studentwellbeing@london.aru.ac.uk) or [disabilityandinclusion@london.aru.ac.uk](mailto:disabilityandinclusion@london.aru.ac.uk)

Wellbeing officers, disability and inclusion, workshops, COVID-19, self-referral, medical, physical and/or mental support, harassment, bullying, discrimination and/or exclusion.