Student Helpers
A-Z guide
Access guide
The Access Guide is available to all students, but may be especially helpful to wheelchair users. It provides a comprehensive map of accessible routes and facilities around the campus.
Find it online at: royalholloway.ac.uk/ecampus/documents/pdf/eso/5582accessguide2009individualpgs.pdf

Balance
It is important to have a balanced lifestyle. There is lots going on at University so try not to over-commit yourselves and remember to prioritise.

Bereavement
There is support offered by both chaplaincy and counselling as well as off campus support.

Bullying
See Harassment.

Cars
It is against college regulations to bring a car on to campus or to use the roads around the College.
You can have a car if you live at Kingswood, Highfield, Penrose, Beeches or Chestnuts, but you can’t park on campus.

Chaplains
Chaplains are available to students of all faiths or none and offer a warm welcome and a listening ear.

Common rooms
Three Common Rooms (Kingswood, Highfield & Founder’s) are locked by Security at 11pm and reopened in the morning. Students can eat and drink in there but need to tidy up after themselves. Gowar Common Room is a bookable space via the HUB and not open for student use. Highfield Common Room is open for use but is also a bookable space.
**Catch up meetings**
For student mentors, regular weekly meetings with the student you are supporting are essential. You should also periodically give feedback to the Disability and Dyslexia office so that we can monitor the progress of all disabled students. In addition, all student helpers are invited to termly meetings with our Student Helpers section to discuss your work and any important issues arising.

**College cards – lock outs**
If a student loses their college card they should go to their customer service point (e.g. The Hub or their Hall reception).

**Communication**
- Always read your College emails as we regularly contact you about additional hours, training and extra meetings.
- Regular meetings – See “Catch-up Meetings”
- Please inform us of any mobile number changes etc
- Please be reliable
- Please be proactive – e.g. if you need someone to cover a note-taking session, let us know as soon as possible
- Keep in contact with each other, particularly if a number of you are working for the same student
- Fridays– Please submit your weekly timesheets to the office and also give feedback on your weekly duties

**Confidentiality**
You must never discuss the student you are supporting with anyone other than the Disability and Dyslexia Services staff.
Conflict Management
Try talking to the student you support to find out what the concerns are. Try to maintain:
• Consideration, Cooperation, Compromise
• Realistic expectations of your working relationship
• Respect, trust and professionalism.
If issues are unresolvable, please talk to one of us in the Disability & Dyslexia Services office.

Counselling
Let us know if you think you or any of the students you support may need counselling. The student counselling service offers a chance to talk about your concerns in a friendly, non-judgemental setting and aims to help you find the best way forward. This service offers a high degree of confidentiality. However, it must be noted, that if a student appears to be at risk of harming themselves or others, confidentiality must be broken.

Cover
If you know you are going to be absent for a note-taking session, please let the Office know as soon as possible so that we can find a replacement.
If you are unable to cover a mentoring session, please make sure that you arrange another time directly with the student.

Declarations
We ask that you declare any previous criminal or College offences, or anything that would put your application to be a Student Helper at risk.
Disability
“A person has a disability if he or she has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities”

Disability Discrimination Act 1995: Part 4

Types:
• social/communication impairment (i.e. Autistic Spectrum Condition)
• sensory impairment (i.e visual impairment, hearing impairment...)
• physical or mobility impairment
• long standing illness or health condition (i.e cancer, HIV, diabetes, chronic heart disease, asthma or epilepsy)
• mental health condition (depression, schizophrenia or anxiety disorder)
• Specific Learning Difference (Dyslexia, Dyspraxia, ADHD)

Drugs
Look out for:
• Needles, Kit -Kat wrappers, grinders, cardboard, spoons, water bottles, coke cans
• Changes in behaviour, mood swings, eating habits
• Hair loss, weight change, poor hygiene
• Need for money
• Sleep patterns
• Eyes & coordination

Emergency situations
If you are seriously worried about the wellbeing of one of your students, please contact us. If it is out of hours, please contact College Security on 01784443063.
Facebook
- If you are threatened or harassed on a social media site please let us know immediately so that we can discuss options
- Screenshot any evidence
- Please do not respond
- Please do not make any comments relating to students you are supporting on your Facebook page.

First aid
You are not trained or legally covered to permit first aid in this role. In an emergency situation call an ambulance, act however you feel comfortable, and work with Security Services who are trained.

Harassment
It is commonly understood as behaviour intended to disturb or upset, and it is characteristically repetitive. Harassment can come in many forms including, workplace, psychological, racial, religious, or sexual harassment. The College has a harassment policy: royalholloway.ac.uk/ecampus/documents/pdf/codesandregulations/studentharassment.pdf

Health centre
If you live on campus or in the local area register with us! The nurses offers a drop-in service, doctors are available by appointment each weekday and there is a sexual health clinic on Wednesday afternoon. We encourage you to register in Welcome Week so it’s easier to get medical advice & treatment if required.

Founder’s East 1st Floor
Term time:
Monday to Friday from 08:00 - 18:30
(last patient at 18:15; close at 18:30)

Vacation time:
Monday to Friday from 09:00 - 17:00
(last patient at 16:45; close at 17:00)
Sexual health and contraception:
Wednesday: 15:00 - 18:00 (by appointment)

Homesickness
• Direct to Peer Guide, RSA, office, counselling.
• Get involved with the SU – societies and sports
• Hall DVD Library
• Hall social events.

Language
Working with a student who has a disability should involve a very high standard of effective communication on your part. It is essential that you are aware of the impact of language use and remain sensitive. For further guidance on terminology to use and to avoid, please refer to the Student Helper Handbook (Disability Awareness – Use of Language)

Legal highs
The College does not consider the use of illegal substances to be conducive to study and so strictly prohibits the use of them in Hall; this includes legal highs.

Listening Skills
C - concentrate - focus on the speaker
A - acknowledge - through body language - nod your head occasionally or say uh-huh
R - respond - ask questions for clarification and interest
E - empathise - share in their emotions and feelings.
• Mirroring their body language
• Paraphrase their words
• Clarification of the situation
• Respond positively, without being dismissive
• Maintain eye contact
• Maintain an appropriate distance
• Appear interested
• Explain what you will do with the information e.g. report your concerns to the Disability & Dyslexia office
• Be discreet
• Know when to stop—before a student discloses something personal or expresses a need to get something important “off their chest” politely say that you are not an expert and you think that they would benefit from speaking with a trained counsellor or visiting the Health Centre. You can’t guarantee confidentiality if you feel the student is a risk to himself/herself or to others.

Maintenance problems
Direct student to their customer service point i.e. The Hub, Founders, KW, Highfield Reception

Mental health problems
Typical problems = eating disorders, depression, self-harm, bipolar, attachment
Some students may be receiving support from the Health Centre, Counselling and external specialists. They will be regularly monitored by these services and have regular appointments. We will know about these students and feed back any information we have to these services. They may be on intense medication/treatment.

Missed meetings
If you are note-taking for a student or attending a mentoring session and the student fails to turn up, please wait for 20 minutes (you will be able to claim half an hour on your timesheet) before leaving. If a student has missed several sessions, please inform us as soon as possible so that we can look into the matter.
**MyView**
Student Helpers are expected to input their weekly hours online via web timesheets (myview.rhul.northgate-is.com/rhvl/Portal). You will receive instructions from the Human Resources department on how to go about this.

**Out of hours Doctor**
Students must call on behalf of themselves.
Emergency contact number for out of hours queries (5pm - 6:30pm): 01784 443 131
Out of Hours service of the Primary Care Trust: 01753 865773. (you will require surgery details i.e.)
Dr Denny and Partners
Clarence Medical RHUL
24-hour Accident and Emergency support at St Peter’s Hospital in Chertsey: 01932 872000

**Panic attacks**
- Reassuring words
- Ask around for friends, TLC
- Deep breathing – paper bag

**Parents**
The general rule of thumb is that students are adults and our “contract” is with them and not their parents. We cannot discuss any information with parents or even confirm if someone is a student. However, in exceptional cases, the Disability & Dyslexia Services office may ask you to contact a parent.

**Parties**
Be aware that some students with certain disabilities (i.e. students on the Autistic Spectrum) may find parties and noisy gatherings distressing. If you are mentoring a student, please check with them first that they are comfortable meeting in a busy venue (i.e. Crosslands or Students’ Union). If not, please
try and find a quieter meeting place (i.e. parts of the library, outside venue away from the main campus activity).

**Recognition event**
At the end of the year— a great event with food, Awards Certificates and congratulations! We expect everyone to attend and congratulate each other’s achievements!

**Reference**
We will be happy to offer you a reference. Contact the main office with the details of the job you are applying for.

**Royal Holloway Passport Award**
The Royal Holloway Passport Award enables students to collect points for a range of co-curricular activities on offer at the College. You will earn points towards the award as a student helper and you can check your progress on campus connect.

**Relationships**
Make us aware of any conflict of interest or relationships with students in advance.

Don’t abuse your position and keep relationships appropriate. You may become friends with the student you support but always remember that this is primarily a professional relationship.

**Reports**
We ask all student mentors to send regular emails to the office, reporting on the progress of the students they are supporting.

**Reliability**
Please be as considerate as possible to the student you are supporting. If you are unable to attend a scheduled lecture/mentoring session, please give the student and the office as much notice as possible so
that we can make alternative arrangements. Once you agree to work with a student, we expect you to be consistently committed and reliable for the duration of the academic year.

**Self-harm**
If you think that a student is self-harming or at risk of self-harm, please contact the office immediately.

**Serious incidents and injuries**
Call an ambulance and let Security know immediately (01784443063).

**Social Events**
We may ask you, as a student Helper, to accompany someone to a social event. In this case, try to facilitate the participation of that student in whatever activity is involved.

Social events are a great opportunity for you to build a good rapport with students and also for them to mingle and make new friends. Always remember to be inclusive and appropriate at all times.

**Stress**
There are many different causes of stress, but it is important to ensure you don’t let it become a way of life. There are a number of support services available, outlined in the back of this book.

As a student Helper, it is important for you all to look after your own wellbeing. Don’t be afraid to ask for help if you are struggling.

**Suicide**
See “Self-harm”.
**Tell us if...**
- You are worried about a student or a fellow student helper
- Your academic situation changes
- You are personally having problems
- You have ideas of how we can improve
- You need clarity on anything
- You would like to continue as a student helper next year
- You have financial problems
- You aren’t enjoying being a student helper
- You feel you need more training
- A student threatens you on Facebook
- Students contact you inappropriately
- An incident upsets you
- You are tired or struggling academically

**Timesheets**
Student Helpers are required to complete weekly timesheets signed by the student they support. Student Helpers supporting more than one student will need to complete a separate weekly timesheet for each student. Paper timesheets should be handed into the office at the end of each week (on Friday). Please note that we are unable to authorise any hours online via web timesheets unless the Student Helper has submitted the corresponding paper timesheet. Please do not ask a student to sign a blank timesheet. Only get a signature when all the hours have been completed.
Training
We have a compulsory training day before Welcome Week. In addition to that, we run a note-taking training session during Welcome Week and ad-hoc training throughout the year which you should try to attend. If there is any additional training you feel you need to perform your role adequately please let us know.

Vacation duty
You are not expected to work outside of term time but this may occur in exceptional cases (i.e. if you were asked to accompany a student on a fieldtrip).

Weekends
You and the student you are supporting may decide to hold mentoring meetings at week-ends. This is not obligatory but may suit both parties because of academic commitments during the week.

Wellbeing
Promote wellbeing, living a healthy, balanced lifestyle and please practice what you preach!
## Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Campus Services</td>
<td>Customer Service Points e.g. The Hub / Founders Reception</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>Founder’s West 169</td>
</tr>
<tr>
<td>Community Support</td>
<td>Founder’s West 170</td>
</tr>
<tr>
<td>Counselling Service</td>
<td>Founder’s West 171</td>
</tr>
<tr>
<td>Departmental Administrator</td>
<td>Departmental Building</td>
</tr>
<tr>
<td>Disability &amp; Dyslexia Services</td>
<td>Founder’s West 151</td>
</tr>
<tr>
<td>Financial Support</td>
<td>Founder’s West 150</td>
</tr>
<tr>
<td>Health Centre</td>
<td>Founders East 1st floor. North End</td>
</tr>
<tr>
<td>International Student Support</td>
<td>International Building IN246</td>
</tr>
<tr>
<td>Residential Support</td>
<td>International Building IN152</td>
</tr>
<tr>
<td>Students Union</td>
<td>SU 1st Floor</td>
</tr>
</tbody>
</table>
### Contact

<table>
<thead>
<tr>
<th>Service</th>
<th>Email address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Services</td>
<td><a href="mailto:CampusServices@rhul.ac.uk">CampusServices@rhul.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td>Chaplaincy</td>
<td><a href="mailto:Chaplaincy@rhul.ac.uk">Chaplaincy@rhul.ac.uk</a></td>
<td>01784 443070</td>
</tr>
<tr>
<td>Community</td>
<td><a href="mailto:Community@rhul.ac.uk">Community@rhul.ac.uk</a></td>
<td>01784 443394</td>
</tr>
<tr>
<td>Counselling</td>
<td><a href="mailto:Counselling@rhul.ac.uk">Counselling@rhul.ac.uk</a></td>
<td>01784 443070</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>Founder's West 169 Chaplaincy @rhul.ac.uk</td>
<td>01784 414633</td>
</tr>
<tr>
<td>Community</td>
<td>Founder's West 170 <a href="mailto:Community@rhul.ac.uk">Community@rhul.ac.uk</a></td>
<td>01784 443394</td>
</tr>
<tr>
<td>Counselling</td>
<td>Founder's West 171 <a href="mailto:Counselling@rhul.ac.uk">Counselling@rhul.ac.uk</a></td>
<td>01784 414633</td>
</tr>
<tr>
<td>Disability-Dyslexia</td>
<td><a href="mailto:Disability-Dyslexia@rhul.ac.uk">Disability-Dyslexia@rhul.ac.uk</a></td>
<td>01784 443966</td>
</tr>
<tr>
<td>Financial Support</td>
<td><a href="mailto:FinancialAdvice@rhul.ac.uk">FinancialAdvice@rhul.ac.uk</a></td>
<td>01784 443955</td>
</tr>
<tr>
<td>Health Centre</td>
<td><a href="mailto:HealthCentre@rhul.ac.uk">HealthCentre@rhul.ac.uk</a></td>
<td>01784 443394</td>
</tr>
<tr>
<td>International Advice</td>
<td><a href="mailto:InternationalAdvice@rhul.ac.uk">InternationalAdvice@rhul.ac.uk</a></td>
<td>01784 443394</td>
</tr>
<tr>
<td>Residential Support</td>
<td><a href="mailto:ResidentialSupport@rhul.ac.uk">ResidentialSupport@rhul.ac.uk</a></td>
<td>01784 443394</td>
</tr>
<tr>
<td>Students Union</td>
<td><a href="http://www.su.rhul.ac.uk/aboutus/executivecommittee/">http://www.su.rhul.ac.uk/aboutus/executivecommittee/</a></td>
<td></td>
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### Issues

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<tr>
<th>Issue</th>
<th>Contact</th>
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<tbody>
<tr>
<td>Halls Maintenance Issues (e.g. Heating, water supply, hygiene)</td>
<td>Campus Services</td>
</tr>
<tr>
<td>All faiths and no faith, listening, wellbeing and spirituality</td>
<td>Chaplaincy</td>
</tr>
<tr>
<td>Local area issues &amp; general welfare</td>
<td>Community</td>
</tr>
<tr>
<td>Emotional support, confidential issues, addiction, wellbeing</td>
<td>Counselling</td>
</tr>
<tr>
<td>Attendance, coursework submission</td>
<td></td>
</tr>
<tr>
<td>Study skills, specialist mentors, extra time, medical priority, dyslexia, disability support</td>
<td>Disability-Dyslexia</td>
</tr>
<tr>
<td>Extra funding, budgeting, student loan advice (Founder’s west 150)</td>
<td></td>
</tr>
<tr>
<td>Nurse, doctors, sexual health, prescriptions, vaccinations</td>
<td></td>
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<tr>
<td>Academic concerns, Visas, loans, bank accounts, police registration</td>
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<tr>
<td>Social, Discipline &amp; Welfare in hall</td>
<td></td>
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<tr>
<td>Sports, societies, entertainment, academic, welfare, elections</td>
<td></td>
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</tbody>
</table>

### Staff member

<table>
<thead>
<tr>
<th>Staff member</th>
<th>Email address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Jewitt</td>
<td><a href="mailto:susan.jewitt@royalholloway.ac.uk">susan.jewitt@royalholloway.ac.uk</a></td>
<td>01784 414634</td>
</tr>
<tr>
<td>Alex Stanton</td>
<td><a href="mailto:alexandra.stanton@royalholloway.ac.uk">alexandra.stanton@royalholloway.ac.uk</a></td>
<td>01784 443393</td>
</tr>
<tr>
<td>Emilie Titterrell</td>
<td><a href="mailto:emilie.titterrell@royalholloway.ac.uk">emilie.titterrell@royalholloway.ac.uk</a></td>
<td>01784 276473</td>
</tr>
<tr>
<td>Nickie Webb</td>
<td><a href="mailto:nickola.webb@royalholloway.ac.uk">nickola.webb@royalholloway.ac.uk</a></td>
<td>01784 443966</td>
</tr>
</tbody>
</table>
Contacts

Closest Hospital
St Peter’s Hospital, Guildford Road, Chertsey KT16 0PJ
01932 872000

Find someone
When you log in to your University email you should be able to find anyone at the College (student or staff) through the ‘Global Address Book’ – signalled by a small book icon. It is recommended that you search by surname first if possible.

Support and advice off-campus
Alcoholics Anonymous Staines
aamidsurrey.org.uk/location/staines

Anxiety UK
anxietyuk.org.uk

B-eat (Beating Eating Disorders)
b-eat.co.uk

Befrienders (Suicide, Students in Crisis)
befrienders.org

Citizens Advice Bureau
(Legal, Money & Other Problems) citizensadvice.org.uk

Inform (Religion)
inform.ac

MIND
mind.org.uk

Next Steps (Depression Support) nextsteps.me.uk

Nightline
nightline.org.uk 0207 631 01 01

No Panic
nopanic.org.uk

The Roofie Foundation (Drug-related Rape and Sexual Abuse, Drink Spiking) roofie.com

Samaritans (Suicide, Students in Crisis, General Issues)
samaritans.org

Disability and Dyslexia Services
Royal Holloway, University of London, Egham, Surrey, TW20 0EX
T: +44 (0) 1784 443394
W: royalholloway.ac.uk/ecampus/welfare