

Key Contacts and Services

Your first point of contact is your **Student Engagement Assistant** who will then escalate any concerns to a member of staff.

One of the most important parts of being a Peer Guide is signposting new students to other university services. In this document, you will see a list of services and contacts to direct your new students to.

Emergency Contacts

Security & emergencies: Call them at 01784 443063 (24/7)

Students' Union Helpdesk: Call them at 01784 276700 (Mon – Fri)
Email them at helpdesk@su.rhul.ac.uk

Student wellbeing: Email them at wellbeing@royalholloway.ac.uk
(Mon – Fri; contact Security for out-of-hours support)



Wellbeing

Whilst you will have received some training on how to be an effective Peer Guide, it is important that you direct new students to staff who will be able to support them, especially when it comes to wellbeing.

The GP Surgery

✉ Email them at eastberksccg.rhchealthcentre@nhs.net

The GP surgery is located on Founders East on the first floor. It is part of the NHS service, Clarence Medical Centre in Windsor. It is important that new students sign up and register here (if they are eligible) when they join.

The Support and Guidance Team

✉ Email them at wellbeing@royalholloway.ac.uk

The Support and Guidance Team offer general support around wellbeing and university life in general. In their team, they also have a Community Advisor and Harassment and Wellbeing Advisors. This is the best team to direct your new students to if you are not sure which wellbeing department to send them to.

The Mental Health Team

✉ Email them at mentalhealth@royalholloway.ac.uk

The Mental Health team provide mental health support to students who require support in primary care and are a common point of entry for triage, assessment, and referral (where needed) onto specialist mental health services.

The Multifaith Chaplaincy

✉ Email them at chaplaincy@royalholloway.ac.uk

The Multifaith Chaplaincy team are always here to talk to anyone regardless of whether you have a specific spirituality or not.

There are two places of worship on campus:

- The Chapel in Founders
- The Muslim Prayer Room in Wettons Annex

The Disability and Neurodiversity Team

✉ Email them at disability-dyslexia@rhul.ac.uk

The Disability and Neurodiversity team supports students who have disabilities, dyslexia, neurodiversities and also students with long-term chronic conditions. If you feel that any of your new students could benefit from their support, do send them their way.

The Counselling Team

✉ Email them at counselling@royalholloway.ac.uk

The Counselling team consists of BACP accredited counsellors who can support students with personal or emotional concerns. They offer a non-judgemental, friendly and confidential space.

The Financial Advice Team

✉ Email them at moneymatters@royalholloway.ac.uk

The Financial Advice team offer support to students on student loans, funding opportunities, budgeting, debt management, working while you study, advice on benefits and many other services.

International Advice Team

✉ Email them at internationaladvice@royalholloway.ac.uk

The International Advice team support students from over 130 countries. If any of your new students require support with settling into life in the UK, or any support with bank accounts, immigration, or visas, do direct them to this team.

Academic Services and Support

School Helpdesks are the first point of contact for any academic queries that new students have.

The School of Business and Management

The School of Business and Management Helpdesk is available in the Moore Building during office hours 10am - 4pm and for phone and e-mail enquiries:

✉ Email them at MN-UG-Office@royalholloway.ac.uk

☎ Call them at +44 (0) 1784 276213

The School of Engineering, Physical and Mathematical Sciences

The School of Engineering, Physical and Mathematical Sciences Helpdesk is available in the Bedford Building: 10am - 4pm

✉ Email them at EPMS-school@royalholloway.ac.uk

☎ Call them at +44 (0) 1784 276881

The School of Humanities

The School of Humanities Helpdesk is available in the International Building: 10am - 4pm

✉ Email them at Humanities-school@royalholloway.ac.uk

☎ Call them at +44 (0) 1784 276882

The School of Performing and Digital Arts

The School of Performing and Digital Arts Helpdesk is available in the Katherine Worth Building during office hours 10am - 4pm. For phone and e-mail enquiries:

- ✉ Email them at PDA-School@royalholloway.ac.uk
- ☎ Call them at +44 (0) 1784 276885

The School of Law and Social Sciences

The School of Law and Social Sciences Helpdesk is available in the McCrea Building: 10am - 4pm.

- ✉ Email them at LSS-school@royalholloway.ac.uk
- ☎ Call them at +44 (0) 1784 276883

The School of Life Sciences and the Environment

The School of Life Sciences and the Environment Helpdesk is available in the Wolfson Building: 10am - 4pm (term-time only)

- ✉ Email them at LSE-school@royalholloway.ac.uk
- ☎ Call them at +44 (0) 1784 276884

The Centre for the Development of Academic Skills (CeDAS)

CeDAS is a team of Learning Developers who provide free, friendly, and confidential support for students. They offer 1:1 tutorials, drop-ins and workshops.

- ✉ Email them at CeDAS@royalholloway.ac.uk
- ☎ Call them at +44 (0)1784 443368
- 🏠 Visit them in Founders West, room 139.

Other Services

The IT Team

If any of your new students are struggling with IT, send them in this direction.

- ✉ Email them at ITservicedesk@royalholloway.ac.uk

The Student Services Centre

The Student Services Centre is the first point of contact for any non-academic queries that your new students may have.

- ✉ Email them at studentservicescentre@royalholloway.ac.uk
- ☎ Call the at 01784 276641
- 🏠 Visit them in the Davison Building opposite Café on the Square

The Hall Life Team

The Hall Life Team are available to help and support new students living in on-campus accommodation. They run regular events and face-to-face drop-ins throughout term-time.

- ✉ Email them at hall.life@royalholloway.ac.uk

Please encourage your new students to download the Official Royal Holloway app for more information and more details on these services.