

# STUDENT AFFAIRS

UNIVERSITY OF  
SUPPORT  
DEVELOPMENT  
EMPOWERMENT  
WESTMINSTER 





## CAVENDISH HOUSE (FIRST FLOOR)

THE STUDENT AFFAIRS INFORMATION  
DESK IS OPEN FOR INFORMATION  
AND ADVICE MONDAY TO FRIDAY  
9.30AM – 4.30PM.

PLEASE ALSO SEE EACH SERVICE'S  
OPENING TIMES AND DROP IN SESSIONS:

### Career Development Centre

Monday to Friday:  
9.30am – 5pm  
T: +44 (0)20 7911 5184  
E: careers@westminster.ac.uk

### Complaints Team

Monday to Friday: 9.30am – 4.30pm  
E: gibbons@westminster.ac.uk

### Disability Learning Support

Monday to Friday 9.30am – 5pm  
T: +44 (0)20 7911 5000 (ext. 66113/65429)  
E: DLS@westminster.ac.uk

### Faith and Spirituality

Monday to Thursday: 9.30am – 4.30pm  
T: +44 (0)20 7911 5000 Ext 65794  
E: y.kaplan@westminster.ac.uk



### Student Advice & International Student Advice

Monday to Friday 9.30am – 5pm  
T: +44 (0)20 7911 5000 Ext 66080  
E: studentadvice@westminster.ac.uk

### Student Funding

Monday to Friday: 12 – 4pm  
T: +44 (0)20 7911 5000 Ext 66989  
E: studentfunding@westminster.ac.uk

### Scholarships

Monday to Friday: 10am – 4pm  
T: +44 (0) 207911 5000 Ext 66977  
E: scholarships@westminster.ac.uk

**COUNSELLING AND STUDENT HEALTH  
ARE BASED IN HARROW AND MARYLEBONE**

## HARROW CAMPUS GROUND FLOOR (E BLOCK – ROOM EG.15)

THE STUDENT AFFAIRS INFORMATION  
DESK IN **HARROW** IS OPEN FOR  
INFORMATION AND ADVICE MONDAY  
TO THURSDAY **9.30AM – 5PM**  
OPERATIONAL FROM **CAVENDISH HOUSE  
(FIRST FLOOR)/MARYLEBONE** ON FRIDAYS

PLEASE ALSO SEE EACH SERVICE'S  
OPENING TIMES AND DROP IN SESSIONS:

### Academic Skills Support (Dr. Nicola Allett)

Thursdays 10am – 5pm (Room FG.01)  
E: learningadvice@westminster.ac.uk  
To book a place:  
westminsterlearningsupport.signupsheet.com  
westminster.ac.uk/learning-and-study-skills-support

### Career Development Centre (term time only)

Mondays and Thursdays  
10am – 4pm  
T: + 44 (0)20 7911 5184  
E: careers@westminster.ac.uk

### Counselling

Monday to Friday 9am – 5pm  
T: + 44 (0)20 7911 68229/66889  
E: counselling@westminster.ac.uk

### Disability Learning Support

Monday to Thursday 9.30am – 5pm  
T: + 44 (0)20 7911 5000 (ext 65429/ 66113)  
E: DLS@westminster.ac.uk

### Faith and Spirituality

T: + 44 (0)20 7911 5000 Ext 65794  
E: y.kaplan@westminster.ac.uk

### Mentoring for students with disabilities

T: + 44 (0)20 7911 5000 (ext 66113/65429)  
T: +44 (0)20 7911 66899  
E: disabilities-westminster@westminster.ac.uk  
E: counselling@westminster.ac.uk

### Student Advice & International Student Advice (term time only)

Mondays, Tuesdays and Thursdays  
T: + 44 (0)20 7911 5000 Ext 68229/66080  
E: studentadvice@westminster.ac.uk



### Student Funding (term time only)

Wednesdays 10am – 4pm  
T: 44 (0)20 7911 5000 Ext 68225/66989  
E: studentfunding@westminster.ac.uk

### Student Health (term time only)

Monday to Friday 10am – 4pm  
T: 44 (0)20 7911 5000 Ext 68224/5186  
E: student-health@westminster.ac.uk  
westminster.ac.uk/studenthealth

### Work Placement Office

Monday 9am – 2pm,  
Tuesday to Friday 8am – 4pm (Room EG.16)  
T: + 44 (0)20 83577325, + 44 (0)20 7911 5000  
ext: 4385  
E: bryans@westminster.ac.uk,  
a.etwaroo@westminster.ac.uk

### Personal Tutor Support

Tuesdays (Room EG.14) with Vincent McBride  
Retention & Progression Administrator, 12 – 3pm  
T: +44 (0)20 7911 5000 ext 68233  
Outside of these times contact ext. 68217  
E: V.McBride@westminster.ac.uk

Wednesdays (Room EG.12) and Fridays  
(Room EG.14) with Pip Thompson, 12 – 3pm  
T: + 44 (0)20 7911 5000 Ext 68236/68233  
Outside of these times contact ext 67963  
E: P.Thompson@westminster.ac.uk

### CLASS (DSA Study Needs Assessments)

Room E2.02  
T: + 44 (0)20 7911 5808  
E: dsa@westminster.ac.uk

# WELCOME TO STUDENT AFFAIRS

The Student Affairs team at the University of Westminster which provides student support, advice and development. We offer an array of initiatives, activities and services designed to help you make the most of your educational experience.

We are based at the Student Hub on the first floor of Cavendish House, 101 New Cavendish Street. You can find out more details about any of our services by visiting the Information Point desk at the Student Hub.

We also have a second Student Affairs office at Harrow Campus, on the ground floor of the Maria Hewlett building (E Block – Room EG.15).

The Student Affairs department consists of the following services:

- Career Development Centre
- Complaints
- Counselling
- Education Abroad
- Faith and Spirituality
- Learning Support
  - Disability Learning Support
  - Academic Learning Development
  - IT Training
- Student Advice
- International Student Advice
- Student Funding and Scholarships
- Student Health

Please check the Student Affairs facebook page to get updates on workshops, fairs and events for students across all campuses.

[facebook.com/uw.studentaffairs](https://facebook.com/uw.studentaffairs)



We will suggest to all our students to check our latest video on youtube that give you information about the services that we provide to our community of students.

- [youtube.com/watch?v=DLbsQ9G5UdY&feature=youtu.be](https://youtube.com/watch?v=DLbsQ9G5UdY&feature=youtu.be)
- [youtube.com/watch?v=97Uyi7V8VrE&feature=youtu.be](https://youtube.com/watch?v=97Uyi7V8VrE&feature=youtu.be)

For more information about our services visit: [westminster.ac.uk/when-you-arrive](https://westminster.ac.uk/when-you-arrive)

If you have any queries regarding Student Affairs please contact:

**Aitor Gonzalo-Alonso**  
Department Manager,  
Cavendish House, First floor,  
101 New Cavendish Street  
London, UK  
W1W 6XH  
E: [a.gonzalo@westminster.ac.uk](mailto:a.gonzalo@westminster.ac.uk)  
T: 0203 506 6092





## CONTACT US

### Cavendish House

Student Affairs,  
First floor,  
101 New Cavendish Street,  
London W1W 6XH,  
T: +44 (0)20 7911 5000 ext 66080  
E: [studentadvice@westminster.ac.uk](mailto:studentadvice@westminster.ac.uk)  
Closest tube: Goodge St, Oxford Circus,  
Great Portland Street or Warren Street

### Harrow Campus

(term time only, Monday, Tuesday and Thursday)  
Maria Hewlett Building  
T: +44 (0)20 7911 5000 ext 68229  
W: [westminster.ac.uk/advice](http://westminster.ac.uk/advice)



The Student Advisers give specialist advice and support on a range of issues, including:

- student finance for UK and EU students – eligibility, delays, funding for repeat study, and what happens to your funding if you suspend or withdraw from your course
- fee status queries
- Social Security benefits for students who are parents or have a disability or are studying part-time
- money management, including budgeting, National Insurance and income tax, and debt
- Council Tax liability (your Council Tax exemption certificate is issued by your Faculty Registry Office)
- advice and support for care leavers
- student visas and immigration.

## Promoting financial capability

Helping you become more confident with managing your money and surviving on a limited income, making informed choices about spending your money and thinking about the future. Events and workshops run throughout the year on budgeting, Student Finance, and additional funding options. We provide help and support if you are in debt or worried about getting into debt. We can also give advice and information on getting a national insurance number and paying taxes if you are working.

## Immigration and visas

Our Student Advisers are the only members of staff in the University who are authorised to give immigration and visa advice. We can give you advice on:

- applying for an extension of your student visa
- what work you are allowed to do during your course
- visas for working after your course ends
- visas for dependants

The Tier 4 student visa rules are complicated. If you need to extend your visa, your application must be completely correct or it may be rejected or refused by the Home Office. It is very important to have your application checked before you send it. Please visit our website ([westminster.ac.uk/visas](http://westminster.ac.uk/visas)) for detailed information.

To book an appointment or speak to an Adviser, please phone, call in, or email us.

## International student support

We organise a Welcome Programme for new international students who are starting in September, and a Meet and Greet service from Heathrow airport. Our International Student Adviser can support you with adjusting to life in the UK and making friends, practical information about living in the UK, and getting the most from your time here.



## CONTACT US

### Cavendish House

Student Affairs,  
First floor,  
101 New Cavendish Street,  
London W1W 6XH  
T: +44 (0)20 7911 5000 ext 66080  
E: [studentadvice@westminster.ac.uk](mailto:studentadvice@westminster.ac.uk)  
Closest tube: Goodge St, Oxford Circus,  
Great Portland Street or Warren Street

# STUDENT FUNDING AND SCHOLARSHIPS

## STUDENT FUNDING

We offer advice and guidance on the possible funding options available to students.

The Student Funding department is based on the 1st floor of Cavendish House at 101 New Cavendish Street. We have a drop-in service that is open to students during term time from 12 – 4pm, Monday to Friday. Students based at the Harrow campus can seek advice and support every Wednesday at student services between 10am – 4pm in room EG08 (term-time only).

We also provide assistance with:

### Student Finance England

We offer general advice concerning a student's finance application with Student Finance England and will confirm all students' registrations once they have fully enrolled with the University. For more details please visit: [gov.uk/browse/education/student-finance](http://gov.uk/browse/education/student-finance)

### US Loans

We also provide assistance with US Loans. For further information please visit: [westminster.ac.uk/study/prospective-students/fees-and-funding/funding-for-students-starting-from-201213/us-loans](http://westminster.ac.uk/study/prospective-students/fees-and-funding/funding-for-students-starting-from-201213/us-loans)

### Westminster Additional Grants Scheme (formerly Access to Learning Fund)

The Westminster Additional Grants Scheme (WAGS) is a source of help for home status students in financial difficulty. You can get help to meet general living costs such as rent, travel expenses, childcare costs or course related costs. The grant may not be used to pay fees. If you qualify for a payment from the fund it will not usually need to be repaid. Please see our webpage for more information.

[westminster.ac.uk/study/prospective-students/fees-and-funding/postgraduate-students/westminster-additional-grants-scheme](http://westminster.ac.uk/study/prospective-students/fees-and-funding/postgraduate-students/westminster-additional-grants-scheme)



### Oyster Travel Cards

The Student Funding Team will also confirm whether or not you are eligible for a discounted oyster travel card (18+ card), please see our webpage and the Transport for London website for more information [westminster.ac.uk/study/prospective-students/student-life-in-london/living-costs/student-discounts/travel-discounts](http://westminster.ac.uk/study/prospective-students/student-life-in-london/living-costs/student-discounts/travel-discounts) [tfl.gov.uk/tickets/14312.aspx](http://tfl.gov.uk/tickets/14312.aspx)

## CONTACT US

### Cavendish House

Student Affairs,  
First floor,  
101 New Cavendish Street,  
London W1W 6XH,  
T: +44 (0)20 7911 5000 ext 66989  
E: [studentfunding@westminster.ac.uk](mailto:studentfunding@westminster.ac.uk)  
Closest tube: Goodge St, Oxford Circus,  
Great Portland Street or Warren Street

### Harrow Campus

Maria Hewlett Building  
Room EG08  
Watford Road,  
Northwick Park, Middlesex, HA1 3TP  
Opening hours: term time, every Wednesday,  
10am-4pm.  
T: +44 (0)20 7911 5000 ext 68225  
E: [studentfunding@westminster.ac.uk](mailto:studentfunding@westminster.ac.uk)



## SCHOLARSHIPS OFFICE

The Scholarships Office is responsible for awarding and administering the many scholarships the University of Westminster has to offer. We are dedicated to helping academically gifted, but financially challenged students from across the world access educational opportunities at both undergraduate and postgraduate levels.

We assist prospective students in applying for scholarships and provide ongoing support to current scholarship recipients studying at the university.

### Prospective Students

All applications for scholarship must be made BEFORE a student commences their course. If you are a prospective student, you can find information on the scholarships we have to offer, including eligibility criteria, application processes and deadline dates, on our website [westminster.ac.uk/scholarships](http://westminster.ac.uk/scholarships).

Please note that in order to apply for a scholarship, you must first have applied through our admissions process for a place on the course you wish to study and be holding either a conditional or unconditional offer.

### Current Scholarship Students

We assist current scholarship students with any queries they may have regarding their award, academic progression or volunteering requirements. Our office is open to see students on a drop-in basis Monday- Friday between 10am – 4pm. If your query is confidential please contact our office to make an appointment.

### Other Funding Opportunities

In addition to our scholarships, each academic year we make a number of cash awards to undergraduate students who achieve highly academically at level 4 and level 5 of their studies. Students are nominated for these Achievement Awards by their respective faculty.

Scholarships also works with one of our largest partners, Santander Universities, and the university's Careers Development Centre, to offer paid internships to existing students and recent alumni.

Information about any travel grants available to current students can be found on our website here: [westminster.ac.uk/scholarships](http://westminster.ac.uk/scholarships)

## CONTACT US

### Cavendish House

Student Affairs,  
First floor,  
101 New Cavendish Street,  
London W1W 6XH  
T: (0)20 7911 5000 ext 66977  
E: [scholarships@westminster.ac.uk](mailto:scholarships@westminster.ac.uk)  
Closest tube: Goodge St, Oxford Circus,  
Great Portland Street or Warren Street

## Are you healthy?

If so, that's great – and we want to keep it that way, and help make your time at University as fun and successful as possible. So, even if you're well now, you can still visit the nurses, or just our health centre, and pick up all kinds of useful information about how to look after yourself on a budget, what kinds of exercise might be beneficial, free condoms, forms to apply for help with health costs, such as dentists and opticians... anything that may help.

## What if I get sick?

Most illnesses are going to be minor and self-limiting but, especially when you're away from family and friends for the first time, everything seems more daunting. We're available for a chat, or to tell you whether you need to see a doctor, what kind of medicines might be best, and very importantly, help you to learn to look after yourself appropriately at all times. We can keep in touch with you by phone or email, and arrange appointments with other health professionals if necessary. We have a great doctor who is available by appointment – just ask the nurse to arrange this.

## What if I'm not exactly sick, just miserable, have no energy, can't eat?

Well, you might just be overwhelmed at all the new things you have to take in, whether you're from the UK or overseas, undergraduate or postgraduate; it happens to many people. Or there may be some underlying problem we need to investigate. The best thing is to come along for a chat and let us help you work through the problem.

## I have a longstanding medical condition/disability, but my doctor's back home – what should I do?

You do need to register with a new GP (general practitioner or family doctor) where you are going to live, as soon as possible. However this can be complicated sometimes, especially if you don't know where you're going to be living, or you might move again soon. So, it's really important to contact us on your arrival – we can act as a 'stop-gap' until you find a permanent doctor; but make sure you bring any relevant information about your condition including information about regular blood tests or medication.

We do liaise with tutors, other support staff, families, and many others, but remember that we're here for you; any information you share with us is entirely confidential.

## What if I need a doctor or hospital?

See the information above. You can find more details on our website, at [westminster.ac.uk/studenthealth](http://westminster.ac.uk/studenthealth)

NB: if you are enrolled on a course for six months or less, and you are from a non-EU country, or one without reciprocal health agreements (eg South East Asia or the USA), you are not eligible for National Health Services (NHS) unless it is deemed an emergency such as an accident. However, you can use the Student Health Service which is free of charge, but you will have to pay for prescription medicines.



## What about sex, alcohol and drugs?

Whether you need help about personal relationships, information about contraception, or tests for sexually transmitted infections or pregnancy, please contact us – we can help. We offer free contraception including condoms, and pee-in-a-pot Chlamydia testing. If you do not know what this is, you can find more details at [chlamydiaSCREENING.nhs.uk](http://chlamydiaSCREENING.nhs.uk)

We can also advise you on the best way to quit your over-indulgence of dangerous substances.

## I can't afford to get my eyes tested or go to the dentist. What can I do?

We have lots of forms such as Help with Health Costs and refund claim forms for a range of services. Come to our reception area and help yourself.

Please do not call an ambulance unless it is absolutely essential. Likewise do not expect to get immediate attention at an Accident and Emergency Department (ER); unless it is a serious injury or major health event you will be asked to wait, perhaps several hours, whilst more urgent cases are attended to.

If you are become really unwell at University, or sustain an injury, contact a First Aider (Ext 5555) and someone will be sent to you. There are also many 'walk-in' and minor injuries units in London and you do not need to be registered. Some are open at weekends and late evening. You can find out where your local ones are by checking online, at [www.nhs.uk](http://www.nhs.uk)

## CONTACT US

### Central London (term time only)

Room 6, Luxborough Suite  
Marylebone Campus  
35 Marylebone Road  
London NW1 5LS  
T: +44 (0)20 7911 5186  
M: 07804 622 236  
E: [student-health@westminster.ac.uk](mailto:student-health@westminster.ac.uk)  
W: [westminster.ac.uk/studenthealth](http://westminster.ac.uk/studenthealth)

### Harrow Campus (term time only)

Room EG5, Maria Hewlett Building  
Watford Road, Northwick Park  
Middlesex, HA1 3TP  
T: +44 (0)20 7911 5000 ext 68224  
M: +44 (0)787 937 7365  
E: [student-health@westminster.ac.uk](mailto:student-health@westminster.ac.uk)  
W: [westminster.ac.uk/studenthealth](http://westminster.ac.uk/studenthealth)

**Emergency Services:** DIAL 999  
**24hr Medical helpline:** DIAL 111



## What is counselling?

Counselling offers the opportunity to talk confidentially to a professional trained counsellor about any emotional or practical issue that might be worrying you while at University.

Talking about a problem often helps a person to better understand their emotional state of mind and to put their worries into context. You will be offered a service by highly trained counsellors who have long experience of how your problems might impact on your learning. They will also have a good working knowledge of the University.

## Why would I need counselling?

University is a time of great change in students' lives. And while this can be a lot of fun, being away from home for the first time, worries around friendship and relationships, concerns about sexuality, anxieties about exams, concerns about what will happen after graduation, and being around new cultures and ideas, can sometimes leave students feeling disoriented and anxious.

## What sort of students come for counselling?

Any Westminster student can come to the service, and we see students from a wide range of backgrounds. We do not discriminate in terms of age, sexual orientation, ethnicity, nationality or religion and we will do our best to understand underlying cultural issues that may affect students from particular backgrounds.

## What would I talk about in counselling?

The issues that students bring to counselling are many and varied. Students come to talk about problems with their course work, worries about exams, family difficulties, money worries, concerns about relationships, depression, anxiety, suicidal thoughts, alcohol and drug misuse, eating disorders, and issues relating to past and current physical and/or emotional abuse.

## Care Leaver Support

For those students who have been in care (Local Authority/public care, foster care, semi-independent living or residential care homes) individual additional support is available. The University was awarded the Buttle Trust Quality Mark which means we are committed to offering extra support including financial help, priority over student accommodation and all year round accommodation, additional tutorials and counselling.

For information is available from:

**Sue Line Care Leaver Co-ordinator**

T: 0207 911 5000 ext 66899

E: counselling@westminster.ac.uk

**Anne McGrath Care Leaver Adviser**

T: 0207 911 5000 ext 66080

E: studentadvice@westminster.ac.uk

## Mentoring for DSA funded students

A confidential mentoring service is available for students with a disability who have mentoring approved via their Disabled Students Allowance (DSA). Mentoring is run by the Counselling Service in conjunction with Disability Learning Support.

Our mentors are trained counsellors, but mentoring is not the same as counselling. As well as providing support in the form of regular meetings, mentors can help you to manage your workload and find your way round the University systems. Mentors are based in the Counselling Service in Marylebone and Harrow.

More guidance on mental health and disability support is available from our Disability Learning Support team.

## Disability Learning Support

Monday to Friday 9.30am – 5pm

T: +44 (0)20 7911 5000 (ext. 66113/65429)

E: DLS@westminster.ac.uk



## CONTACT US

To make an appointment, drop in, telephone or email:

T: +44 (0)20 7911 5000

ext 66899 (Marylebone) or ext 68229 (Harrow)

E: counselling@westminster.ac.uk

Counselling is available at both Marylebone and Harrow campus. For more information, please visit [westminster.ac.uk/counselling](https://www.westminster.ac.uk/counselling)



# FAITH AND SPIRITUALITY

The Faith and Spirituality team serves the University as a diverse community and is committed to overcoming perceived divisions and boundaries, promoting dialogue and understanding between all people, regardless of religious and other affiliation.

Our advisers are available to anyone of any faith, offering hospitality and non-judgemental support, and providing pastoral care and spiritual counsel in times of ease or crisis. The advisers specialise in giving appropriate guidance through conversation or contemplation.

The critical thinking of your studies may mean you adopt new ideas. We are here to enhance that experience, not just for when there's a problem. So for example, we have mindfulness and meditation programmes, also facilities for prayer and quiet contemplation.

There are regular group meetings at our Cavendish, Harrow, Marylebone and Regent Street Campuses, and also at Cavendish House. Individual appointments can always be arranged.

Our Mindfulness Meditation programme for students and staff is kept updated at:  
[westminster.ac.uk/mindfulness](http://westminster.ac.uk/mindfulness)



“Interfaith” is about interaction and expression of opinion, enabling different groups or individuals to get on well together, or adjust to one another. Some people live by firmly-held beliefs, others less so. We can mediate, or respond to incidents with discretion and discernment.

Well-being is more than the pursuit of happiness or the capacity to tolerate frustration. It means cultivating a personal sense of contentment, which continuously relates to the changing world around us.

[westminster.ac.uk/faith-and-spirituality](http://westminster.ac.uk/faith-and-spirituality)

## CONTACT US

Yusuf Kaplan  
Interfaith Adviser  
E: [y.kaplan@westminster.ac.uk](mailto:y.kaplan@westminster.ac.uk)  
T: +44(0)20 7511 5000 ext 65794



Our Learning Support department comprises three teams – Disability Learning Support, Academic Learning Development Centre and IT Training.

## Disability Learning Support

Disability Learning Support provide information, support and guidance to disabled students, for example those with Specific Learning Difficulties (dyslexia, dyspraxia, dyscalculia and AD(H)D), long-term mental health conditions, visual impairments, hearing impairments, physical disabilities, long-term medical conditions, and Autistic Spectrum Disorder.

We provide an opportunity for students to disclose a disability in confidence and put in place learning support entitlements such as individual exam arrangements and accessible rooms, to enable students to have equal access to all aspects of the university experience.

We also offer a range of confidential services, including one-to-one specialist tuition, mentoring, and advice on accessing the Disabled Students' Allowance (DSA).

## Academic Learning Development

Degrees in higher education require specific skills. Academic Learning Development can help you master these skills, so you can get the best possible grades, whatever course you are on.

Students on all programmes, including postgraduates, come to us to help improve their academic skills. We welcome all types of students such as school leavers, students who have been out of education for a while, international students or those who just need to boost their confidence.

As a first step to evaluating and developing your learning and academic skills, take a look at the Learning Support tab in Blackboard, the University's online learning resource. Here you'll find help-sheets, presentations, exercises and other study skills materials.

Alongside the Blackboard online resources we offer study skills workshops at all four campuses, covering a range of topics including report writing, critical thinking, dissertations, essay writing, and time management. You can also book a one-to-one appointment with a Learning Adviser at our Cavendish and Harrow campuses.

## CONTACT US

If you have any questions contact  
Dr Nicola Allett,  
Academic Learning Adviser  
E: [N.Allett@westminster.ac.uk](mailto:N.Allett@westminster.ac.uk)  
E: [learningadvice@westminster.ac.uk](mailto:learningadvice@westminster.ac.uk)  
W: [westminster.ac.uk/learning-and-study-skills-support](http://westminster.ac.uk/learning-and-study-skills-support)

## CONTACT US

**Cavendish House**  
Student Affairs,  
First floor,  
101 New Cavendish Street,  
London W1W 6XH  
T: +44 (0)20 7911 5000 ext 65429/66113  
E: [DLS@westminster.ac.uk](mailto:DLS@westminster.ac.uk)

**Harrow Campus**  
Student Affairs  
Room EG13  
Harrow Campus, Northwick Park  
Watford Road, Harrow HA1 3TP  
T: +44 (0)20 7911 5000 ext 65429/66113  
E: [DLS@westminster.ac.uk](mailto:DLS@westminster.ac.uk)  
W: [westminster.ac.uk/disability](http://westminster.ac.uk/disability)

## IT Training

Our IT Training specialists will help you to develop your IT skills so that you can work quickly and efficiently, and provide you with training in any of the Microsoft Office and Adobe Creative Suite software packages. They are also able to organise one-to-one and group training sessions tailored to your needs.

## Microsoft Office Specialist certified training

As a student at the University of Westminster, you have the opportunity to gain any or all of the following Microsoft Office Specialist (MOS) Qualifications for free:

- Microsoft Office Excel 2010 – the syllabus covers formatting cells and worksheets, managing worksheets and workbooks, formulas and functions, filtering data, and data protection
- Microsoft Office PowerPoint 2010 – the syllabus covers using templates and themes, creating and formatting slides and sections, applying transitions, animations and timings
- Microsoft Office Word 2010 – the syllabus covers working with long documents, paragraphs, tab stops, page setup, tables, columns, styles, illustrations and templates.

Once you have attended a scheduled hands-on training session, mock testing software will be available at the University to prepare you for the MOS exam. Upon completion of the compulsory mock tests, you will have the opportunity to take the MOS exam. E-learning is available should you wish to supplement your learning.

## Adobe Certified Associate certified training

As a student at the University of Westminster, you have the chance to qualify as an Adobe Certified Associate (ACA) for free. ACA certification represents an industry standard, globally recognised qualification that validates basic, entry-level skills in digital communications using Adobe tools, and is a great addition to your CV.

Adobe Certified Associate is available for Creative Cloud and the qualifications are a great validation of one's Adobe creative skills. You can get ACA certification by attending our hands-on scheduled ACA training sessions. On completing the course, you'll have access to mock testing software at home and at University to support your learning. Once the compulsory mock testing has been completed you will have the opportunity to take an exam to get the ACA Certificate.

The ACA certification opportunities are available in:

- ACA Photoshop - the syllabus covers Photoshop fundamentals, project requirements, preparing, manipulating and publishing images
- ACA InDesign - the syllabus covers InDesign fundamentals, project requirements, preparing and creating page layouts
- ACA Illustrator - the syllabus covers Illustrator fundamentals, project requirements, preparing and creating graphics, exporting and publishing graphics
- ACA Premiere Pro - the syllabus covers Premiere Pro fundamentals, project requirements, preparing, editing and exporting video

We also offer timetabled introductory courses in the following software applications:

- Adobe DreamWeaver
- Adobe Illustrator
- Adobe InDesign
- Adobe Photoshop
- Camtasia Studio - video editing
- Microsoft Excel
- Microsoft Word – long document formatting
- Creating Presentations in PowerPoint

## CONTACT US

Timetable: [westminster.ac.uk/trainingteam](http://westminster.ac.uk/trainingteam)  
E: [it.training@westminster.ac.uk](mailto:it.training@westminster.ac.uk)  
Twitter: [@itrainingteam](https://twitter.com/itrainingteam)

# CAREER DEVELOPMENT CENTRE

The Career Development Centre (CDC) offers help and advice to all students. We will continue to support you for up to three years after leaving University.

Our team of friendly career professionals are in touch with employers on a regular basis to provide you with the latest employment trends, and job vacancies.

We offer a range of services, including:

- Careers education, advice and guidance including one to one careers coaching, CV and application advice, workshops and presentations
- Careers information and resources at our careers information room as well as online resources at [westminster.ac.uk/careers](http://westminster.ac.uk/careers)
- Finding work and employability support including online vacancy listings, employer events, volunteering, Talent Bank and mentoring.

Our services at a glance:



### Quick query session

These 20-minute advice sessions give you feedback and guidance on CVs, application forms, interviews and other career matters. Appointments can be booked on the day, from 9.30am, through Engage ([westminster.ac.uk/careers](https://westminster.ac.uk/careers)) or by calling 020 7911 5184.

### Careers guidance appointments

These 45-minute appointments provide in-depth careers advice. You can attend up to four guidance interviews per academic year. Appointments are available at either New Cavendish Street or Harrow by calling reception on 020 7911 5184. You will need to attend a quick query session before booking a careers guidance interview.

### E-advice

If you cannot visit us during our opening hours, you can get feedback and advice on CVs, applications, interview preparation and other career matters via email. A careers consultant will respond to e-advice by email (or telephone if more convenient). We aim to respond to all e-advice requests within five working days. For more information visit [westminster.ac.uk/study/current-students/support-and-facilities/career-development-centre/one-to-one-advice](https://westminster.ac.uk/study/current-students/support-and-facilities/career-development-centre/one-to-one-advice)

### Volunteering

Volunteering is unpaid work that helps other people, local communities or the environment. Volunteering can boost your CV, open up opportunities for valuable work experience, and increase employability. For more information visit [westminster.ac.uk/volunteering](https://westminster.ac.uk/volunteering)

### Mentoring

You can develop new skills and expand your knowledge and experience of the working world by taking part in a mentoring scheme. The National Mentoring Consortium Undergraduate Ethnic Minority Scheme and the Career Development Centre scheme are designed to widen the aspirations and enhance the personal effectiveness of students. For more information visit [westminster.ac.uk/mentoring](https://westminster.ac.uk/mentoring)

### Employer events

Employer events and company presentations enable you to meet employers face-to-face, and to gain first-hand information about a specific company and the market it operates in. There are a range of careers-related events on campus for both current students and recent graduates. For more information and to register for upcoming events visit Engage ([westminster.ac.uk/careers](https://westminster.ac.uk/careers)).

### Associates in Schools scheme

The University of Westminster Associates in Schools (UWAS) scheme is an exciting opportunity for you to gain valuable work experience in a school classroom. For 15 days you will support a teacher in a secondary school or college while exploring a future career in teaching. For more information visit [westminster.ac.uk/uwas](https://westminster.ac.uk/uwas)

### Talent Bank

The Talent Bank is an invaluable resource that provides students with paid temporary and part-time vacancies within the University of Westminster. Taking on work while studying is a fantastic opportunity to develop your transferable skills, gain valuable professional experience and increase your job prospects after graduating. For more information visit [westminster.ac.uk/talent-bank](https://westminster.ac.uk/talent-bank)

### Information resources

We hold a range of comprehensive materials in our information rooms relating to occupations, employers, voluntary work, enterprise, working and studying overseas, further study and training, and DVDs on job search skills. We also offer:

- PCs for clients to use for job searching
- a comprehensive website ([westminster.ac.uk/careers](https://westminster.ac.uk/careers)) covering topics such as events, job searching, CVs and applications, with dedicated sections on finding work by subject or sector and know your rights (diversity)
- 'My Potential' online psychometric tests.

### Vacancies and events portal

Our online vacancy and events service helps you look for part-time, placement, voluntary and graduate opportunities as well as book a place on events with employers, professional bodies and other organisations. This service is also available to graduates for up to 3 years after graduation. To access the system, go to our Engage vacancy and events system, accessible through [careers](https://westminster.ac.uk/careers). [westminster.ac.uk](https://westminster.ac.uk)

### CONTACT US

#### Cavendish House

Student Affairs,  
First floor,  
101 New Cavendish Street,  
London W1W 6XH,  
T: +44 (0)20 7911 5184  
E: [careers@westminster.ac.uk](mailto:careers@westminster.ac.uk)  
Closest tube: Goodge St, Oxford Circus,  
Great Portland Street or Warren Street

Full-time service available during term time and vacations  
Opening times: Monday to Friday,  
9.30am – 5pm  
Quick Query: only bookable on the day, call us or book online via [westminster.ac.uk/careers](https://westminster.ac.uk/careers)

#### Harrow Campus

Student Affairs,  
Room EG13,  
Harrow Campus, Northwick Park,  
Watford Road, Harrow HA1 3TP

Part-time service available during term time only (closed during vacations)  
Opening times: Monday and Thursday,  
10am – 4pm  
Quick Query: Only available on Thursday

Call us or book online via  
[westminster.ac.uk/careers](https://westminster.ac.uk/careers)

# WORK PLACEMENT OFFICE

The Work Placement Office offers students unlimited support in finding work placements. This includes work placement guidance; help with research on work placements, career pathways and developing career strategies; guidance on CVs, covering letters and online applications; preparation for interviews; and guidance on freelance work, portfolios and networking.

Work experience means different things to different people, but in essence it is work related to your study that you do before you graduate/ start your career. The most important thing to remember is that work experience enhances your knowledge and skillset, helping you on your way to full-time employment. Work experience could take the form of short-term, long-term (eg one year) or part-time employment.

Types of work experience/placements:

- Sandwich and industrial placements – a fixed-term period of assessed, paid work that forms part of your degree
- Work-based project – a specific piece of assessed work for your course, in liaison with industry
- Work placement – a period of work experience which can be paid or unpaid (making sure it adheres to the NMW guidelines), and is part of a course or related to your subject area
- Freelance – particularly related to media, arts and design, it is a paid piece of work for a company or organisation
- Short-term/part-time – this is a period of work that can be undertaken on a short-term, part-time basis, and which is completed in parallel with your university course
- Competitions – subject-specific competitions that help you to gain industry level experience working on a 'live' company brief.

## CONTACT US

Student Affairs,  
Work Placement Office,  
Room EG.16  
Maria Hewlett Building Harrow Campus  
Watford Road, Northwick Park, Middlesex,  
HA1 3TP

Work Placement Officer:  
Jon Strathdee  
T: +44 (0)20 8357 7325  
E: J.Strathdee@westminster.ac.uk

Work Placement Administrator:  
Adele Etwaroo  
T: +44 (0)20 911 5000 ext: 4385  
E: A.Etwaroo@westminster.ac.uk

Opening hours: Monday: 9am – 2pm  
Tuesday to Friday: 8am – 4pm

More information on Blackboard –  
My Organisations – Work Placements  
(Media, Arts and Design)



# BUSINESS EXPERIENCE TEAM

The Business Experience Team (BET) is based in Westminster Business School and brings together education and industry by promoting work-based learning.

We are a dedicated team providing professional employability advice and guidance to Westminster Business School Undergraduate and Postgraduate students, wishing to undertake one year placements, short-term internships and mentoring opportunities. We build strong relationships with a diverse range of employers to ensure our students are given the best possible opportunity to showcase their skills; and ensure our employers benefit from high-quality students.

Throughout the year we arrange different employability programmes exclusively for students at Westminster Business School. The BET run events such as the Westminster Business School Placements and Internships Careers Fair, employability workshops, seminars, employer presentations, CV-writing guidance sessions and application clinics – all for Westminster Business School students.

Below are more details of some of the support services we offer to students.

## Sandwich year industrial placements

A business placement – also known as an industrial placement – is an opportunity for you to work for one year within industry before you graduate from university. There are plenty of jobs you can do and examples of these can be found on the Blackboard module, Undergraduate Placement Year (WBS).

A year in Industry is invaluable and according to Highfliers research; whilst the total number of graduate vacancies is set to increase in 2014 recruiters expect that more than a third of this year's entry-level positions will be filled by graduates who have already worked for their organisations – either through internships, industrial placements or vacation work – and therefore are not open to other students. Therefore a placement is an excellent way to help you secure a graduate career.

You will find the right placement both enjoyable and challenging. If you have no previous work experience or have only worked during your summer holidays, a business placement is a great way to experience responsibility, test your knowledge and develop your skills.

Your business placement should allow you to gain direct experience of working in your chosen area of interest. It can also give you the opportunity to 'test drive' a career. If, at the end of the placement year, you decide that this career is not for you, you can strike it off your graduate job search list.

Placements are paid and you also gain a 15-credit Level 6 module. Previous placement employers have included GlaxoSmithKline, Hewlett Packard, IBM, Microsoft, Morgan Stanley, NBC Universal, NHS, PA Consulting, Sumitomo Mitsui Banking Corporation, and Walt Disney.

## Postgraduate/MBA International Mentoring Programme

The BET offers full-time, international (non-EU) postgraduates and MBA students who are studying in their first semester the opportunity to take part in the International Mentoring Programme.

Mentoring is a two-way relationship that can benefit both the mentor and the mentee. We will match you with a senior professional from your field of expertise to give you an insight into British working practices and policies. Our mentors typically offer three hours of their time over a three-month period to one of our postgraduate students.

Our mentors come from a variety of backgrounds including:

- Buying
- Entrepreneurship
- Finance and accounting
- General Management
- Human Resources
- Marketing, Public Relations and Advertising.

The benefits of mentoring include: it can increase your confidence, help you to gain a cultural insight into your aspired career, develop your communication, networking and interpersonal skills, and give you impartial feedback from a professional who will share their knowledge and experiences of work.

## Postgraduate/MBA Internship Programme

Looking for an internship in London can be difficult, particularly if you are an international student and have never worked in the UK before. All Westminster Business School full-time postgraduate and MBA students have the option to take an internship.

An internship – or work experience, as it is sometimes known – is an opportunity for you to work (unpaid) part-time, for two months, during the summer vacation period of your Masters or MBA course.

Potentially any type of internship within your field is possible. We generally offer internships in Marketing, Events, Public Relations, Finance and Accounting, Human Resources, General Business and Administration.

The internship programme is designed both for students who have little or no work experience and also for those who have already gained experience. Although internships are not guaranteed, students who are successful in gaining an internship, enjoy the opportunity of interning in a small-medium-enterprises (SME), charity and a larger organisation.

## CONTACT US

The Business Experience Team (BET),  
Westminster Business School Registry,  
Room CG032,  
35 Marylebone Road, London, NW1 5LS  
T: +44 (0)20 3506 7025  
E: wbs-bet@westminster.ac.uk  
F: +44 (0)20 7911 5839

Opening hours: Monday to Friday: 9.30am-5pm, during term time and vacation periods; however, temporary closures may occur during the summer vacation, so please check our website or telephone before you visit.

Bonita Danso,  
Senior Coordinator,  
Business Experience Team  
E: b.danso@westminster.ac.uk

Hanna Gnanaseharam,  
Postgraduate Programmes Co-ordinator  
E: h.gnanaseharam@westminster.ac.uk

Jaspreet Singh  
Business Placements Coordinator  
J.Singh@westminster.ac.uk

# COMPLAINTS

The University works hard to provide a high-quality service to you at all times and in all areas and activities. However, if you ever feel that the standard of academic or service delivery falls short of what may reasonably be expected, you should refer to the Student Complaints Procedure to find out how best to raise and resolve issues.

The Student Complaints Procedure is for the use of current, enrolled students at the University of Westminster. It should not be used to:

- complain about academic judgement
- complain about admissions
- complain about fellow students (this should be done via the student code of conduct in most cases)
- express complaints about individuals or organisations with which the University does not have a contractual relationship.

If you have a complaint about the Students' Union or the services it provides, please raise the issue with the Chief Executive Officer of the Students' Union

## How can I make a complaint?

When pursuing a complaint, you should read the Student Complaints Procedure and ensure that you start with informal resolution. You should then only escalate to the formal complaint stage if you feel that your complaint has not been dealt with in an appropriate way, or you feel unable to approach the person/s involved personally

You are advised to contact the Students' Union to receive advice and support at an early stage.

You will need to download:

- the Student Complaints Procedure
- the Formal Complaints Form
- our guidance on completing the Formal Complaints Form

For more information about the Student Complaints Procedure, and to download these forms, please visit [westminster.ac.uk/study/current-students/your-studies/forms-and-procedures/complaints](https://www.westminster.ac.uk/study/current-students/your-studies/forms-and-procedures/complaints)

## CONTACT US

Suzie Gibbons,  
Student Complaints and Liaison Manager  
T: +44 (0)20 7911 5148

Julian Smyth,  
Student Complaints Administrator  
T: +44 (0)20 7911 ext 66096  
E: [studentcomplaints@westminster.ac.uk](mailto:studentcomplaints@westminster.ac.uk)



# STUDENT EXCHANGES

If you are currently a University of Westminster student and would like to spend time studying abroad, why not apply for a student exchange? There are dozens of institutions around the world with which the University has exchange partnerships, from Argentina to Australia, Canada, China, France, Germany, Netherlands, New Zealand, Spain, Sweden and the USA.

A student exchange is the perfect opportunity to expand your horizons and experience another culture, perhaps even pick up another language. You will gain essential global skills that will help you with your future employability as well as having one of the best academic and social experiences of your life.

To find out what exchanges are on offer and whether you can go out on an exchange you will need to contact your Faculty Academic Exchange Co-ordinator.

**\*Please ensure that you contact the relevant Academic Exchange Coordinator for your subject area.**

You can also find further information about exchanges at [westminster.ac.uk/student-exchanges](http://westminster.ac.uk/student-exchanges)

## ACADEMIC EXCHANGE COORDINATORS

### Cavendish campus

#### Faculty of Science and Technology

Nina Porakishvili  
n.porakishvili@westminster.ac.uk

### Harrow campus

#### Faculty of Media, Arts & Design

Helen Armour/Louise Cootes  
(Fashion Merchandising Management students only)  
E: cooteslo@westminster.ac.uk  
h.armour@westminster.ac.uk

Andy Golding/Gavin Jack  
(Photography students only)  
E: goldina@westminster.ac.uk  
g.h.jack@westminster.ac.uk

Geoffrey Davies  
(Journalism Media and Communication students only)  
E: daviesg@westminster.ac.uk

Peter Dukes (Contemporary Media Practice students only)  
E: p.j.dukes@westminster.ac.uk

### Marylebone campus

#### Westminster Business School

Karen Kufuor  
E: kufuork@westminster.ac.uk

#### Faculty of Architecture & the Built Environment

Claire Humphreys (Tourism)  
E: c.j.humphreys@westminster.ac.uk

Julian Williams (Architecture UG)  
E: j.williams@westminster.ac.uk

Ro Spankie (Interior Architecture UG)  
E: R.Spankie@westminster.ac.uk

Virginia Rammou (Architectural Technology)  
E: v.rammou@westminster.ac.uk

### Regent campus

#### Faculty of Social Sciences and Humanities

Dr. Sinead Wall (Languages and Incoming SSH Exchange Students)  
E: s.wall1@westminster.ac.uk

Rob Macmaster  
(Politics and International Relations)  
E: macmasr@westminster.ac.uk

Dorrie Chetty (Social and Historical Studies)  
E: d.chetty@westminster.ac.uk

Sara Pons-Sanz (English)  
E: s.ponssanz@westminster.ac.uk

#### Westminster Law School

Jochim Dymott  
E: j.dymott@westminster.ac.uk





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[westminster.ac.uk/when-you-arrive](https://westminster.ac.uk/when-you-arrive)