



Guide to University Life

Junior Lawyers Against Poverty (University of Southampton Global Legal Clinic)



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Introduction

Who are JLAP?

Junior Lawyers Against Poverty (JLAP) combats poverty through active engagement of university students across the UK. Operating in many universities, JLAP empowers a network of law students to develop projects aimed at expanding people’s understanding of access to justice and human rights. By using their legal ability, Junior Lawyers work to alleviate poverty and address social inequality.

Who is this Handbook for?

This Handbook serves as a comprehensive guide to help you navigate common issues faced by all students, whether undergraduates or postgraduates. It covers a range of topics, extending beyond academic needs, and addresses specific demographics at relevant points to ensure everyone finds the support they need.

*Please note that in areas where we cannot provide direct advice, we will guide you to appropriate resources. The Student Hub offers 24/7 support, with further information available on the [Universities website](#).

Disclaimer:

The information provided in this Handbook does not, and is not intended to, constitute legal advice; instead, all information, content, and materials available in this Handbook are for general informational purposes only. Information in this Handbook may not constitute the most up-to-date legal or other information. in this Handbook contains links to other third-party websites. Such links are only for the convenience of the reader, user or browser; JLAP, LAP, and the University of Southampton Handbook and its members do not recommend or endorse the contents of the third-party sites.

Legal Issues

General Sources of Free Advice

Using Gov.uk

The Gov.uk website allows you to obtain an initial understanding of the legal issue you may be experiencing. It is the official government website with legal information on your rights, entitlements and remedies regarding civil and criminal matters. Once you identify your issues, there is an array of resources available to outline the procedure you can follow or direct you to local agencies who can better accommodate you.

Getting Legal Aid

Legal aid is a government-funded initiative to help you meet the costs of legal advice, family mediation or representation in a court or tribunal. You can check if you are eligible here. To qualify for legal aid: (i) your case must fall within the scope of eligible matters, (ii) you must meet the financial requirements based on your means, and (iii) your case must have sufficient merit.

Reaching out to local advice agencies

Citizens Advice offers confidential and impartial advice that is not limited to legal issues. You can talk to someone from Monday to Saturday, you can also access large amounts of information on their website. You can also contact our local institution for specific advice based on your circumstances, via phone, email, the video advice hub or arrange a face-to-face appointment.

Southampton Advice and Representation Centre (SARC) is an independent, impartial charity offering advice on issues concerning welfare, employment, and discrimination.

Reaching out to the University of Southampton Global Legal Clinic

The Global Legal Clinic at the University of Southampton offers free confidential advice to the public as well as University staff and students. The clinic offers online and face-to-face consultations and provides assistance in the form of a letter of advice. It can also help with form filling or attending court with you as a McKenzie Friend (this is someone to offer you

moral support in court, they do not have to be qualified). To use clinic services, you can use the [online form](#).

Advice on Specific Issues

Employment

What should I check before taking on a job?

When you accept an offer for a job you will be asked to sign a contract of employment or service. It is best to request all the terms in writing. You should use this agreement to determine your employment status, working hours, roles and responsibilities, holiday and pay. Ensure the contracted payments meet the [National minimum wage](#).

Am I entitled to be paid extra for working overtime or on weekends/holidays?

There is no statutory requirement for employers to pay you for working overtime or on weekends and holidays. If you have a fixed salary for the period of employment, it is unlikely that you will be compensated for the additional hours, unless stipulated in your contract. In case the overtime you are working means that you will be paid below the National Minimum Wage for the additional hours, your employer will be required to pay you the extra amount.

Is my employer required to give me notice before terminating the contract?

The notice period is usually specifically agreed with the employer and is included in the terms of the contract. However, there are statutory minimum periods which apply in all cases. If you have worked for a period between 1 month and 2 years, your employer is required to give you 1 week's notice before terminating the contract. If you have worked for a period between 2 and 12 years, you are entitled to an advance notice of 1 week for every year worked up to a maximum of 12 weeks. For example, if you worked for a period of 3 years, you will be entitled to receive 3 weeks' notice.

Where can I get employment advice beyond the university?

- [ACAS](#) will provide you with free impartial advice on your rights as an employee or employer.
- The [protection advice line](#) too offers free and impartial advice on more specific employment issues.

- You can alternatively, contact your trade union representative. These are union members that give advice to employees when they have an issue with their employers, finding the best solution with your employer.

What steps should I take if I am being discriminated against at work?

Discrimination can take various forms –

- (i) Direct Discrimination against someone with a protected characteristic
- (ii) Indirect Discrimination through rules or procedures that put someone with a protected characteristic at an unfair advantage
- (iii) Harassment
- (iv) Victimisation.

This could materialise in terms of differences in pay, employment terms, promotion and transfer opportunities or training processes. If you think you have been unfairly discriminated against you can complain directly to the person or organisation, use a mediation or dispute resolution service or undertake the official procedure to file a claim or workplace dispute.

How do I resolve a workplace dispute?

A workplace dispute is where a conflict emerges between employees, the employer or customers. To resolve a workplace dispute, you should first approach your employer and amicably discuss the issue. If the issue is not solved, you can:

- 1- Make a formal complaint to your employer, submitted in writing as per the grievance procedure outlined in your contract. Your employer is required to keep a record of the grievance, arrange a meeting with you and provide you with an opportunity to appeal their decision.
- 2- If this decision does not meet your expectations, you may choose to initiate formal proceedings against your employer by making a complaint to an employment tribunal.

Housing

Where can I search for accommodation options?

- 1- You can opt to stay in the University's Halls of residence.
- 2- You can also opt for private student halls or private accommodation, the link above allows you to refer to a range of options. You should consider the location, cost and amenities of our choice.

What should I look out for when signing a tenancy agreement?

You should thoroughly check your agreement before signing the tenancy, specifically:

- 1- Length of the tenancy agreement
- 2- Deposit amount required
- 3- Monthly rent (and whether this includes utilities)
- 4- Whether you need a guarantor
- 5- Whether the landlord meets the legal requirements for the property, eg Safety Measures (smoke alarm, fire extinguishing equipment, electrician appliances)
- 6- Whether your deposit will be protected under a Tenancy Deposit Protection (TDP) scheme.

Living by yourself requires you to sign an individual contract, making you liable for rent and any damages to the property. If you are sharing the property, you may have to sign a joint agreement in which case all the flatmates will be jointly responsible for the rent and damages even if one of you opts out early.

What rights do I have as a tenant?

As a tenant, you have several rights when renting from a private landlord.

At the end of your tenancy, you are required to receive your deposit within 10 days of you both agreeing on how much you will receive back. If there is a dispute regarding the deposit, it will remain protected in the Tenancy Deposit Protection (TDP) scheme, and you can also opt for a dispute and resolution process to determine your claim. If you think your landlord has not used a TDP Scheme, you can apply to your local county court.

How should I check that my landlord is charging an appropriate amount?

There is a limit on the annual rent increase that your landlord can ask for. The Rent Cap may vary depending on the type of property you are residing in and the rate of inflation in the given year.

Additionally, if you pay a utility charge directly to the landlord, they must ensure that it corresponds to a reasonable level below the maximum resale price. If you suspect that you are being overcharged for utilities, you can begin by requesting proof of the original utility bills from your landlord to verify the charge.

Where can I obtain advice on housing concerns?

You can refer to shelter, which is a charity organisation that offers housing information and advice. The website contains detailed information on housing rights and the procedure you can follow to raise a complaint against your landlord or initiate legal proceedings. The organisation also offers advice via telephone or web chat based on your specific case. You can also refer to the website for information and advice on private tenancies within this region.

Immigration

What is a Biometric Residence Permit?

The Biometric Residence Permit (BRP) is issued once you have obtained your visa (to stay in the UK for more than 6 months) and arrived in the UK to complete your course. It can be used to confirm your identity, right to study, right to work and any other benefits or public services you may be entitled to. It includes your name, date and place of birth, fingerprints and a photo of your face. It also contains your immigration status and any conditions of your stay. It contains a unique document number which may be used for any official processes you undertake, such as entering into a contract of employment. In case there is an issue with your BRP, or it is lost or stolen, you should reach out to the Home Office to resolve the problem.

[Can I work on a student visa?](#)

You can access the [Visa guidance](#), likewise the the [Visa and Immigration Student Advice Service](#) for further guidance.

[Where can I obtain advice on legal issues concerning immigration?](#)

You can refer to the UK Council for International Student Affairs ([UKCISA](#)) for detailed information on the process to apply for a visa, the restrictions and requirements you may be subject to and any additional information go to [Citizens Advice](#) or reach out to an immigration [solicitor](#) for specialist advice.

Academic issues

Academic integrity

[What is Academic Integrity?](#)

[Academic integrity](#) refers to the ethical code and moral principles that guide students, faculty, and staff in their academic endeavours. It involves honesty, trust, fairness, respect, and responsibility in all aspects of academic life. Academic Integrity guides all work undertaken for formative and summative assessments, research outputs, academic practice, and your academic working relations with others.

[Why is Academic Integrity important?](#)

Maintaining academic integrity ensures the credibility of academic awards as degrees and qualifications maintain their value and meaning. In addition, the advancement of knowledge original, honest work contributes to genuine progress in various fields of study. Furthermore, it allows for personal and professional growth because students develop essential ethical standards that are critical in their future careers and personal lives. Finally, it protects the institutional reputation of the University of Southampton, which is important for attracting students, faculty, and research opportunities. By adhering to the principles of academic integrity, universities create a productive, fair, and ethical academic community where learning and innovation can thrive.

What responsibilities do students have to maintain Academic Integrity?

Students are responsible for ensuring that all submitted work is their own, reflecting their understanding and effort. Appropriately cite all sources of information, ideas, and data. This includes direct quotes, paraphrased ideas, and any content that is not common knowledge.

Furthermore, students should not copy or use another person's work without proper attribution. This includes work from fellow students, published sources, and online materials.

Students should not reuse assignments or parts of assignments from other courses unless explicitly allowed by the instructor. Students should avoid collaborating on assignments unless explicitly permitted by lecturers. If group work is allowed, ensure that all members contribute fairly and that the contributions are accurately represented. Students should avoid using unauthorised aids such as notes, electronic devices, or communicating with others during an exam and ensure that all answers are their own and are generated during the exam period without external assistance.

What consequences will students receive if they fail to maintain Academic Integrity?

If a student fails to maintain academic integrity, then there are a number of consequences that a student may face. These include but are not limited to receiving a warning for what would be considered a minor breach. For serious breaches of academic integrity, a student may receive a mark of 0, a reduced degree classification, termination of a programme, or an award being withdrawn.

Writing workshops

What resources are available to improve my writing?

There are writing workshops and videos online on a range of topics, such as writing introductions and conclusions, critical writing, referencing and plagiarism, structure, and abstracts.

Where can I access workshops?

Workshops and training videos can be found on the University of Southampton's library website. On this website, you can also access resources to do with study skills, research skills, and mathematic skills.

How do I register for a writing workshop?

To register for a writing workshop, visit the University of Southampton's [library website](#) and navigate to the workshops section. Follow the instructions to sign up for the session that fits your schedule. Many sessions are pre-recorded and do not require registration.

Support with writing skills

Are there any one-on-one writing support services available?

Yes, if you require further help, you can [book an online appointment](#) with a writing specialist or can [‘start a live library chat’](#).

Where can I receive further support for my writing?

In addition, academic skills development, including writing skills, is provided via [online](#) and in-person support from the [Hartley Library](#).

There are many other support systems available to improve your writing, such as:

- Writing Café every Monday and Friday from 2-4 pm (with a free drink!) in the Lounge Cafe, Building 38.
- Academic skills drop-in session Tuesdays and Thursdays in the Academic Skills Hub (Hartley Library ground floor).
- Academic skills, maths & Stats drop-in session on Wednesdays in the Academic Skills Hub (Hartley Library ground floor).

How can I use these services?

You can use the services for a variety of needs, including discussing your writing plan, ensuring you have demonstrated critical thinking, or for any other general questions. The writing specialists can be found in the [Lounge Café, Building 38](#).

Where can I receive support as an international student?

The [Academic Centre for International Students](#) offers a range of options for English language support such as academic writing, grammar in writing, PhD thesis writing and more.

Where can I receive further support if I have a learning difference?

For students with specific learning differences, the Student Disability and Inclusion Team offers a specialist support programme. Throughout the year, this team hosts Group Workshops designed for students with a variety of learning differences, disabilities, and neurodiverse conditions. Not all sessions require a formal diagnosis to participate. You can book a workshop and find more information on the Student Disability & Wellbeing events page. Details regarding locations and times will be provided upon booking.

How can I improve my time management, while balancing lecturers, placement, and assignments?

The academic skills service offers services such as an assignment planner and a dissertation planner to help you plan your assignments and manage your time effectively.

Finance

Support available for UK students

The National Student Money Week is an annual campaign created by the National Association of Student Money Advisers to raise awareness about the money advice and support available to students at university and beyond. It took place this year in March.

The Student Money Champions (SMCs) of the Financial Support Team:

As fellow students, SMCs understand the challenges involved with managing finances during university. The Student Money Champions' goals

- Raise awareness and enhance students' understanding of financial concepts, as well as highlight the resources available to students.
- To provide support by offering guidance and assistance to fellow students in effectively managing their finances.
- To foster a sense of community by creating a supportive environment where students can share experiences and learn from one another.

- Finally, they aim to promote financial well-being by empowering students to make informed decisions about their finances and develop healthy financial habits for the future within their library drop-in sessions.

Scholarships and Bursaries

Undergraduate Bursary

Financial aid is automatically given to UK/Home students by the government, based on household income. The amount varies, depending on factors such as what university you attend. Amounts typically range from £1,000 to £3,000 per year. No application is needed, provided you have given your family's household information when completing your Student Finance Application. This means the award is applied and paid to you automatically. When you apply for a Student Finance maintenance loan, you have the option to have your loan means-tested so that you can receive a higher amount. Student Finance will then complete a household income assessment and, with your/your parent's consent, share the information with the University.

You are eligible if you meet all of the following criteria:

- fully enrolled undergraduate (including students on an integrated masters course)
- paying the full £9,250 tuition fees
- have a household income of £25,000 or less, as assessed by Student Finance England, Student Finance Wales, Student Finance Northern Ireland or Student Awards Agency Scotland

Students who are studying abroad remain eligible to receive the bursary. Students returning from a pause in studies may be eligible and should contact the Financial Support Team.

Students are not eligible if they are/have:

- Paused their studies
- Repeating externally
- Enrolled part-time
- Undertaking a work placement/Year in Employment, whether within the UK or overseas

- Having their course fees paid by the NHS, either in full or in part (for example years 2-4 BM4 and years 5-6 BM5/BM6) on a standalone postgraduate course that is statutory funded (for example PGCE, PGDip)

See the University of Southampton's [website](#) for further details.

Student Support Fund

A hardship fund is available from the University of Southampton, designated for the help of students facing unexpected financial difficulties, providing short-term financial assistance to ensure they can continue their studies without undue stress.

See the University of Southampton's [website](#) to apply.

Student Support Fund Summer Support Application 2023/24

If you are struggling financially during the summer vacation period, 24 June 2024 - 22 September 2024 (13 weeks), then you may be eligible to receive a contribution to your living costs from the Student Support Fund. Please be aware that any support is discretionary, funds are limited, and support will be capped so may not cover all of your costs. It is therefore likely that you will need to explore other funding options. You can find information and ideas at [SUSUs Advice Centre](#) and our partner, [BlackBulliton](#).

Ignite Your Success Programme

The Widening Participation and Social Mobility Directorate at the University of Southampton is delighted to offer a unique undergraduate programme aimed at students from underrepresented backgrounds. [Ignite Your Success](#) is a space-limited programme open to eligible students to apply to when they join in their first year of university at Southampton.

This extensive 3-year program offers a blend of financial, academic, career, and personal opportunities to ensure students reach their full potential. Key elements of the programme include tailored mentoring schemes, support accessing internships, social events with Ignite peers and dedicated pastoral support, all underpinned by a range of £3,000 awards & £10,000 bursaries.

Alongside Ignite Staff, content is delivered by a range of contributors, including key University of Southampton Alumni from underrepresented backgrounds. The programme includes representation from current students and recent graduates, many of whom are from a widening participation background. Members of the University of Southampton's Professional Services, such as the Careers, Employability and Student Enterprise Service, Academic Skills Service, and the Student Wellbeing Team are also involved to enrich the programme and provide relevant and engaging context on the wider support available.

Health and Wellbeing Fund

The Health and Wellbeing Fund helps to cover health costs, which cannot be reasonably addressed by the NHS or University health services, that are necessary to engage with your studies. Eligible student parents can also apply for help with heating costs.

Technology Grant

A discretionary grant to help students who are unable to access the technology they need to successfully engage with their course. Please note that the Technology Grant reopens for the 24/25 academic year on 23rd September 2024.

The Technology Fund provides a set contribution towards each item with a maximum award of £300. Funds are limited, so please think carefully about which item(s) is a priority and also consider fixing your existing equipment.

See [here](#) for further details and criteria requirements.

University Cost of Living Hub

On the University's Cost of Living online hub, you can take a look at all the support the University and SUSU are offering in one place, including financial support, health & wellbeing support, and frequently asked questions. Find the link [here](#).

SUSU Advice Centre

The Advice Centre is a free, confidential advice service for students, who are independent from the University. They can provide advice on housing, financial and academic issues you may be facing. The team is available Monday through Friday from 09:00 to 17:00.

For financial matters, they have a trained and experienced debt adviser who can liaise with creditors on students' behalf and offer one-to-one budgeting advice. They can support with applications to the Student Support Fund and guidance on other possible sources of funding.

Visit the SUSU Advice Centre in person or contact them via email or phone at 023 8059 2085 to schedule an appointment.

Find out more about the Advice Centre on the SUSU website. [susu.org/support/advice-centre](https://www.susu.org/support/advice-centre)

Creating a Budget- the Step Change website

Looking for advice on how to create a budget for yourself? The Step Change website has an easy step-by-step guide to making your own budget, and a downloadable budget template.

Financial advice and knowledge

You can find budgeting tips and resources to make the most of your money on the University website from the Financial Support Team. You can also book an online appointment with one of our financial advisors for one-to-one support about your situation.

- The Students Union (SUSU) can also provide support with career planning and financial advice.

Handling Tax and Savings

Understanding how to manage your finances is crucial, especially when you start earning:

- **Know Your Tax Obligations:** If you're earning during a placement or a part-time job, it's important to understand your tax obligations. Check out resources like the UK Government's website for guidance on how to handle your taxes.
- **Save Smart:** Begin building a savings habit. Even small, regular contributions can grow significantly over time.

- Student Discounts and Deals: Make the most of student discounts to save money. Websites like [Save the Student](#), [UNIDAYS](#) and [StudentBeans](#) offer tips and deals specifically for students.

Blackbullion

Access [Blackbullion](#) for free – an interactive platform where you can find a wide variety of resources and courses aiming to improve your financial knowledge and give you the skills and confidence to create a money-smart future.

You can develop essential budgeting skills using powerful tools which will help you navigate student life and its financial challenges.

Student Hub

[The Student Hub](#) is available 24 hours a day, 365 days a year. [The Student Hub](#) is your first point of contact for questions and concerns relating to fees, financial support, accommodation, wellbeing, disability, careers and course administration.

You can speak to an advisor instantly via [online chat](#), by [email](#), or call at any hour on 02380 599 599 – save this number on your phone in case you ever need it. You can also [visit the team in person](#) on our campuses.

If you are struggling with your finances, reach out to an advisor at the [Student Hub](#). The Hub runs [24/7](#) and they will be able to direct you to the relevant team so you can receive the best support. If you would like specific information on the funds the Financial Support Team offer then please visit their [website](#).

Career and Employability Support

Careers and Employability Service

[Careers](#), [Employability](#) and [Student Enterprise](#) offer a range of [support](#), including individual appointments, including career advice, CV workshops, interview preparation, and job search support.

Ask the Adviser- appointments are 15-minute conversations to chat about anything careers-related. You may then be referred to appropriate resources or activities that the University of Southampton offers, including a 45-minute careers appointment or their range of Design Your Future workshops.

15-minute CV Support appointments, specifically for CV advice are also offered, as well as 'Explore' appointments with the Student Enterprise team.

Appointments are available online (through Microsoft Teams) and in person at the following locations:

- Avenue Campus
- Highfield Campus
- Sir James Matthews Building (City Centre Campus)
- Waterfront Campus (NOCS)
- Winchester School of Art

UoS Internships and MyCareer

Facilitation of work experience, including paid internships specifically targeted at students from disadvantaged backgrounds, is available through the My Careers Website.

Support available for International Students

Can I receive a scholarship?

There are various scholarships available to international and EU students at the University of Southampton:

- Merit scholarships
- Competitive scholarships
- Partnership scholarships

What if I am talented in a sport?

At the University of Southampton, there is a selection of scholarships for high-level athletes who are looking to study at Southampton. These include Gold, Silver and Bronze scholarships. To apply, complete the application form, giving as many details as possible.

Are there any equal-access scholarships?

At the University of Southampton, Sanctuary Scholarships are available for Undergraduate and Postgraduate Taught (PGT) students. The Scholarship supports 2 students per year who are seeking sanctuary in the UK, 1 Undergraduate and 1 Postgraduate. It covers 100% of tuition fee costs for each year of study (3 years for UG and 1 year for PGT). In addition, the University will provide a bursary for each year of study to help with additional costs.

Applicants for the Sanctuary Scholarship will need to:

- Hold an offer from the University of Southampton to study either an Undergraduate or Postgraduate Taught course.

They will also need:

- To be an asylum seeker- a person who has made a claim within the UK for refugee status, or,
- To be a person who has been granted some form of temporary status, such as limited leave to remain

Is there any support available for disabled students?

The University of Southampton offers Disabled Students' Allowance (DSA). This is a non-repayable government grant to help cover costs related to your study, which you may have as a direct result of a disability, including a long-term health condition, mental health condition or specific learning difference such as Dyslexia. Supporting evidence is required.

You can find out more about the support you can receive as an international disabled student on the British Council website.

What is the largest scholarship?

The Southampton Presidential International Scholarship is open to international students who will start their course in 2025 and study for an undergraduate degree, or a postgraduate master's degree.

If your application is successful, the University will award you with either £10,000 off your tuition fees, or 100% off. The amount you are awarded will depend on your application and in some instances, the country where you live.

Scholarships for undergraduate study will cover each year of undergraduate study. Scholarships for postgraduate study will cover the first year of postgraduate study. There are 25 scholarships available in total, (10 100% fee awards and 15 £10,000 fee awards).

Are there any degree-specific scholarships?

Two scholarships of £5,000 are available to UK and international students applying to study an eligible postgraduate Ageing and Gerontology programme in 2024. To be eligible for a scholarship you must hold a conditional or unconditional offer from Southampton for an eligible programme:

- MSc Gerontology
- MSc Gerontology (Research)
- MSc Gerontology (Distance Learning)
- MSc Global Ageing and Policy (Distance Learning)

You must also meet your offer conditions, including the University's English language requirements, by the admissions deadline stated in your programme offer letter.

There is also a Canadian Prestige Scholarship for Law, available to Canadian citizens enrolling in any undergraduate law programme in 2023. It offers £1,000 for each year of study.

To be eligible for a scholarship you must:

- Have Canadian citizenship
- Need to pay the overseas tuition fee
- Be paying your fees yourself
- Have a conditional or unconditional offer to study Law
- Meet or exceed your course's entry requirements (typical offer)
- Apply for your course before 1 August 2023

There is no need to apply for this scholarship, it is automatically awarded if you meet the eligibility criteria. The University will award the scholarship to the students by email.

What if I am not eligible for a scholarship?

If you are not eligible for any of the scholarships described above, you may wish to look at some of the grants and funds that the University provides.

The University of Southampton offers a discretionary technology grant to help students who are unable to access the technology they need to successfully engage with their course. To be eligible, you must meet one of the following criteria:

- Household income of £42,600 and under
- Care leaver/Estranged student
- Young carer
- Universal credit recipient

There is also a Health and Wellbeing fund, which includes a discretionary grant to help students with health costs, which cannot be reasonably addressed by the NHS or University health services and are necessary to engage with their course. Students can receive a maximum of £500 per academic year. The criteria are the same as the technology grant, with the additional categories of a recognised disability which is impacted by the cold, and being a parent or carer with a household income of below £42,600. These new categories allow the University to provide support for heating bills.

Finally, there is the Student Support Fund for EU and International students. This is a pot of money designed to aid students who find themselves in financial difficulties. The fund offers a single payment of up to £540, depending on the circumstances and severity of the student's financial difficulty. A UK bank account is required to access this service. Additionally, the fund cannot be used for tuition fees. It is solely meant to aid students with living costs, rent, food, bills etc.

Students are only eligible to apply to the fund once in the academic year and must provide clear evidence of the financial difficulty they are in. Unexpected events leading to unexpected financial difficulty may be, but are not limited to:

- Loss of job
- A change in the level of support provided by family
- Significant evidence of an exchange rate fluctuation affecting your finances
- Unavoidable medical costs which cannot be covered by the NHS
- Being a victim of a scam

What if I am struggling to cover my tuition fees?

If you are struggling to pay your tuition fees, please contact the Student Hub, at studenthub@soton.ac.uk to discuss if a payment plan may be suitable.

Health and Well-being

General Practitioner (GP) services

Can I register for a GP?

If you move away from home for university, you cannot be registered for multiple GPs, once you register for a new doctor in Southampton you will no longer be registered at your previous centre.

Where is my nearest GP?

The Health Watch service allows you to find the nearest GP to you. It provides you with the address, phone number and website of the suggested GP. This also provides you with the chance to seek advice on different elements, such as, how to register with a GP, how to contact Citizens Advice and how to look after your mental health. Please call 0300 77 7007 for further information and guidance.

Here are the GP surgeries closest to the Highfield Campus:

1. The University of Southampton offers a health service for students and the community. This is the University Health Service found in Building 48 on Highfield campus, Southampton, SO17 1BJ. To register online with the University's health service, use the link above, or to get in touch with them call (023) 8055 7531.

2. [Burgess Road Surgery](#) is the closest GP to Highfield campus and student halls, including Montefiore, Stoneham house and Connaught Halls. To contact the surgery, call 023 8067 6233 or register with the link above. The address is: 357a Burgess Road, Southampton, SO16 3BD.

Dental services

[Where is the nearest dental service to me?](#)

If you're looking for the nearest dental partitioners, [Highfield Dental and Facial Clinic](#) is located right next to Highfield Campus. For more information, visit their website (linked above), or call +44 (0) 2394311476.

The [University Dental Practice](#) is located on Burgess Road, a 10-minute walk from Highfield Campus. The address is Burgess Road, SO16 3AY. For more details, visit their website (linked above) or call 023 8067 7635.

Accident and Emergency (A&E)

[Where is the nearest A&E?](#)

Please remember to call 999 for emergencies or 111 for medical advice. However, if you require emergency attention the closest A&E and hospital is [Southampton General Hospital](#). The hospital has a 24-hour emergency department and is part of the NHS Foundation Trust.

The Southampton General Hospital's address is: Trenmona Road, Southampton, SO16 6YD.

Health rights for students

[Do I pay for treatment \(GP/hospitals\)?](#)

GP appointments and checks are free of charge for everybody, not just students. Hospital treatments are also free for those who ordinarily reside in the UK. In terms of prescriptions, unless you have a medical exception, or are 18 and under, you have to pay (please see the full

list of exceptions on the [NHS website](#)). However, the contraceptive pill is free of charge. Also, under the NHS, family planning is free, except for abortions or infertility treatment.

If you need aid in funding treatment, please contact the [Low-Income Scheme](#) helpline on 0300 330 1343. The low-income scheme helps cover the cost of prescriptions, dental, eye care, healthcare travel and wigs and fabric. To make an application apply online or order a [HC1 form](#). If you have any questions about medical exceptions, please call 0300 330 1341. Likewise, if you have any questions about prescriptions, contact the prescription hotline service, at 0300 330 1349.

[Do I pay for dental treatment?](#)

You can register for more than one private dentist. However, the NHS only allows you to be with one Dentist for treatment. Whilst you can register for free, treatment is only free of cost for under 19s in full-time education. To discover the costs for NHS dental treatment, including general check-ups, please click [here](#).

[Do I pay for A&E visits?](#)

A&E treatment is free for everyone under the NHS. If you are unsure when to go to A&E, call 111 or check [The NHS Emergency Care Services website](#).

Safety

[What if I need help on a night out on campus?](#)

If you are on Highfield campus after 20.00 and need to get home SUSU has a free [Safety Bus](#) for students. The bus leaves every hour on the hour and is found outside the Student Union Building 42, running every night during term time:

Monday and Tuesday from 20.00-00.00

Wednesday from 20.00-01.00

Thursday from 20.00-02.00

Friday from 20.00 to 02.00

Saturday and Sunday from 20.00 to 00.00

If you feel unsafe when you are in the University bar, The Stags (building 40) is located next to the SUSU building on Highfield Campus, go to the bar and “Ask for Angela.” The staff will know what this means and will get you out safely and call you a taxi. When you live in student halls there is 24/7 security. Likewise, there is a security team on Highfield campus 24 hours a day. They are a 24-hour point of contact to respond to all alarms, monitor CCTV, provide advice and when needed deliver First Aid.

The emergency number for campus security is +44 (0)23 8059 3311

For emergencies call 999

For non-emergencies call 111

Mental health support

Where can I find help beyond the University?

Many mental health charity services are available for everyone, these services can offer help and referrals, or just listen to your concerns.

Here are some key services (please be aware that general issues can be taken up with your Personal Academic Tutor or the SUSU advice centre):

1. Samaritans is a charity in England and Wales open to everyone. They can listen to your worries or concerns, advise you on the next best steps, and support you in reaching out to your loved ones. It is free to contact them, and no credit is needed. Call them at: 116 123, or email jo@samaritans.org. You can also visit them in person at their local branch at 11 College Pl, S015 2FE. The phone number for the local branch is 0330 0945717. You can send a letter to your local branch free of charge. Alternatively, they are also available for online chats.
2. The Local NHS therapy service can aid you in managing symptoms from various issues including, Post traumatic stress disorder (PTSD), depression, low-self-esteem, anxiety and more. Follow [here](#) to take your next steps. This service is available for individuals aged 18 or over and who are registered with a GP.

3. Together-All are a 24-hour service where you can share and discuss your experiences anonymously and receive help. As a student you can use your student email address, @soton.ac.uk, to access the platform for free. The website (found above) offers free mental health and wellbeing support, such as ‘Togetherall Talks’ podcasts.

There is also a local NHS mental health service offered by Steps2wellbeing. They are a free service for adults registered with a GP in Dorset and Southampton, including Poole and Bournemouth. They offer cognitive behaviour therapy (CBT) and counselling services, where you can discuss any issues you are currently experiencing. This service is confidential, and they will respond to your referral within 3 working days. To get in contact, call: 08006127000. This service is a self-referral platform. To refer yourself, click here, and then you can either fill out the online form, call during office hours (8.30-17.30), or use the Digital Assistance feature.

Social Mobility Network (SMN)

The Social Mobility Network (SMN) at the University of Southampton provides extensive support for students from low socioeconomic backgrounds.

Find the Social Mobility network at

- SharePoint: Social Mobility Student and Staff Network
- Instagram: https://www.instagram.com/soton_smn/
- X: @Soton_SMN
- LinkedIn: Social Mobility Network Southampton
- Class Ceiling Podcast: Class Ceiling

The Network is actively open for new members to join. Membership is open to all University of Southampton students and staff, with either lived experience or a vested interest in social mobility.

To keep up to date with new meetings, and any updates and to be on the mailing list, please request to join the dedicated Social Mobility Teams Channel here.

If you have any queries in relation to the Network, please contact socialmobilitynetwork@soton.ac.uk.

Financial support available:

Ignite Your Success Programme

The Widening Participation and Social Mobility Directorate at the University of Southampton is delighted to offer a unique undergraduate programme aimed at students from underrepresented backgrounds. Ignite your success is a space-limited programme open to eligible students to apply to when they join in their first year of university at Southampton.

This extensive 3-year program offers a blend of financial, academic, career, and personal opportunities to ensure students reach their full potential. Key elements of the programme include tailored mentoring schemes, support accessing internships, social events with Ignite peers and dedicated pastoral support, all underpinned by a range of £3,000 awards & £10,000 bursaries.

Alongside Ignite Staff, content is delivered by a range of contributors, including key University of Southampton Alumni from underrepresented backgrounds. The programme includes representation from current students and recent graduates, many of whom are from a widening participation background. Members of the University of Southampton's Professional Services, such as the Careers, Employability and Student Enterprise Service, Academic Skills Service, and the Student Wellbeing Team are also involved to enrich the programme and provide relevant and engaging context on the wider support available.

Student Support Fund

A hardship fund is available for students facing unexpected financial difficulties, providing short-term financial assistance to ensure they can continue their studies without undue stress. You can apply [here](#).

Health and Wellbeing Fund

The Health and Wellbeing Fund helps to cover health costs, which cannot be reasonably addressed by the NHS or University health services, that are necessary to engage with your studies. Eligible student parents can also apply for help with heating costs.

Technology Grant

A discretionary grant is available to help students who are unable to access the technology they need to successfully engage with their course. **Please note that the Technology Grant reopens for the 24/25 academic year on 23rd September 2024.**

The Technology Fund provides a set contribution towards each item with a maximum award of £300. Funds are limited, so please think carefully about which item(s) is a priority and also consider fixing your existing equipment.

See [here](#) for further details and criteria requirements:

Academic Support

Ignite your Journey

Ignite your Journey is a programme for Year 12/13 students that offers tailored support to them during the application process for an undergraduate degree at the University of Southampton and to help them develop the skills needed for study at a research-led university. This program also offers lower offer levels and additional consideration for students who meet specific widening participation criteria. Participants also receive an online course to enhance their academic skills before starting university.

Foundation Year Programs

The foundation year programme is designed for students who may not meet the standard entry requirements for a subject, providing an additional year of study to build the necessary skills and knowledge. This will enable you to study the subject that you wish, with an additional year of study at the University before commencing the degree.

Tutoring and Mentoring

PALS - Peer Assisted Learning Scheme

New students are paired with senior students who offer guidance and support through the transition to university life.

Read [here](#) for an example of a subject where peer-assisted learning is available, as well as multiple user reviews of the service.

Student Support Services/ Disability Support

(Wellbeing) The SUSU advice centre

The advice centre provides free, independent and confidential support to all students on a range of academic, financial and wellbeing issues. Access to mental health support, counselling, and wellbeing workshops available upon request.

You can email studenthub@soton.ac.uk, call [+44\(0\)23 80599 599](tel:+44(0)2380599599), or use their online chat. If you wish to speak to someone in person, please visit Building 37 on Highfield Campus.

Disability Assistance

Tailored assistance for students with disabilities, ensuring equal access to education. These include Additional Exam Requirements, assistive technology, accommodation adaptations, inclusive support ambassadors, learning support and mentoring.

Additional Exam Requirements

https://www.southampton.ac.uk/edusupport/disability_support/ways_of_support/additionalexamrecommendations.page

Assistive technology

https://www.southampton.ac.uk/edusupport/study_support/ways_of_support/ats.page

Accommodation adaptations

<https://www.southampton.ac.uk/student-life/accommodation/accommodation-for-those-with-additional-requirements>

Inclusive support ambassadors

https://www.southampton.ac.uk/edusupport/disability_support/ways_of_support/inclusive-learning-volunteers.page

Learning support

https://www.southampton.ac.uk/edusupport/disability_support/ways_of_support/learning-support.page

Mentoring

https://www.southampton.ac.uk/edusupport/disability_support/ways_of_support/mentoring.page

The Clarkson Rest and Study Room

The Clarkson Rest and Study room is a designated space for students with disabilities or long-term health conditions. It is located in Building 6, Room 1085. The space contains 4 smaller rooms for student use and locker availability. All rooms have a computer, height adjustable desk and ergonomic chair.

Book your slot:

Domestic/Sexual Violence Help

The University of Southampton has a Report and Support system. This allows you to report something anonymously or with contact details. The link above will take you to a page that answers queries about specific issues.

Different services available to you:

- Rape Crises England & Wales
 - You can contact them 24/7 on their support line for free: 08085002222. Or go to the website above for a free online chat.
- Yellow Door
 - Offers support for responding to and preventing Domestic and Sexual Abuse. To refer you or a friend click here. For general enquiries, call 023 8063 6312.
- Victim Support

- Offers help and support after a crime. Call the support line for free advice on 08 08 16 89 111, you can also use the link above to complete an online form. Likewise, you can also begin an [online chat](#).
- [Survivors UK](#)
 - Support male and non-binary survivors of sexual violence, they can offer counselling and help you on your journey. Go to their website and chat online, or send a text to 02033221860.
- [Revenge Porn helpline](#)
 - Have support and information resources on their website. This service is for 18+ who are experiencing intimate image abuse. Call 0345 6000 459 to contact them or use the link above for the website.

Careers and employability

UK and International students have access to the same careers resources and there is extra information for international students provided at the end.

Career Resources

[MyCareer](#) is the university's careers and employability service, and much of the information discussed can be accessed via this service. If you have not already done so, make sure to sign up, as it is highly valuable. You can sign up for Daily Event Alerts and Daily Opportunities Alerts to be sent to your university email. You can also access volunteering opportunities here.

The university's online [Career Centre](#) also provides many useful resources on writing a CV, cover letters, and degree-related resources. Like MyCareer, it has a lot to offer so be sure to take a look.

[UniWorkforce](#) provides casual and paid work opportunities for students which can help you develop and learn new skills.

The university [careers, employability, and student enterprise](#) Also signposts you to other useful careers resources that are not provided by the university.

Some degrees allow you to do a year in employment. This will enhance your employability and allow you to gain work experience and build industry connections before you graduate. More information can be found [here](#).

CVs and Cover Letters

You need a CV to apply for jobs and work experience, and it is often an inventive idea to use a Cover Letter as well. Some applications may specifically require a Cover Letter, and these need to be written specifically for the opportunity that you are applying for.

Writing a CV can seem challenging but there are many resources available. Use your CV to demonstrate your skills and experience, and to start, it may be worth writing a list of different educational and professional experiences you have, what they involved, and why you found them useful.

The Career Centre provides a CV Builder, a guide to creating a great CV, and discusses whether Artificial Intelligence should be used to make a CV. These resources are available when you log into the Career Centre.

Prospects provides general information on creating a CV and writing Cover Letters which can help you get started, and Microsoft Word has templates for CVs which can give you ideas on how to present it. You can also search for advice and information specific to your industry on Prospects.

Ask the Advisor appointments can be booked on MyCareer, where you meet with a careers advisor for your specific department, and they can give you industry-specific tips and tricks on writing a CV.

Other online resources provided by the university include:

- A CV and Cover Letter Workbook which takes you through different sections to include along with top tips for writing your CV and Cover Letter.
- A Skills Dictionary and Skills Checklist which you can use to help write your CV, you can think about your education and experiences to see which of these skills you have learnt and practiced because these specific buzzwords help draw recruiters' attention.

Having an ongoing CV that you regularly update with new skills and experiences is extremely useful because if you come into contact with someone that you would like to work with or ask about work experience, you can send it over to them promptly.

It is also important to list potential references on your CV. These can be managers or colleagues from jobs that you have had, or academic references such as tutors. Ask permission to use someone as a reference and write their name, role, and contact information in the references section of your CV.

Cover Letters should demonstrate why you are the ideal candidate for the role. This will require you to research and understand what the employer wants in a candidate and what the role requires from you. This is where demonstrating skills that you have learnt and practiced is extremely useful. Once again, the Career Centre provides many useful guides on how to write a Cover Letter, and an Ask the Advisor appointment can be used to discuss specific details about writing a Cover Letter for your desired industry.

Not every job application will require a CV and Cover Letter, some may require a CV and for you to answer specific questions from the recruiter about your skills and suitability for the role. The Career Centre provides information on applications such as this such as using the STAR method where you describe a situation, the task you were given, the action you took, and the result. Having a CV detailing your experiences and skills is a very useful starting point because even if they do not want a CV, you can easily refer to it when filling out an application.

Gaining Work Experience

Work experience is extremely useful, you can develop new skills, learn more about the industry you want to work in, and make valuable connections with people already in the field. Getting work experience can seem tough, but the university has the resources to help you.

For instance, [UoS Internships](#) provides details of various internships and work experience opportunities from different companies in one place and allows you to filter the results depending on where you want to work, or salary expectations.

There are other resources outside the university such as sites like [The Medic Portal](#) and [The Lawyer Portal](#) which provide information about securing work experience. There are many websites and platforms dedicated to helping individuals gain work experience in particular industries.

Companies and other business entities, such as partnerships, do often have work experience opportunities and usually advertise them in their “careers” section. Here, you may need to answer application questions and provide the name of your degree and module grades. Such opportunities can be accessed through the Universities [Careers website](#).

If you meet someone whose work interests you at a careers fair, you can contact them directly with a CV and Cover Letter. This is called a speculative application. You can even begin by contacting them and asking for a phone call where you discuss and ask questions about their field of work to build a professional relationship with them. A day or two of shadowing can be extremely insightful, and an [Ask the Advisor Appointment](#) can provide you with more information on how to write strong speculative applications.

Meeting Potential Employers

Meeting potential employers and expanding your network is highly beneficial, as it helps you become a familiar face to industry professionals. This increased visibility allows them to better understand your skills and interests and may lead to potential opportunities. Additionally, networking provides you with practical insights into what working in your chosen field is like.

Careers fairs allow you to meet with people from various companies and industries and learn more about what their roles and the company’s recruitment processes. There are all-sector careers fairs as well as careers fairs aimed specifically at different faculties. You can access more information and find out when they will take place on [MyCareer](#). They tend to be well-advertised on campus, so keep a look out for posters and flyers.

LinkedIn enables you to connect with fellow students, graduates, employers, and industry professionals. It is an excellent tool for staying informed about developments in your field, building professional relationships, and discovering opportunities through your network. LinkedIn is designed to support professional growth, and a well-crafted profile can make a good impression on potential employers. For advice on enhancing your profile and maximising LinkedIn's potential, visit the Career Centre homepage.

The University's E-Mentoring platform is also a great way to connect with students and university alumni in the same field as you. Mentors may be able to share valuable insights into the field and offer support with job applications.

Specific information for international students

The university provides specific advice on careers and employability for international students. This includes what you can do before you arrive to study, including guidance on writing a CV and finding part-time work. This advice is useful at any stage of your academic journey in the UK.

If you are seeking part-time work, ensure it complies with the conditions of your Visa. The university also offers advice on Visas and immigration for students, including information on what you can do with your visa after graduation. Additionally, Gov.uk is a valuable resource for visa-related information.

If English is your second language, you can include your other language skills on your CV. Speaking multiple languages is a valuable skill that can enhance your employability.

If you wish to further develop your English language skills, the English for Academic Purposes skill support programme could be beneficial. Improving your written and spoken communication will not only aid your academic success but also enhance your job prospects, work experience opportunities, and ability to connect with professionals.

Resources

[MyCareer](#)

[Career Centre](#)

[Careers, Employability, and Student Enterprise](#) other resources.

[Careers and Employability](#) for international students.

[Careers Fairs](#)

[E-Mentoring](#)

[Prospects](#)

[UoS Internships](#)

[Year in Employment Homepage](#)

[UniWorkforce](#)