

## Course Rep Signposting Guide

You may find that often, as a Course Rep, students on your Programme will come to you with an issue or query that is outside your remit as Rep. This could, for example, be to seek advice or disclose a welfare issue that is related to themselves. When this occurs, you must not try to deal with the issue yourself, but instead should signpost the student to the relevant source of assistance and explain the reason for this. For example, if an issue affects one student and is directly related to the course, you should direct them to the Programme or Module Leader.

For more information about who to speak to when the feedback is something that you can deal with in the Rep role, visit our 'Who do I speak to?' flowchart on the Course Rep Hub.

Your role as a Student Rep is to represent the interests of your fellow students in terms of academic issues which affect more than one person. This concerns things to do with your course, teaching, resources, timetabling or other academic or related issues. Remember though, you are not there to teach students or support their academic development, to help with academic appeals, personal problems, accommodation issues or anything else of that nature. You aren't trained or qualified to do so.

Please 'signpost' students to the correct source of support by using the below guide.

## Learning Services

<b>Service</b>	<b>Contact</b>	<b>How it can help</b>
Student Digital Champions	<a href="mailto:sdcp@plymouth.ac.uk">sdcp@plymouth.ac.uk</a>	Offering peer support in using digital technologies
Careers Service	<a href="mailto:careers@plymouth.ac.uk">careers@plymouth.ac.uk</a>	Information, advice and guidance for students and graduate on building skills, experience and contacts to improve employability
Digital Skills Support	<a href="mailto:libraryandITenquiries@plymouth.ac.uk">libraryandITenquiries@plymouth.ac.uk</a>	Providing you with the resources, tools and technologies to support you in the development of your digital skills and capabilities
Writing Café	Charles Seale-Hayne Library, 1 <sup>st</sup> Floor	Offering a space to explore techniques and strategies to improve your writing
Peer- Assisted Learning Scheme	<a href="mailto:pals@plymouth.ac.uk">pals@plymouth.ac.uk</a>	Receive study support from students in the year about on your course.
IT Services	<a href="mailto:libraryandITenquiries@plymouth.ac.uk">libraryandITenquiries@plymouth.ac.uk</a>	Help, advice or support with any aspect of IT
English Language Centre	<a href="mailto:elc@plymouth.ac.uk">elc@plymouth.ac.uk</a>	The English Language Centre offers a range of courses to help you develop your academic English language skills both before (pre-sessional courses) and during (term-time workshops) your studies.
Library Services	<a href="mailto:libraryandITenquiries@plymouth.ac.uk">libraryandITenquiries@plymouth.ac.uk</a>	Library and digital support work right across the University
SUM:UP	Charles Seale-Hayne Library	A mathematics and statistics drop-in service providing you with expert on-demand advice on all aspects of undergraduate and postgraduate mathematics and statistics.

## Support Services

<b>Service</b>	<b>Contact/ Resource</b>	<b>How it can help</b>
Cost of Living Support	<a href="#">Supporting students with the cost of living - University of Plymouth</a>  <a href="http://upsu.com">Cost Of Living (upsu.com)</a>	Offers information such as financial support, job opportunities, health and wellbeing support, travel discounts and equipment loans.
Disability and Inclusion Services	studentservices@plymouth.ac.uk	Helping with your study support requirements if you have a disability.
Student Immigration Team	<a href="mailto:studentservices@plymouth.ac.uk">studentservices@plymouth.ac.uk</a>	Can answer questions on issues related to international study, including the EU Settlement Scheme, Refusals and Admin Review, Short Term Study Visa, and Visit and Hong Kong BN (O) visas.
Pastoral and Spiritual Support	Open for drop-ins Monday-Friday 10.00am-16.00pm at 1 Kirkby Terrace.  spiritualsupport@plymouth.ac.uk	Offering pastoral and spiritual support to staff and students at the University.
Wellbeing Resources	<a href="#">Wellbeing resources (sharepoint.com)</a>	Useful resources, self-help guides and additional information to support your emotional, physical, social and financial wellbeing.
Student Hub	First Floor, Charles Seale-Hayne Library  studentservices@plymouth.ac.uk	The Student Hub is a central place for advice and support covering the following specialist areas: Advice for international students Careers Advice Counselling and mental health support Studying with a health condition, impairment or disability Financial Support Learning Support Pastoral and spiritual
SU Advice Centre	advice@su.plymouth.ac.uk	The SU Advice Team can provide free, independent

		<p>advice on a range of topics including:</p> <ul style="list-style-type: none"> <li>- Money</li> <li>- Academic offences</li> <li>- Appeals</li> <li>- Code of conduct/disciplinarys</li> <li>- Thinking of interrupting</li> <li>- Fitness to practise</li> <li>- Student finance</li> <li>- Accommodation</li> <li>- &amp; much more!</li> </ul>
Speak Up	<a href="#">Speak Up – report abuse, harm or hate - University of Plymouth</a>	<p>The Speak Up reporting tool to report any of the following types of incidents that have taken place on or off campus (including placement providers):</p> <ul style="list-style-type: none"> <li>bullying or harassment</li> <li>hate incidents</li> <li>relationship or domestic abuse</li> <li>sexual assault</li> <li>sexual harassment</li> <li>violence or harm. You can report anonymously or on behalf of someone else.</li> </ul>

**If there is an immediate emergency requiring ambulance, police or fire services, dial 999.**

**There is a University mental health advisor on duty Monday – Thursday 9:00–17:00 and Friday 9:00–16:30. They can be contacted at 01752 587676.**

See [Wellbeing help - University of Plymouth](#) for more detailed information.