

# Student Information Pack

September 2009

If you require this document in a different format (eg large print, tape, Braille) please contact the School Student Advisers at Glenside Campus

An electronic version of this document is available at <http://hsc.uwe.ac.uk/net/student>



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**A copy of the Health and Social Care School Student Handbook is available on the StudentNet (<http://hsc.uwe.ac.uk/net/student/>).**

**Please ensure you take the time to read this handbook thoroughly. It is particularly important that you make close reference to the section on Assessment.**

# Personal Details

Name: .....

Student ID Number: .....

Programme: .....

## Programme Leader / Year Tutor information

Programme Leader/  
Year Tutor (Adult Nursing) .....  
Cohort Leader

Room number: .....

Telephone Number: .....

E-mail address: .....

## Personal Tutor information

Personal Tutor: .....

Room number: .....

Telephone number: .....

E-mail address: .....

## Module Information

Module Title	Module Number	Module Leader	Assessment dates

# Academic Calendar 2009/10

September 2009						
Week	5	6	7	8	9	
Mon		7	14	21	28	
Tues	1	8	15	22	29	
Wed	2	9	16	23	30	
Thur	3	10	17	24		
Fri	4	11	18	25		
Sat	5	12	19	26		
Sun	6	13	20	27		

October 2009						
Week	9	10	11	12	13	
Mon		5	12	19	26	
Tues		6	13	20	27	
Wed		7	14	21	28	
Thur	1	8	15	22	29	
Fri	2	9	16	23	30	
Sat	3	10	17	24	31	
Sun	4	11	18	25		

November 2009						
Week	13	14	15	16	17	18
Mon		2	9	16	23	30
Tues		3	10	17	24	
Wed		4	11	18	25	
Thur		5	12	19	26	
Fri		6	13	20	27	
Sat		7	14	21	28	
Sun	1	8	15	22	29	

December 2009						
Week	18	19	20	21	22	
Mon		7	14	21	28	
Tues	1	8	15	22	29	
Wed	2	9	16	23	30	
Thur	3	10	17	24	31	
Fri	4	11	18	25		
Sat	5	12	19	26		
Sun	6	13	20	27		

January 2010						
Week	22	23	24	25	26	
Mon		4	11	18	25	
Tues		5	12	19	26	
Wed		6	13	20	27	
Thur		7	14	21	28	
Fri	1	8	15	22	29	
Sat	2	9	16	23	30	
Sun	3	10	17	24	31	

February 2010						
Week	27	28	29	30		
Mon	1	8	15	22		
Tues	2	9	16	23		
Wed	3	10	17	24		
Thur	4	11	18	25		
Fri	5	12	19	26		
Sat	6	13	20	27		
Sun	7	14	21	28		

<b>March 2010</b>						
Week	31	32	33	34	35	
Mon	1	8	15	22	29	
Tues	2	9	16	23	30	
Wed	3	10	17	24	31	
Thur	4	11	18	25		
Fri	5	12	19	26		
Sat	6	13	20	27		
Sun	7	14	21	28		

<b>April 2010</b>						
Week	35	36	37	38	39	
Mon		5	12	19	26	
Tues		6	13	20	27	
Wed		7	14	21	28	
Thur	1	8	15	22	29	
Fri	2	9	16	23	30	
Sat	3	10	17	24		
Sun	4	11	18	25		

<b>May 2010</b>						
Week	39	40	41	42	43	44
Mon		3	10	17	4	31
Tues		4	11	18	25	
Wed		5	12	19	26	
Thur		6	13	20	27	
Fri		7	14	21	28	
Sat	1	8	15	22	29	
Sun	2	9	16	23	30	

<b>June 2010</b>						
Week	44	45	46	47	48	
Mon		7	14	21	28	
Tues	1	8	15	22	29	
Wed	2	9	16	23	30	
Thur	3	10	17	24		
Fri	4	11	18	25		
Sat	5	12	19	26		
Sun	6	13	20	27		

<b>July 2010</b>						
Week	48	49	50	51	52	
Mon		5	12	19	26	
Tues		6	13	20	27	
Wed		7	14	21	28	
Thur	1	8	15	22	29	
Fri	2	9	16	23	30	
Sat	3	10	17	24	31	
Sun	4	11	18	25		

<b>August 2010</b>						
Week	52	1	2	3	4	5
Mon		2	9	16	23	30
Tues		3	10	17	24	31
Wed		4	11	18	25	
Thur		5	12	19	26	
Fri		6	13	20	27	
Sat		7	14	21	28	
Sun	1	8	15	22	29	

# Accommodation

If you need to arrange accommodation or are encountering difficulties concerning accommodation, please contact:

## Accommodation Services

Telephone: (0117) 32 83601

E-mail: accommodation@uwe.ac.uk

Website: www.uwe.ac.uk/accommodation

Accommodation Services hold information on University managed accommodation. They also hold a private accommodation register, which can be found at the following website:

<http://info.uwe.ac.uk/Landlords/>

Password: house

## Useful contact information

For those of you in accommodation on Glenside Campus, the Accommodation Manager can be contacted on (0117) 32 88490 or for the Hollies on (0117) 32 88935, room 1H29 office opposite Traders. *Please do not call this number for property allocation - use above contact details for the University Accommodation Services.*

[www.accommodationforstudents.com](http://www.accommodationforstudents.com)

[www.unite-students.co.uk/](http://www.unite-students.co.uk/)

<http://www.flatshare-flatmate.co.uk/Bristol/Student-Accommodation.htm>

### **Bristol City Council Tenancy Relations Office**

Offer advice and mediation on landlord disputes.

Telephone: (0117) 914 1206/1207

E-mail: [tenancy.relations@bristol.gov.uk](mailto:tenancy.relations@bristol.gov.uk)

Website: [www.bristol.gov.uk/tenancyrelations](http://www.bristol.gov.uk/tenancyrelations)

### **Shelter**

Telephone: 0808 800 4444

(For urgent out of hours service 8am to 8pm 7 days a week)

Website: [www.shelter.org.uk](http://www.shelter.org.uk)

### **Citizens' Advice Bureau**

Offer advice and advocacy on a range of issues including housing.

Bristol 0844 499 4718

North Somerset 0844 826 9692

South Gloucestershire 0844 826 9688

Bath 0844 848 7919

### **Bristol Law Centre**

2 Moon Street, Stokes Croft, Bristol, BS2 8QE

Offer telephone housing advice service Monday 1pm-4pm.

Telephone: (0117) 916 7730

Website: [www.avonandbristollawcentre.org.uk](http://www.avonandbristollawcentre.org.uk)

In addition to the above, see the information sheets for the Student Union (page 36), Student Advice and Welfare Services (page 29) and the Student Advisers (page 30).

# Bath Education Centre

Bath Site Administrator: Vicki Millward  
Assisted by: Katherine Clark  
Denise Holbrow

Open: 08:30 - 16:30  
Telephone: (01225) 824244  
E-mail: HSC.Bath@uwe.ac.uk

Bath Education Centre is located on the first floor of Academy Education Centre, Royal United Hospital, Bath.

If you are based in Bath for teaching or placement the team can provide/help with:

- Student advice
- Submission of assignments
- Collection point for some assignments
- Student ID cards
- IT access information/support
- Status letters (for council tax etc)
- Change of name/address forms
- Change of bank account details
- Staff contact details
- Phone for free internal calls / calls to Glenside
- Personal Tutors/Lecturers/Cohort notice boards
- Expenses claim forms
- Car parking applications

For more detailed information regarding local resources, facilities and arrangements please visit <http://hsc.uwe.ac.uk/net/student/Default.aspx?pageid=49>

# Career Development Unit

The Career Development Unit can provide information and advice about career pathways, making applications, contacting employers and getting interviews.

To improve your employability and skills there are opportunities to consider outside of your course such as, voluntary work, relevant placements and training courses. Things that make you stand out and get noticed by an employer.

Contact us if you need help or support with your careers plans or applications.

## **Career Development Unit**

Student Services

2D11- opposite Core24 bar

Frenchay Campus

Telephone: (0117) 32 82570

Website: [www.uwe.ac.uk/careers](http://www.uwe.ac.uk/careers)

# Counselling and Psychological Services

Telephone: (0117) 32 82558  
Minicom: (0117) 32 83644  
Fax: (0117) 32 82895  
E-mail: [counselling@uwe.ac.uk](mailto:counselling@uwe.ac.uk)  
Website: [www.uwe.ac.uk/advice/counselling](http://www.uwe.ac.uk/advice/counselling)

Based at Frenchay Campus.

Student Services Reception Desk, 3rd Floor F block.

Staffed by fully qualified, experienced counsellors, working within the ethical framework for good practice of the British Association for Counselling and Psychotherapy.

The range of services provided include:

- Individual counselling
- Group counselling
- On-line counselling
- Telephone counselling
- Stress management
- Personal development groups
- Library of self-help leaflets and computer based resources
- Information on relevant local resources and organisations

Appointments are offered at Frenchay or Glenside Campuses (depending on availability). Initial appointments are normally offered within a week. If you feel you need to be seen really urgently, they will do their best to see you, or communicate by telephone Frenchay for a brief chat as soon as possible.

# Disability and Dyslexia

If you have a disability/specific learning difficulty such as dyslexia, an impairment, medical condition or mental health difficulty, please ensure that you make contact with a Glenside based Student Adviser as soon as possible following induction (see page 30).

They will be able to help you with the following:

- How to obtain an Educational Psychologist Assessment<sup>1</sup> and funding towards it
- How to access a Disabled Student Allowance
- Recommended support arrangements such as extra time for examinations
- Alternative arrangements for coursework materials etc

The Student Advisers liaise closely with the Disability Service at Frenchay Campus (see page 7):

Telephone: (0117) 32 82564  
E-mail: disability@uwe.ac.uk

You may encounter a temporary disability during your course and consequently need temporary support arrangements set up. You must contact the student advisers as soon as possible to organise this.

If you think you may be dyslexic, you may wish to make an appointment with one of our Study Skills Support Tutors (see page 39).

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1 This is the required evidence of dyslexia and must be post 16 years of age.

## Disability Service

Telephone: (0117) 32 82564  
Minicom: (0117) 32 83644  
Fax: (0117) 32 82935  
E-mail: [disability@uwe.ac.uk](mailto:disability@uwe.ac.uk)  
Website: [www.uwe.ac.uk/advice/disability](http://www.uwe.ac.uk/advice/disability)

Offering advice and assistance to students with an impairment, medical condition, mental health difficulty or specific learning difficulty, who require support to gain equal access to the curriculum.

For general queries regarding dyslexia and dyslexia tuition queries call the Disability Service reception based at Frenchay Campus, room 1E22, telephone (0117) 32 82564.

For assessment-related queries or to book a Study Needs Assessment (when funding confirmation for a Disabled Student Allowance is received), please call the Bristol UWE Assessment Centre based at Frenchay Campus, room 2E34, telephone (0117) 32 83396, e-mail [weac@uwe.ac.uk](mailto:weac@uwe.ac.uk).

For all support worker issues please call the Disability Service based at Frenchay Campus, room 1E22, telephone (0117) 32 83930.

Please note - Your first point of contact for support issues should be your Glenside based Student Advisers (page 30).

# Emergency Contact Numbers

## Nightline

8pm-8am - 7 days (term time only)

Telephone (0117) 9266266

Website [www.bristol.ac.uk/nightline](http://www.bristol.ac.uk/nightline)

## Samaritans

Telephone 0845 790 9090

(0117) 983 1000

## Mindline

Telephone 0808 808 0330

## Saneline

Telephone 0845 767 8000

## Accident and Emergency Departments

Frenchay Hospital (0117) 9701212

Bristol Royal Infirmary (0117) 9230000

Southmead Hospital (0117) 9505050

Bristol Dental Hospital (0117) 9284383

Bristol Eye Hospital (0117) 9284613

Bath Royal United Hospital (01225) 823439

Swindon Great Western Hospital (01793) 604020

Cheltenham General and  
Gloucester Royal Hospitals 08454 222222

## Summoning Emergency Services

To summon emergency services to Glenside and Hartpury campuses call 9999 from an internal telephone. If it should prove necessary to call for an ambulance by mobile phone dial (0117) 32 89999.

To summon emergency services to Bath and Swindon campuses call 2222 from an internal telephone.

# Finance

NHS bursary queries:

## **NHS Student Bursaries**

Hesketh House  
200-220 Broadway  
Fleetwood  
Lancs FY7 8SS

Telephone: 0845 358 6655  
Fax: 01253 774490  
Website: [www.nhsbsa.nhs.uk/students](http://www.nhsbsa.nhs.uk/students)

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Query	Email address
Your bursary payment	<a href="mailto:bursary@nhspa.gov.uk">bursary@nhspa.gov.uk</a>
Late payments	<a href="mailto:latepayments@nhspa.gov.uk">latepayments@nhspa.gov.uk</a>
Eligibility for a bursary	<a href="mailto:eligibility@nhspa.gov.uk">eligibility@nhspa.gov.uk</a>
Childcare Allowance	<a href="mailto:childcare@nhspa.gov.uk">childcare@nhspa.gov.uk</a>
Disabled Students Allowance	<a href="mailto:dsa@nhspa.gov.uk">dsa@nhspa.gov.uk</a>
Complaints and appeals	<a href="mailto:bursarycomplaint@nhspa.gov.uk">bursarycomplaint@nhspa.gov.uk</a>

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Criteria for claiming placement expenses and application form:

Website: [www.nhsbsa.nhs.uk/Students/971.aspx](http://www.nhsbsa.nhs.uk/Students/971.aspx)

Please note: For all applications and claims, the NHS Student Bursaries can take up to 30 working days to process.

## **Student Loans Company**

Telephone: 0800 405010  
Website: [www.slc.co.uk](http://www.slc.co.uk)

## **NHS Business Services Authority**

Social Work Bursary  
Sandyford House  
Archbold Terrace  
Newcastle Upon Tyne NE2 1DB  
Telephone: 0845 6101122  
Fax: 0191 2035507  
E-mail: [swb@ppa.nhs.uk](mailto:swb@ppa.nhs.uk)  
Website: [www.ppa.org.uk/swb](http://www.ppa.org.uk/swb)

## **Bristol Debt Advice Centre**

48-54 West Street  
St Phillips  
Bristol BS2 0BL  
Telephone: (0117) 954 3990  
Fax: (0117) 954 3992  
E-mail: [mail@bdac.org.uk](mailto:mail@bdac.org.uk)  
Website: [www.bdac.org.uk](http://www.bdac.org.uk)

## **UWE Health and Social Care Contacts**

### Placement Expense Queries:

Jackie Brown  
Telephone: (0117) 32 81131  
E-mail: [hsc.studenttravel@uwe.ac.uk](mailto:hsc.studenttravel@uwe.ac.uk)

### Other Queries:

Christine Poploski  
Telephone (0117) 32 81133

# First Aid

There are fully trained first aid personnel across the School and are listed on various notice boards. However, if you need to summon first aid assistance, please contact:

Glenside	(0117) 32 88808 / 88534
Bath	(01225) 825502
Gloucester	(01452) 702166
Swindon	(01793) 604737

Please note that nominated first aiders are only permitted to administer first-aid, they are not to treat minor illnesses.

## **In case of emergency**

Glenside Campus:	9999 on an internal telephone (0117) 32 89999 from a mobile phone
Bath:	2222 on an internal telephone
Gloucester:	9999 on an internal telephone
Swindon:	2222 on an internal telephone

You are responsible for taking reasonable care for the health and safety of yourself and others. This includes being aware of the effect of your actions, or lack of them, on other people. The University's Health and Safety Policy can be found by visiting [www.uwe.ac.uk/healthandsafety](http://www.uwe.ac.uk/healthandsafety) and you must co-operate with this and comply with all safety instructions.

All accidents and serious injury must be reported. Accident forms can be obtained from Glenside Reception, Site Offices or the University Safety Unit, telephone (0117) 32 82596. Completed forms should be returned to Glenside Reception/ Site Offices.

# Gloucester Education Centre

Gloucester Site Administrator: Steve Tufnell  
Assisted by: Maureen Smith

Open: 08:30 - 16:30  
Telephone: (01452) 702166  
E-mail: HSC.Gloucester@uwe.ac.uk

Gloucester Education Centre is located at the UWE Hartpury Campus.

If you are based in Gloucester for teaching or placement the team can provide/help with:

- Student advice
- Submission of assignments
- Collection point for some assignments
- Student ID cards/name badges
- IT access information/support
- Status letters (for council tax etc)
- Change of name/address forms
- Change of bank account details
- Staff contact details
- Phone for free internal calls / calls to Glenside
- Availability of Personal Tutors/Lecturers
- Study skills appointments
- Bursary cheques/loan cheques
- Information on Short Loans
- Expenses claim forms
- Car parking permits

Remember that the staff are here to help you so please ask.

For more detailed information regarding local resources, facilities and arrangements please visit <http://hsc.uwe.ac.uk/net/student/Default.aspx?pageid=51>

## Health - Glenside and Bath Students

All full-time students are advised to register asap with a local medical practice while attending the University.

Nearest medical practice to Glenside Campus is:

### **The Old School Surgery**

Manor Road

Fishponds

Bristol BS16 2JD

Telephone: (0117) 965 3102

The above surgery works in association with the following centre (opening September 2009):

### **University Health Centre**

23 Carroll Court

University of the West of England

Frenchay Campus

Coldharbour Lane

Bristol BS16 1US

Telephone: 0117 32 86666

Website: <http://www.uwe.ac.uk/advice/healthcentre>

If you register with the Old School Surgery in Fishponds, you do not need to re-register at the Health Centre. You will have dual registration at both surgeries.

If you are not registered with a dentist, emergency treatment/advice is available from:

The Bristol NHS Walk-in Centre (0117) 906 9640

The Bristol Dental Hospital (0117) 928 4383

## **Health - Hartpury Students**

All full-time students are advised to register asap with a local medical practice while attending the University.

Nearest medical practices to Hartpury Campus are:

### **Highnam Surgery**

Lassington Lane

Highnam

Gloucester GL2 8DH

Telephone: (01452) 529699

### **The College Yard Surgery**

Mount Street

Westgate

Gloucester GL1 2RE

Telephone: (01452) 412888

## Health - Swindon Students

All full-time students are advised to register asap with a local medical practice while attending the University.

Nearest medical practices to Swindon Campus are:

### **Dr Green and Dr Rohlfing**

143 Marlborough Road

Old Town

Swindon

Telephone: (01793) 431303

### **Ridgeway View Family Practice**

Station House Surgery

Station Road

Chiseldon

Nr Swindon

Telephone: (01793) 740276

## Health - All Students

### NHS Direct

Provides medical advice 24 hours a day. It also has information about local and national support groups covering a wide range of issues.

Telephone: 0845 4647

Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

To find your nearest GP, Hospital, Dentist or other services such as NHS Walk-in Centre visit <http://www.nhs.uk/choiceinthenhs/Pages/Choicehome.aspx>

Campus Postal codes to enable above search:

Bath	BA1 3NG
Frenchay	BS16 1QY
Glenside	BS16 1DD
Hartpury	GL19 3BE
Swindon	SN3 6BB

# Job Vacancies

Vacancy details for the following trusts are available on their Websites:

## **General**

[www.nhs.uk/jobs](http://www.nhs.uk/jobs)

## **United Bristol Healthcare Trust**

[www.jobs.ac.uk/clients/3915](http://www.jobs.ac.uk/clients/3915)

## **University Hospitals Bristol NHS Foundation Trust**

[www.uhbristol.nhs.uk/working-at-the-trust.html](http://www.uhbristol.nhs.uk/working-at-the-trust.html)

## **North Bristol NHS Trust**

[www.nbt.nhs.uk/](http://www.nbt.nhs.uk/)

## **Royal United Hospital Bath NHS Trust**

[www.ruh.nhs.uk/careers/](http://www.ruh.nhs.uk/careers/)

## **Avon and Wiltshire Mental Health Partnership NHS Trust**

[www.recruitment-awp.nhs.uk](http://www.recruitment-awp.nhs.uk)

## **Weston Area Health NHS Trust**

[www.liveandlearn.nhs.uk](http://www.liveandlearn.nhs.uk)

## **Gloucestershire Partnership NHS Trust**

[www.partnershiptrust.org.uk](http://www.partnershiptrust.org.uk)

## **Gloucestershire Primary Care Trust**

[www.glospct.nhs.uk](http://www.glospct.nhs.uk)

## **Wiltshire Shared Services Consortium**

[www.Wiltshire.nhs.uk/Vacancies/](http://www.Wiltshire.nhs.uk/Vacancies/)

**Swindon and Marlborough NHS Trust**  
[www.swindon-marlborough.nhs.uk](http://www.swindon-marlborough.nhs.uk)

**Plymouth Teaching Primary Care Trust**  
[www.plymouthpct.nhs.uk](http://www.plymouthpct.nhs.uk)

**South Hams and West Devon Primary Care Trust (including  
South and West Devon Shared Services Agency)**  
[www.shandwd-pct.nhs.uk](http://www.shandwd-pct.nhs.uk)

Vacancy details are available on the Website:

**Students Union Job Shop**  
[www.uwesu.org/jobshop](http://www.uwesu.org/jobshop)

# Library

For renewals there is a 24 hour automated service available on the following telephone number (0117) 32 82092.

You can also renew online via the Library Catalogue, website <http://www.uwe.ac.uk/library/catalogue>.

You will need your ID card number and PIN

## UWE Health and Social Care Libraries

### Glenside Library

Telephone: (0117) 32 88404

Monday - Thursday 07.30 - 21.30

Friday 07.30 - 18.00

Saturday 10.00 - 16.00

Sunday 10.00 - 16.00

### Glenside Library (Reference and Self-Issue)

Monday - Thursday 07.30 - 08.45

20.00 - 21.30

Friday 07.30 - 08.45

Sunday 10.00 - 16.00

### Bath Library

Academy Library, Royal United Hospital

Telephone: (01225) 824897/8

E-mail: [library@ruh.nhs.uk](mailto:library@ruh.nhs.uk)

Monday - Thursday 08.30-17.00

Friday 08.30-16.30

Saturday - Sunday Access with an RUH swipe card (ask in the Bath UWE office for a swipe card application).

### **Hartpury Library**

Telephone: (01452) 702160  
Monday - Friday 08.30 - 20.30  
Saturday - Sunday 10.00 - 17.00

### **Hartpury Library (Reference Only)**

Friday 16.30 - 20.30  
Saturday 13.00 - 17.00  
Sunday 10.00 - 17.00

### **Swindon Library**

Academy Library and Information Service, Great Western  
Hospital

Telephone: (01793) 604593/6  
E-mail: [alis@gwh.nhs.uk](mailto:alis@gwh.nhs.uk)  
Monday - Thursday 08.30-17.30  
Friday 08.30-17.00  
Saturday - Sunday Closed

You can find more information about the libraries at Bath, Swindon and Hartpury on UWE Library website, visit [www.uwe.ac.uk/library](http://www.uwe.ac.uk/library).

Please note: Opening times during vacations will vary at each library. For the latest information on all libraries' opening hours, check the library web pages visit [www.uwe.ac.uk/library](http://www.uwe.ac.uk/library).

## Personal Safety - Tips

When going on a night out with friends, look out for one another, remember the saying "If you go out together, come home together". Never be tempted to walk home alone.

Never leave your drinks unattended. Avoid accepting drinks from strangers; if you do, make sure you see it poured and/or opened and that nobody has interfered with it before it gets to you. If you drink from bottles, it is harder to drop a drug through the narrow neck than into a glass. If you begin to feel drunk, unwell or react differently than you would normally for the amount of alcohol consumed, seek help from a friend or staff. For more help visit The Roofie Foundation website at [www.roofie.com](http://www.roofie.com).

Carry a personal attack alarm - even when you're close to home, you should carry one of these. Keep the alarm in your hand - don't bury it at the bottom of your bag. Attacks can happen at any time. Should you feel threatened try to get to a public area.

Remember should you need to call for help, shout "FIRE" it is likely to draw more attention.

Put 'ICE' in your phone (In Case of Emergency) and the number of somebody you would like contacted in an emergency.

Learn how to use SafetyText - this is a system of setting up a delayed text message which will automatically be sent after a pre-set time period to a nominated number unless you cancel it. The idea is you cancel it when you get back home safely and nobody will ever know it was set up. Your message only gets sent if you haven't cancelled it by the pre-arranged time. This web page explains how to set this up, visit <http://www.safetytext.co.uk/HowToST.shtml>.

Alternatively you can let someone know you're going out and when you are back.

Only use Taxi's that you have either pre-booked or those at an authorised rank and sit in the back. Never get into a taxi with people you don't know or who you have only just met.

If possible get the taxi to drop you off right outside your residence.

### **Never**

- Keep all your valuable items in one bag - if your bag is snatched you have lost your money, cards, keys and mobile phone
- Go outside if you think there is a prowler - call the police or security
- Give your name, number or personal details when answering the telephone unless you know the caller
- Be tempted to hitch or accept a lift from someone you do not know or trust
- Leave keys 'hidden' outside or put your name and address on key fobs

More detailed safety tips can be found at this website <http://www.suzylamplugh.org/content.asp?PageID=1086>.

Remember by just following these simple safety tips your social experience whilst at UWE will be one you will look back on with great fondness.

# Placements

<p><b>Stephen Booth</b> Director Practice Learning Unit</p> <p>(0117) 32 88571 Stephen.Booth@uwe.ac.uk</p> <p>Room 2E22 Glenside Campus Blackberry Hill Bristol BS16 1DD</p>	<p><b>Robert Phillips</b> Administration and Systems Manager</p> <p>(0117) 32 81149 Robert.Phillips@uwe.ac.uk</p>
<p><b>Dave Anstee</b> Systems Officer</p> <p>ARC Operation and Development</p> <p>(0117) 32 81155 Dave.Anstee@uwe.ac.uk</p>	<p><b>ARC - ARCWEB Helpline</b></p> <p>Monday - Thursday 0900 - 1630 Friday 0900 - 1600 Bank and Public Holiday Not available</p> <p>(0117) 32 81155 arcweb@uwe.ac.uk</p>
<p><b>Jean Williams</b> Allocation Officer</p> <ul style="list-style-type: none"> <li>• Children's Nursing</li> <li>• Midwifery</li> <li>• Adult Nursing (Community)</li> </ul> <p>(0117) 32 81154 Jean.Williams@uwe.ac.uk</p>	<p><b>Jan Perrington</b> Allocation Officer</p> <ul style="list-style-type: none"> <li>• Adult Nursing (except Community)</li> <li>• Occupational Therapy</li> </ul> <p>(0117) 32 81156 Janet.Perrington@uwe.ac.uk</p>

<p><b>Timothy Porter</b> Allocation Officer</p> <ul style="list-style-type: none"> <li>• Mental Health Nursing</li> <li>• Learning Disabilities Nursing</li> <li>• Physiotherapy</li> <li>• Radiotherapy</li> <li>• Diagnostic Imaging</li> </ul> <p>(0117) 32 81153 Timothy.Porter@uwe.ac.uk</p>	<p><b>Practice Support Line</b></p> <p>Nursing and Midwifery Only</p> <p>Monday - Thursday 09:30 - 17:00 Friday 09:30 - 16:30 Bank and Public Holiday Not available</p> <p>(0117) 32 81152 hscpsl@uwe.ac.uk</p>
<p><b>Social Work Placements</b></p> <p>Students should contact Sarah Davies for any queries regarding Social Work placements.</p> <p>(0117) 32 88943 Sarah9.Davies@uwe.ac.uk</p>	<p><b>Practice Learning Unit</b> School of Health and Social Care University of the West of England, Bristol Glenside Campus Blackberry Hill Stapleton Bristol BS16 1DD</p>

# Practice Support Line

Monday - Thursday 09:30 - 17:00  
Friday 09:30 – 16:30  
(Not including Bank and Public Holidays)  
Telephone: (0117) 32 81152 (voicemail facility  
available out of hours)  
E-mail: hscpsl@uwe.ac.uk

## The Practice Support Line

- Offers confidential guidance and support to all pre-registration nursing and midwifery students and Mentors in Practice
- It is the first point of contact for practice based queries
- Aims to provide a response immediately or within 24 hours
- Is a neutral non-judgemental service

## The Support Line Advisers will respond to

- Placement or practice assessment issues
- Difficulties with work relationships
- Personal or health issues
- Extenuating circumstances

Please note: Please contact the Practice Learning Unit (see page 23) and the Placement directly for sickness, absence or allocation issues.

## Programmes / Assessments Office

For queries regarding marks, submitting assignments and your modular and academic student record.

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Field	Field Administrator
Acute and Critical Care Adult Nursing	Huw Cooksley (0117) 32 88810
Continuing Care Adult Nursing	Russel Bamford (0117) 32 88833
Allied Health Professions	Kellie Coleske (0117) 32 88421
Health, Community and Policy Studies	Ray Taylor (0117) 32 88641
Maternal and Child Health	Jenny Phillips (0117) 32 88560
Mental Health and Learning Disabilities	Catrin Richards (0117) 32 88441

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Please note: All marks are provisional until they are ratified by the Field Board.

### Other contacts

HSC Admissions	(0117) 32 81141
Extenuating Circumstances and Late Work	(0117) 32 88575
Transcripts of training Helen Evans	(0117) 32 88577

Award ceremonies and certificates (0117) 32 88699  
Barbara New

Exams Office (0117) 32 88577  
Helen Evans

Please note a number of Module Leaders use the Student One Stop Shop as a collection point for assignments. If the assignments are not in the Student One Stop Shop, you may want to contact the Module Leader.

For exam room information, please check UWE Online.

Last minute room changes will be displayed as follows:

Glenside Campus:	Outside 2B03 (exams office)
Hartpury Site:	Check whiteboard at Hartpury
Swindon Site:	Check noticeboard at Swindon

# Sickness and Absence

If you are sick or absent at any point on your programme, you should inform the placement allocation officer for your placement area (see pages 23-24).

## **Occupational Therapy**

Telephone: (0117) 32 88893

E-mail: [Eleri.Heathcote@uwe.ac.uk](mailto:Eleri.Heathcote@uwe.ac.uk)

## **Social Work**

Please refer to your Programme Handbook

# Student Advice and Welfare Services

Telephone: (0117) 32 82822  
Minicom: (0117) 32 83644  
Fax: (0117) 32 82895  
E-mail: [saws@uwe.ac.uk](mailto:saws@uwe.ac.uk)  
Website: [www.uwe.ac.uk/advice/money](http://www.uwe.ac.uk/advice/money)  
[www.uwe.ac.uk/advice/visas](http://www.uwe.ac.uk/advice/visas)

Based at Frenchay Campus:

Student Services Reception Desk, 3rd Floor F block

- Financial advice including debt management
- Hardship funds and bursary schemes
- Welfare benefit entitlements and tax queries
- Immigration and visa queries
- Housing advice - rights and responsibilities as a tenant
- Student support queries
- Basic legal and consumer issues
- Referrals to specialist advice organisations

Although based at Frenchay Campus, Student Advice and Welfare Services (SAWS) offer appointments at Glenside Campus. To make an appointment with a SAWS adviser telephone (0117) 32 82822.

Telephone appointments can be made by students at the regional Education Centres.

# Student Advisers

Student Advisers are available for all students

School Student Advisers can provide information and help in a number of areas including:

- Disability (first point of contact for student support arrangements) see page 7 for further details
- Course/Study Support
- Finance
- Accommodation
- Practice
- Personal
- UWE regulations

## Appointments

Monday - Thursday 09:00 - 16:00  
Friday 09:00 - 15:00

If you wish to see a Student Adviser, please book an appointment via the School Main Reception at Glenside Campus, telephone (0117) 32 88808 or Student One Stop Shop, telephone (0117) 32 88482.

Students at Hartpury, Swindon and Bath should contact their Site Administrator in the first instance for advice (see page 12 - Hartpury, page 41 - Swindon and page 3 - Bath).

## Student Advisers based at Glenside Campus

John Benefield (Student Adviser)

Availability: Monday to Thursday  
Telephone: (0117) 32 88828

Annette Britton (Senior Student Adviser)

Availability: Monday to Friday  
Telephone: (0117) 32 88864

Sally Hawkins (Student Adviser)  
Availability: Wednesday to Friday  
Telephone: (0117) 32 88419

Sue Ollis (Student Adviser)  
Availability: Monday to Friday  
Telephone: (0117) 32 88779

E-mail: hsc.studentadvisers@uwe.ac.uk

Please use the generic e-mail address above and not individual adviser e-mail addresses. This will ensure your e-mail receives attention at all times.

For more detailed information please visit the Student Adviser web page on the HSC Student Net which can be found at <http://hsc.uwe.ac.uk/net/student/Default.aspx?pageid=224&pageindex=5>

# StudentNet - School Student Website

The HSC StudentNet has been designed specifically for new and current students in the School of Health and Social Care to assist your learning and enhance your student experience. The site has been categorised into six sections including the following information:

## **Introduction to the School**

Induction, facilities, our sites, School Calendar

## **Your Programme of Study**

Programme and module information, enrolment, assessment, changing or returning, research

## **Your Placement**

PLU contact information, zones and trust information, accommodation and travel on placement, support, placement manuals, useful links

## **Supporting your Learning**

Study skills, ICT skills, library services, clinical skills, learning resources, learning technologies

## **Student Support and Welfare**

Student advice, Student One Stop Shop, Students Union, Guidance on a wide range of areas such as finance, careers and disability support

## **A-Z Document Index**

Bank of policies, forms, procedures, guides and templates indexed alphabetically

The StudentNet can be found by clicking on the link from the School Home Page (<http://www.uwe.ac.uk/hsc/>) or enter the following into your browser address bar <http://hsc.uwe.ac.uk/net/student/>

# Student One Stop Shop

This facility is available for all students as well as specific site services for students at Bath, Glenside and Swindon (see page 12 - Hartpury, page 41 - Swindon and page 3 - Bath).

The Student One Stop Shop (S1SS) is based at the Glenside Campus in room 1B35/6 and is open:

Monday - Thursday 09:00 to 17:00

Friday 09:00 to 16:30

The S1SS should be the first point of contact for general services/queries including:

- Student ID cards
- Student name badges
- Problems accessing Website/timetables
- IT access information (including student email details)
- Confirmation of status letters (eg for council tax exemption or when opening a bank account)
- Change of name/address forms
- Placement notice board
- Expenses claim forms
- Change of bank account details form for NHS bursaries
- Collection point for some assignments
- Staff contact details
- Telephone for free internal calls
- Study Skills notice board
- Careers and placements notice boards
- Computer for accessing placement info/results on-line etc
- General information leaflets

If you are visiting the S1SS specifically to collect assignments/marks, we recommend you telephone first to check they are available to avoid a wasted journey.

**Please note that administrative staff are not able to give out marks over the telephone.**

## Contact details

Telephone: (0117) 32 88438/88482

E-mail: HSC.S1SS@uwe.ac.uk

Please use the generic e-mail address above and not individual e-mail addresses. This will ensure your e-mail receives attention at all times.

For more detailed information please access the School StudentNet which can be found at <http://hsc.uwe.ac.uk/net/student/Default.aspx?pageid=225&pageindex=5>

Please note, occasionally the S1SS may not be staffed.

# Student Services

Based at the Frenchay Campus, they offer a range of services to support students:

Website: [www.uwe.ac.uk/studentsservices/](http://www.uwe.ac.uk/studentsservices/)

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## Student Support

Disability Service Page 7

Dyslexia Service  
Bristol UWE  
Assessment Centre

Student Advice and Welfare  
Service (SAWS) Page 29

Student Advisers Page 30

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## Student Health and Wellbeing

Counselling and Psychological  
Services Page 5

University Health Centre Page 13

Wellbeing Service Page 47

Faith and Spirituality [www.uwe.ac.uk/advice/faithandspirituality](http://www.uwe.ac.uk/advice/faithandspirituality)

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## Student Employability and Life Skills

Careers and Employability Page 4

Volunteering [www.uwe.ac.uk/volunteer/](http://www.uwe.ac.uk/volunteer/)

Global Student Support [www.uwe.ac.uk/international/support/](http://www.uwe.ac.uk/international/support/)

# Student Union

Assistance, support and guidance is available from the Student Union (SU) office on a variety of issues including:

- Bus tickets and NUS cards
- Transport and travel info
- Clubs and societies Info
- Part-time employment
- Social events and tickets
- Uniforms - fittings, replacement
- Student Representative support
- Photocopier and fax and internal phone
- Stamps, resuscitation masks, memory sticks

SU advisers are trained to give confidential advice and information on a wide range of issues such as:

- Assessment offences
- Academic appeals
- Complaints
- Personal and welfare issues
- Funding and finance
- Placement issues

SU Advisers can be contacted via e-mail [advice@uwe.ac.uk](mailto:advice@uwe.ac.uk)

The SU works very closely with the University but is independent of it so is able to represent any student who might have an issue with the University. The SU staff are more than happy to discuss any issues that might be affecting students and will come along to any meetings that have been arranged if requested.

A SU adviser is available at the Glenside Student Union on Monday and Wednesday. The Student Union Advice Centre at Frenchay Campus is available Monday to Friday (for contact details see page 38).

The SU office at the Glenside Campus is located in the Glenside Student Centre and is open at the following times:

Monday - Friday      09:30-15:00

If the office is closed during these times or you need to contact the SU please call and leave a message, or book an appointment:

Mandy Powell (Glenside SU Office)

Telephone:      (0117) 32 88514

E-mail:            Mandy.Powell@uwe.ac.uk

Helen Pugh (Frenchay SU Office)

Telephone:      (0117) 32 82577

E-mail:            Helen2.Pugh@uwe.ac.uk

Swindon Campus based students in the first instance should contact the Glenside Student Union by telephone or e-mail.

There is also a SU representative based at the Hartpurpy Campus:

Wendy Hazlewood

Availability:      Monday - Friday (10:00 - 15:00)

Telephone:      (01452) 702374

E-mail:            Wendy.Hazlewood@uwe.ac.uk

# Student Union Advice Centre

Based at the Frenchay Campus the Students' Union Advice Centre is here to offer professional advice in areas including academic issues, accommodation, finance, consumer rights and employment law. They also work with the Union's elected officers to help make changes for the better.

And because they are independent, they can represent you if you think the University has got it wrong.

## **Students' Union Advice Centre**

2F Patio (next to JobShop)

Frenchay Campus

Telephone: (0117) 32 82571 or 82676

E-mail: [advice@uwe.ac.uk](mailto:advice@uwe.ac.uk)

Website: [www.uwesu.org/advice](http://www.uwesu.org/advice)

# Study Skills Support

The School of Health and Social Care has two Study Skills Advisors, Carolyn Britton and Elizabeth Langford, based at Glenside Campus, who work from Monday to Thursday.

They aim to offer a friendly, confidential and approachable study skills support service for students with dyslexia and other specific learning difficulties (SpLDs).

## What can they offer?

- Individual sessions by appointment - normally ½ hour for any study/academic issue. Refer yourself or be referred by your tutor.

Glenside and Bath students can book an appointment with a Study Skills Advisor at Glenside by telephoning (0117) 32 88419 or via the HSC Education Centre at Gloucester and Swindon for students on these sites.

- Preliminary screening for dyslexia via Quickscan
- Study skills support via the Study Skills webpages, visit <http://hsc.uwe.ac.uk/net/student/Default.aspx?pageid=139>

## When are they available?

### Carolyn Britton

Monday (afternoon only), Wednesday and Thursday

### Elizabeth Langford

Monday (morning only), Tuesday and Wednesday

## How can they be contacted?

### Carolyn Britton

Room 1E01

Telephone: (0117) 32 88813

E-mail: [Carolyn.Britton@uwe.ac.uk](mailto:Carolyn.Britton@uwe.ac.uk)

### Elizabeth Langford

Room 1E01

Telephone: (0117) 32 88883

E-mail: [Elizabeth.Langford@uwe.ac.uk](mailto:Elizabeth.Langford@uwe.ac.uk)

## **Where can you find further information about Study Skills support?**

- Via the Study Skills notice-boards in the Student One Stop Shop (1B35) at Glenside Campus
- Outside the Study Skills Advisors room (1E01) at Glenside Campus
- Via the Study Skills webpages on the HSC StudentNet, visit <http://hsc.uwe.ac.uk/net/student/Default.aspx?pageid=139>

For an index of Study Skills Support currently available to all UWE Students visit <http://www.uwe.ac.uk/study/studySkills.shtml>

# Swindon Education Centre

Swindon Site Administrator: Jeanette Ellis  
Assisted by: Pat Copestake

Open: 09:00 - 17:00  
E-mail: HSC.Swindon@uwe.ac.uk  
Telephone: (01793) 604737/8

Swindon Education Centre is located at The Academy, Great Western Hospital, Swindon.

The hospital site has a range of facilities:

- IT Suite
- Library
- Shop
- Cafeteria and coffee/drinks machine

If you are based in Swindon for teaching or placement the team can provide/help with:

- Student advice
- Submission of assignments
- Collection point for some assignments
- Student ID cards/name badges
- IT access information/support
- Status letters (for council tax etc)
- Change of name/address forms
- Change of bank account details
- Staff contact details
- Phone for free internal calls / calls to Glenside
- Availability of Personal Tutors/Lecturers
- Study skills appointments
- Bursary cheques/loan cheques
- Information on Short Loans
- Expenses claim forms
- Car parking permit application forms and weekly/daily scratch cards for the Great Western Hospital

- Placement accommodation request forms
- Booking mandatory fire lectures for the Great Western Hospital
- Infection control updates for the Great Western Hospital

For more detailed information regarding local resources, facilities and arrangements please visit <http://hsc.uwe.ac.uk/net/student/swindonsitestudentinformation.aspx>

# Timetables

Teaching normally takes place between 09:30 and 18:30 (09:30 and 13:30 on Wednesdays).

All students can access their timetables via the web page <http://info.uwe.ac.uk/CETTS/StudentTTHSC.asp>

Pre-qualifying students will be issued with a specific timetabling number that will enable them to access their personal timetable from the Website. New students will be issued with their specific timetabling number on commencement of the course.

Post-qualifying students can also obtain an overview of their timetables on the Website by selecting the relevant module or programme of study.

Please note that desk based exams may start after 16:30 on a weekday, or take place on Saturday morning or Wednesday afternoon depending on room availability.

Please check your timetable on the Website regularly throughout your course, as it is possible the timetable could be amended during the year.

# Transport

UWE Transport Services (0117) 32 81563  
[www.uwe.ac.uk/hsv/transport/](http://www.uwe.ac.uk/hsv/transport/)

Traveline 0871 200 2233  
[www.traveline.org.uk](http://www.traveline.org.uk)

## Buses

Bristol, Bath and the west 0871 200 22 33  
[www.firstgroup.com/ukbus/](http://www.firstgroup.com/ukbus/)

Cheltenham 0871 200 22 33  
[www.stagecoachbus.com](http://www.stagecoachbus.com)

Gloucester 0871 200 22 33  
[www.stagecoachbus.com](http://www.stagecoachbus.com)

Swindon 0871 200 22 33  
[www.stagecoachbus.com](http://www.stagecoachbus.com)

National Express 08705 808080  
[www.nationalexpress.com](http://www.nationalexpress.com)

Rail enquires 08457 484950  
[www.firstgroup.com/uktrain/](http://www.firstgroup.com/uktrain/)

Bicycles [www.lifecycle.org.uk](http://www.lifecycle.org.uk)

# Ulink

The UWE network

## **Ulink - the big campus bus network**

**Ulink is your low-cost, frequent connection to Bristol**

Buy a monthly or annual Ulink pass from the Students Union and save a fortune on travel. Glenside Campus is served by the U3 (UWE Ulink) and 581 bus.

Three buses an hour connect Glenside to the main Frenchay Campus, with the U3 also travelling direct to the City Centre shops every 30 minutes.

Explore Frenchay Campus and then catch a connecting service:

- U1 and U2 - for Gloucester Road shops, Stokes Croft nightlife and Broadmead and Cabot Circus shops in the City Centre.
- U1- stops right outside Bristol Temple Meads and continues to Bower Ashton Campus
- U5 - for Whiteladies Road and Park Street shops and nightlife and the Bristol Royal Infirmary in the City Centre

For further information on travel please use the Website link <http://www.uwe.ac.uk/hsv/transport/bus.shtml>

### **General Enquiries**

Telephone: (0117) 32 81563 (08:30 - 16:00)

# Useful Contacts

## Staff contact details

Please refer to your School handbook. A complete and accurate list of staff contact details is also available at Glenside Reception, the Student One Stop Shop and the regional Education Centres. Alternatively, access the UWE telephone list on the UWE website [www.uwe.ac.uk](http://www.uwe.ac.uk)

## Additional UWE numbers

Campus Police Officer	0117 32 82669
Gatehouse (Frenchay)	0117 32 82552
Health and Social Care (Admissions)	0117 32 81141
IT Suite (Glenside)	0117 32 88858
Learning Technologies Technical Unit (LTTU)	0117 32 88407
Porters (Glenside)	0117 32 88515
Reception (Glenside)	0117 32 88534 / 88808
Security Control Centre	0117 32 86404
Traders (Glenside)	0117 32 88525
UWE Counselling Service	0117 32 82558
UWE Safety Unit	0117 32 82596
UWE Wellbeing Service	0117 32 86268

# Wellbeing Service

Wellbeing Service  
University of the West of England  
24 Carroll Court  
Coldharbour Lane  
Bristol BS16 1QY  
Telephone: (0117) 32 86268  
E-mail: wellbeing@uwe.ac.uk  
Website: [www.uwe.ac.uk/student-services/wellbeing](http://www.uwe.ac.uk/student-services/wellbeing)

Based at Frenchay Campus: Next to the University Health Centre in Carroll Court.

Offering specialist support when acute or long standing mental health concerns significantly affect your studies.

The team will endeavour to offer a holistic service and can provide specific help with:

- Balancing academic demands and personal needs
- Reflecting on learning needs and developing time management, organisational and planning skills
- Learning effective self-management strategies to promote health and wellbeing
- Support and encouragement, particularly in times of crisis

They can also offer advice and assistance with:

- Applications for the Disabled Students' Allowances (DSA)
- Liaison with students' academic departments
- Special exam arrangements
- Liaison with GPs and medical teams

# Notes

**If you're still none  
the wiser ...**



**see a Student  
Adviser**

(details on page 30)

