



Students in Cornwall

Where to get help/support/
information about...



Personal		Academic/Professional	
In an emergency or immediate risk of harm	If you or someone around you is at immediate risk call 999 Campus Safety and Support Team: +44(0)1326 255875 24 hour emergency line: +44(0)1326 254444 Glasney Lodge: 01326 253503 Urgent Support related to Wellbeing	Interrupting or withdrawing from your studies	Education Welfare Support • Email welfare.penryn@exeter.ac.uk • Book an online meeting with Education Welfare advisor
Mental Health and Wellbeing <i>Non- Urgent</i>	Education Welfare Support Wellbeing in Cornwall To book a wellbeing appointment, visit the Student Helpdesk or fill out the confidential wellbeing form. Need support now? Call the free Spectrum Life 24/7 confidential helpline on 0800 031 8227. Contact your Pastoral Mentor	Timetabling	Email: timetabling@fxplus.ac.uk <i>Or ask at the Student Helpdesk who can Teams message us</i>
		IT/ Account Issues	Visit the Digital Hub IT Service Desk: • Log an IT support request • Call 01392 725 050
		Module Changes	Infopoint/Hub (Drop-in @ Peter Lanyon Building) • Module Changes • Call 01326 371800
Accommodation Team	• Pop-in to Glasney Lodge • Telephone: +44(0)1326 253639 • Email: accommodation@fxplus.ac.uk	Appeals & Complaints	SU Advice Service: email advice@thesu.org.uk or book appointment with an advisor
International Students	• Specialist advice: visaadvice@exeter.ac.uk • Online drop-ins: Register here • Digital appointments (for students currently in the UK)	Careers, Work Experience, Placements, Training <i>(inc. part-time/ student jobs)</i>	Career Zone Resources & Support page • Call +44(0)1392 724493 • Email: careers@exeter.ac.uk • My Career Zone; career development platform full of opportunities
Immigration or Visa issues		Reasonable adjustments to teaching and/or assessments E.g; ILPs (Individual Learning Plans)	Accessibility team: • Email accessibility@fxplus.ac.uk • Call via the Student Helpdesk 01326 370 460 • Book an online meeting with an Accessibility advisor Education Welfare Support
Accessibility Specific Learning Differences and long-term (mental & physical) health conditions		Screening for Specific Learning Differences	Specific Learning Differences (SpLDs) • Telephone: 01326 370 460 • Email: dyslexia@fxplus.ac.uk (SpLD queries) • inclusive@fxplus.ac.uk (inclusion queries)
Homesickness, conflict with friends/flatmates, social support	Education Welfare Support Reslife: • Email: reslife@fxplus.ac.uk • Keep up to date with on ResLife Facebook & ResLife Instagram Or contact the Wellbeing team	Deadlines, mitigation, assignments, exams, coursework	• Mitigation info • Assessment info • Exams team • Online: SID Online (or call +44 (0)1326 371815)
Bullying/harassment, including sexual harassment, victim of crime, abuse, sexual violence, drugs/alcohol	Support and Report • Get support for, and/or report, an incident (informally, formally or anonymously)	English language skills (for non-native speakers)	Skills & Engagement team • English Language Skills Development • Details of Languages Team workshops • Book a 1-1 with an EAP Tutor • Email: studyskills@fxplus.ac.uk
Financial Support	Contact SID Helpdesk through SID Online (or call 0300 555 0444 (UK) / +441392 724724 (Int'l)) SU Advice: Service: Email advice@thesu.org.uk or book an appointment with an SU advisor Finance and fees webpage Financial Hardship/ Success for All fund	Academic Study Skills E.g; writing, critical thinking, referencing etc...	Skills & Engagement team: • Study Skills Support & resources • Book 1:1 with an Academic Skills Advisor • Email: studyskills@fxplus.ac.uk
Community, spirituality, faith & religion	Cornwall Multifaith Chaplaincy: • Email chaplaincy@fxplus.ac.uk or call 01326 370744 • Keep up to date with Chaplaincy Instagram	Library Research, readings, information skills	Skills & Engagement team: • Academic Liaison Librarian support • Book 1:1 with a Librarian • Research Support: studyskills@fxplus.ac.uk • General Library Enquiries: library@fxplus.ac.uk
MyExeter App	Find out more and download the app here	Student Cases and Conduct	Student Cases and Conduct Compliance and Risk University of Exeter

[Click here for the A to Z of support and services for students](#)