

**Staff Guide to  
Student Support**

## Foreword

### Edge Hill University is committed to:

- Providing learning and support services which help all students achieve and improve their studies
- Setting attainable standards of service
- Stating these standards clearly
- Encouraging staff and students to give us views and comments
- Taking prompt action to explain, remedy or improve any situation or service which has fallen short of standards set.

We recognise that all of us need support and encouragement to enable us to achieve **beyond our expectations**. The University provides support both within Faculties and within Central Services, specifically Student Services and Learning Services to enable students to achieve the best they can in their academic studies.

**Student Services** provide a range of centralised, specialist support services aimed at ensuring students can focus on their studies and their well-being. These include:

- Accommodation
- Inclusion
- Finance & Welfare Rights
- Health
- Counselling
- Support for Care Leavers
- General Support & Guidance

Our mission is simple:

### **Student Services – Helping You To Help Yourself**

Dedicated to giving **value** to everyone:

We will always strive to be:

**Versatile**

**Aware**

**Learner Centred**

**Understanding, and**

**Expert in our field**

We recognise the importance of working in partnership with academic and service staff to support students and this booklet aims to provide both teaching and support staff with information on the services we provide to support students during their time at Edge Hill. Each Faculty has a designated contact person and staff from across the service keep in regular contact with our Partner Colleges.

|                            |                   |          |
|----------------------------|-------------------|----------|
| Faculty of Arts & Sciences | Christine Coleman | Ext 4395 |
| Faculty of Education       | Patrick Torpey    | Ext 4786 |
| Faculty of Health          | Helen Long        | Ext 4122 |

### **Partner Colleges & Faculty of Education Outreach Centres**

For information specific to Partner Colleges please contact Diane `Glautier on ext 7895. For information specific to Faculty of Education Outreach Centres please contact the Outreach Support Co-ordinator on 07798 893 581 or ext 4865.

### **Student Services Customer Services Policy Statement**

Student Services exist to support and empower our students in all of their life at Edge Hill University. We aim to provide a comprehensive, easy-to-access, professional support system which is responsive to the needs of our users. We will endeavour to make sure that no matter what the circumstance or the issues presented, we will deal with each person in a fair, open and transparent way, to assist them in receiving the help and support they need.

In this Staff Guide to Student Support, main service areas have been listed, with contact names and numbers in each section. If you have a query, which is not answered in this booklet, please contact the Student Information Desk in the Student Information Centre on extension 4554 for further advice.

Finally, if you have any comments, suggestions or feedback on our services please let us know.

**CHRISTINE COLEMAN**  
**Director of Student Services**

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## **Accommodation**

The Accommodation Team consists of the Head of Accommodation Services, four full time Accommodation Officers and one full time Finance Officer. The team work throughout the year to provide assistance and practical support for all students' residential needs. There are 1044 rooms on-campus and priority in allocating is given to first year students and students with additional needs - for example, Care Leavers and those with cultural, emotional or practical difficulties in living off-campus. Staff members who have concerns about students with additional needs may make a referral to the Accommodation Team will then work to ensure that the student obtains appropriate accommodation. There are also a limited number of rooms available for senior students. However, the majority of senior students are expected to live off-campus (see overleaf) during the latter years of their course.

### **On-campus**

Allocation of Hall places to senior and additional needs students begins in the spring term each year for occupation the following September. Any staff member wishing to support a student's application to live on-campus should contact the Accommodation Team early in the spring term just before a final decision about student hall allocations is made.

There is a cross campus formal framework of support, consisting of five Resident Hall Managers, twenty eight Student Assistants and two Night Wardens. Resident Hall Managers have responsibility for specific Halls and live on-campus during the week to deal with any incidents or concerns that may arise. There is always one RHM on duty each weekend to ensure continuity of service. The twenty eight Student Assistants are located in Halls across the campus to provide a first point of contact for residential students in their Hall. The Student Assistant Team is made up of current students who are recruited under the University's Recruitment and Selection Procedure, and undergo an extensive training programme to equip them with the skills necessary to perform their role.

Facilities in each room vary according to Hall. Some rooms have their own washbasins, and a number of rooms in Forest

Court have en suite facilities. All the new build have en suite facilities. There are eleven specially adapted rooms on-campus for students with disabilities and additional rooms can be adapted as required. All ground floor rooms in Forest Court and the new build are wheel chair accessible.

**Please Note:** All students who are offered a place in Hall enter into a contractual agreement with the University to occupy a room and are financially liable for the rent until the end of the fixed term contract (normally 40 weeks). If the student wants to be released from their contract they must find another student to occupy their room before the Licence Agreement can be terminated. The student must negotiate all stages of this process with the Accommodation Team.

### **Off-campus**

The Accommodation Team provide a range of services for those students who choose not to live on-campus or who are unable to obtain a place in Halls. It maintains a list of property owners who specifically wish to let their property to students. All properties on the register are inspected annually to assess their suitability. All properties with gas fittings must provide a registered gas safety certificate before the Accommodation Team will place the property on the list. The Accommodation List is updated and published regularly and is available for all students from the Student Information Centre and from the Edge Hill Intranet. Information about accommodation services can also be accessed via the Edge Hill website.

The majority of students who live off-campus are senior students who start looking for accommodation during the spring term. The Accommodation Team organise Househunting Workshops and produce a comprehensive information booklet to ensure that students possess the skills and knowledge to enable them to successfully negotiate their own accommodation. This Accommodation Information Booklet is available from the Accommodation Office in the SIC. Any student who experiences difficulties with off-campus accommodation can contact the Accommodation Team for advice about any housing issues. A mediation service is also offered to students and property owners who may be unable to resolve accommodation disputes.

**Please note** that although the Accommodation Team provides an information and guidance service for students seeking off-campus accommodation, students must satisfy themselves that the accommodation is suitable for them. Any contractual relationship is between the student and the landlord, **not Edge Hill**.

The team strongly recommend that students do not enter into contractual agreements with property owners, unless they are registered with Edge Hill. The contract a student signs with a private landlord is a legally binding document for a fixed term and the student is financially liable for the rent for the whole of the contract. Before a student signs any contract it is best to seek guidance from the Accommodation Team.

### **Who to contact**

|                |  |          |
|----------------|--|----------|
| Kate McAdam    | Head of Accommodation Services   | Ext 4253 |
| David Coffey   | Accommodation Officer  | Ext 4289 |
| Neil Dixon     | Accommodation Officer  | Ext 4115 |
| Karen Jones    | Accommodation Officer  | Ext 4200 |
| Patrick Torpey | Accommodation Officer  | Ext 4786 |
| Richard Pugh   | Financial & Administrative Assistant   | Ext 4557 |
| Email          | <a href="mailto:accommodation@edgehill.ac.uk">accommodation@edgehill.ac.uk</a> |          |

## **Student Charter & Complaints Procedure**

The Student Charter sets out both the standards Edge Hill strives to achieve for all students and the commitments we seek from students. The Charter sets standards of service across all aspects of Edge Hill life including equality & diversity, teaching and learning, services and facilities.

To complement the Charter there is a Complaints Procedure which provides a mechanism for making complaints about anything covered by the Charter. We see this Complaints Procedure as a positive way of improving services.

The Student Information Officers in the Student Information Centre are responsible for the administration and recording of the initial handling of complaints. This role involves:

- receiving complaints at the Student Information Desk and recording them on a database for statistical purposes;
- forwarding the complaint immediately to the appropriate Deans of Faculty / Director of Service in a confidential email in compliance with the Charter;
- sending a copy of the complaint to the Compliance Unit for possible forwarding to Edge Hill's Insurers;
- making a copy of the complaint and securely filing it in the Student Services department in the SIC;
- following up any complaint where a final outcome has not been made known.

The handling of the complaint is then the responsibility of the relevant faculty or service who should deal with the matter in compliance with the Charter and following any recommendations from Edge Hill Insurers. Draft copies of responses to Stage 2 Formal Complaints should be forwarded to the Director of Student Services for approval prior to being sent to the complainant. The Student Information Officers should be sent a copy of the final outcome of the complaint to update the database and for inclusion on file.

Staff are specifically asked to note that Stage 4 of the Student Complaints Procedure entails an Independent Review process. Any student not satisfied with the outcome of our internal complaints procedure is entitled to refer the matter to the Office of the Independent Adjudicator for Higher Education (OIA). It is very important that in dealing with any complaints, staff follow our procedures and keep to the timescales indicated in the procedures for a response.

Queries regarding the complaint procedure may be referred to the Pro Vice-Chancellor (Students and External).

Copies of the Student Charter incorporating the Complaints Procedure are available at the Student Information Desk in the Student Information Centre or online at:

<http://www.edgehill.ac.uk/about/policies>

### **Who to contact**

Student Information Officers  
Student Information Centre  
(SIC) Ext 4554  
[stuservadmin@edgehill.ac.uk](mailto:stuservadmin@edgehill.ac.uk)

**Care Leavers** (students previously under the care of the local authorities)

Edge Hill University was awarded the Frank Buttle Quality Mark for Care Leavers. The Frank Buttle Trust is a childrens' charity that has worked with a number of universities to develop the Care Leavers Commitment. The commitment is designed to encourage and support care leavers to enter Higher Education. We hope that by working in partnership we will be able to increase the number of care leavers wishing to access HE at Edge Hill. For further information on the Frank Buttle Trust and its commitment to care leavers you can access their website at <http://www.buttletrust.org/>.

Edge Hill has committed to providing a bursary of £750 for each care leaver up to a maximum of 3 years. The bursary can be accessed by contacting the designated key contact for care leavers. The designated contact is available to offer support and guidance to care leavers, carers, social services and staff.

### **Who to contact**

Joan Blee  
Administration & Support Manager  
Ext 4395  
Email: [bleej@edgehill.ac.uk](mailto:bleej@edgehill.ac.uk)

## **Childcare**

Edge Hill supports childcare through offering an information service on childcare providing students who have pre-school aged children with information, advice and support in securing local places if they so wish. In particular we recognise that parents want to select a form of childcare to suit their particular needs and we can provide information on the range of financial help available to assist with childcare costs. Financial support to help parents meet their childcare needs might be available through the government's Access to Learning Fund (Hardship Fund). Students can pick up an application form by calling in to the Student Information Centre.

A booklet has been prepared to help students think through what they have to do to find a secure and safe environment for their children. This booklet contains information on financial guidance and a list of Registered Day Care Provision in the local Ormskirk area. A copy of this booklet can be obtained from the Student Information Centre Student Information Desk.

## **Who to contact**

Joan Blee  
Administration & Support Manager  
Ext 4395  
Email: [bleej@edgehill.ac.uk](mailto:bleej@edgehill.ac.uk)

## **Student Regulations & Code of Behaviour & Disciplinary Procedures**

Edge Hill aims to provide an atmosphere which is conducive to academic achievement and social well being of its whole community and those who come into contact with the University and its student population. To underpin this aim, the Student Regulations & Code of Behaviour and Disciplinary Procedures have been introduced. These provide mechanisms by which behaviour that has an adverse effect on others is discouraged.

Breaches of this Student Regulations & Code of Behaviour will usually be dealt with under Edge Hill Student Disciplinary Procedures.

In the first instance Deans of Faculty, Heads of Subject and Director of Service are responsible for maintaining student discipline through informal procedures. All staff therefore, need to have a working knowledge of the disciplinary procedures.

Matters unresolved by informal procedures can be referred to Christine Coleman, Director of Student Services or to Kate McAdam, Accommodation Manager if the alleged behaviour occurred in a hall of residence.

Formal disciplinary measures include verbal warnings (issued by Deans of Faculty, Heads of Subject or Director of Service), written warnings or, in extreme cases, summary suspension of students pending the outcome of a disciplinary panel or the investigation of an alleged criminal offence.

Copies of the Student Regulations & Code of Behaviour and Disciplinary Procedure are available from the Student Information Centre.

### **Who to contact**

|                   |   |          |
|-------------------|---|----------|
| Christine Coleman | Director of Student Services                          | Ext 4395 |
| Joan Blee         | Administration & Support<br>Manager, Student Services | Ext 4395 |
| Kate McAdam       | Head of Accommodation Services                        | Ext 4253 |

## **Counselling Services**

Counselling is available to all Edge Hill Students whether or not they attend on a full time or a part time basis. The aim of the counselling service is to reach out and support all students of the institution in a variety of ways. This may include one to one appointments, group work, workshops, facilitating referrals or in some cases supporting a student via telephone.

The service offers workshops and support groups addressing a range of issues. These groups take place throughout the year and are open to all students. We welcome suggestions from staff for new initiatives and we can, in some circumstances, tailor a workshop or group to a particular issue or to the needs of a specific group of students.

Some examples of the types of workshops and group support we offer are:

- Overcoming Procrastination
- Confidence Building
- Learning to Relax
- Social Support groups (These are designed to help students to make the most of their time at university through being part of a social network with peers.)

We also have a range of information available electronically on the counselling web pages and through our dedicated Blackboard site.

### **Referrals**

Students can either make an appointment themselves or, if they prefer, they can ask a member of staff to refer them to the Service. To make an appointment on behalf of a student, we need:

- The student's name and a contact number in case the counsellor is unavailable at short notice, and the appointment has to be re-scheduled;
- The student's availability;
- Some indication of the urgency of the situation (taking into account how urgent the student and tutor feel it is.)

## Confidentiality

We are usually able to ensure that no one knows that a student has attended for counselling or why they have attended. All counsellors are aware of their responsibility for confidentiality and the sanctions that exist for breaking the guidelines. However, there are some situations which are exceptions to this.

These include:

- Where there is a risk of serious harm to the student or others:

This would need to be serious and we would try, in the first instance, to discuss it with the student wherever possible to help them first to take whatever action was needed themselves.

- Where we cannot contact a student but suspect they are in danger:

For example, if a student had not been seen for several days and colleagues and friends feel concerned, we may disclose information without their agreement, if we felt it would be useful.

- Where there is a legal requirement to disclose information without consent and without informing the client of intent:

Under the Terrorism Act 2000 or the Drug Trafficking Offences Act 1986.

If any of these situations arose, we would discuss it with the student as fully as possible and try to obtain their agreement to seek more help for them – usually by contacting a GP or speaking to their tutor. Disclosure would only be if the risk was too great to ignore and the student, for any reason, was unable to seek help themselves.

At other times, it may be in the student's best interest for us to liaise with someone and if they request this, we are usually happy to do so. Examples of this are where the student needs proof that they are attending, or where they are struggling to get the help they need and so ask us to speak to a GP on their behalf, maybe to seek a further referral. Our Confidentiality and Record Keeping Policy is available in full on the Student Services website. It may be

important for staff to know that we cannot provide in depth reports commenting on the content of sessions or give opinions or diagnosis. However where a student has been attending for counselling sessions we are happy to provide some brief details including written confirmation of attendance and factual information regarding the presenting problem where the student has asked us to do so. We are not able to provide letters of support in relation to one off counselling sessions.

## **Appointments**

All appointments are normally offered within two weeks. We also run regular “Drop-in” sessions where students can speak to a trained counsellor, access sources of information or be signposted to an alternative source of help.

If it is a real counselling emergency or crisis we will endeavour to see the student the next working day at the latest. However, it is important to note that by this, we do not mean a crisis situation where **action** needs to be taken urgently. In this instance other services, such as a GP or the Casualty Department may be more appropriate.

Early morning and evening appointments are available to students, but these must be booked in advance and may necessitate a longer waiting period. Priority will be given to students on placement or based at other sites.

## **Who to contact**

Counselling and Supervisory Services  
Health and Well-being Centre – Milton House  
41 Ruff Lane  
Ormskirk  
Lancashire  
L39 4QX  
T: 01695 650988 (ext: 7988)  
E: [counselling@edgehill.ac.uk](mailto:counselling@edgehill.ac.uk)  
W: [edgehill.ac.uk/counselling](http://edgehill.ac.uk/counselling)

## Financial Support and Welfare Rights



The Student Financial Support Team are working on a project called Money Doctors with the Money Advice Service (formerly know as CFEB) to improve the financial capability of students. We aim to deliver workshops to new students providing them with information on student funding budgeting and how to increase income and reduce expenditure. Students will be introduced to Red Alert, an interactive budget sheet developed by the team, which they will be encouraged to download and use to help with budgeting.

The team can also advise students on funding, benefits, Access to Learning Funds and short term loans.

If students find themselves in financial difficulty staff can refer to the Financial Support Team for advice, help or support.

Most full time students are not eligible to claim benefits. However, students with single parent status or a disability or couples where both are students with dependant children may put in a claim for benefits. These students may find their claims are unsuccessful during term times but over the long summer vacation they may qualify for IS (income support), ESA (Employment Support Allowance) or JSA (Job Seekers Allowance) depending on circumstances.

Please remind students to check their entitlement with the Team or Benefits Agency.

We also have a selection of money advice booklets covering the topics below:

- A Money Doctors guide to Making the Most of Your Money
- A Money Doctors guide for Faculty of Health Students

- A Money Doctors guide for Continuing Professional Development (CPD) students in the Faculty of Health

These booklets are all available from the Student Information Centre or can be viewed online.

### **Access to Learning (Hardship) Funds**

**Access to Learning Funds may be available to provide help for full-time (and eligible part-time) students who have serious financial difficulties or whose access to higher education might be inhibited because of financial reasons.**

Applicants to the fund are asked to complete a form and attend an interview, with a Finance and Welfare Rights Advisor. At interview the form will be assessed prior to it being considered. Students can collect an application form from the Student Information Officer in the Student Information Centre or can be downloaded from the website.

### **Short Term Loans**

In some circumstances i.e. when a student's funding is delayed students may be able to apply for a short term loan to help with essential costs until the student funding is received. For more information contact the Student Financial Support Team.

### **Who to contact**

[financialadviceteam@edgehill.ac.uk](mailto:financialadviceteam@edgehill.ac.uk)

(SIC) Ext 4452

## **Health and Well-being Centre**

The Health and Well-being Centre is based at Milton House and is open 8.30am to 5pm Monday to Friday during term time. The Centre offers excellent medical care complemented by support and advice on a wide range of health related issues.

The Edge Hill doctors run three surgeries a week on-campus as well as fortnightly Family Planning Clinic. The Nursing Sister is available for drop in enquiries between 8.30am and 4.30pm weekdays.

The service is completely confidential and offers students a place to come and discuss any health related issue, including sexual health, mental health, pregnancy and contraception.

In exceptional circumstances, the Nursing Sister will provide confirmation of illness to a member of staff with the student's agreement. The Nursing Sister can issue sick notes in certain circumstances but students are normally expected to obtain sick notes from their doctors and to inform their tutors.

### **Who to contact**

Janice Southern  
Nursing Sister

Health and Well-being Centre (Milton House) Ext 7258  
01695 657258

## **Student Information Desk**

The Student Information Desk offers information, support and guidance to staff, students and visitors. It is also a focal point for all departments in the SIC. If you are unsure where to direct a particular query or enquiry you should contact the Student Information Officer on 4554 as many of these enquiries can be dealt with here.

There is an information display area, where leaflets about most of the issues affecting Edge Hill students are available and further information can be obtained from the Student Information Officers. A number of interview rooms are available for use by staff and can be booked through the Student Information Desk.

The Student Information Desk is staffed during term time from 8.30am – 7.30pm Monday to Thursday and 8.30am – 5pm on Fridays. During vacation periods the desk will be staffed from 8.30am until 5pm.

### **Who to contact**

Student Information Officers  
(SIC) Ext 4554  
[stuservadmin@edgehill.ac.uk](mailto:stuservadmin@edgehill.ac.uk)

## **Inclusive Services**

Based in the University Library (1<sup>st</sup> floor) and the Student Information Centre (SIC, ground floor), Inclusive Services provide information, guidance, support and resources for:


- Academic Skills Development
- Accessing Information and ICT
- Disability / Health Conditions
- Irlen Syndrome / Colour Sensitivity
- Specific Learning Difficulties / Differences (SpLDs) e.g. Dyslexia


If students have specific requirements due to a disability or learning difficulty (e.g. physical or sensory impairment, mental health/anxiety issues, health condition, dyslexia or an autistic spectrum condition) or needs emerge when they are studying here, we can advise on:

- Applying for Disabled Students' Allowances (DSA)
- Specialist and/or personal support
- Dyslexia assessments
- 'Reasonable adjustments' to learning, teaching and assessment
- Accessible facilities and equipment

**Our approach is friendly yet professional and students can discuss their individual learning requirements in complete confidence. It is essential that they contact us as early as possible.**

### **To contact the Inclusive Services Team:**

 In person: University Library, 1<sup>st</sup> floor and SIC, ground floor, Ormskirk

 Tel: 01695 584372 / 584190

 E-mail: [inclusiveservices@edgehill.ac.uk](mailto:inclusiveservices@edgehill.ac.uk)

Also visit our Inclusive Services webpage at:

<http://www.edgehill.ac.uk/ls/support/inclusiveservices/>

## **Woodlands Campus – Faculty of Education**

All students attending the Woodlands Campus are entitled to access the full range of support services available at the Ormskirk Campus. In addition the following services are also available:

### **Woodlands Library**

The Woodlands Library is open Monday-Thursday 9am-8pm and 9am-5pm on Friday term time and 9.00am-5.00pm during vacation periods.

### **Who to contact**

#### **Library**

Tel: 01257 517136

**All enquiries regarding the courses and facilities on the Woodlands Campus can be made to:**

Postgraduate Professional Development Admin Team  
Edge Hill University  
Woodlands Centre  
Southport Road  
Chorley  
PR7 1QR  
Tel: 01257 517117  
Email: [PD@edgehill.ac.uk](mailto:PD@edgehill.ac.uk)

## **Faculty of Health**

### **Ormskirk Campus 01695 657050 / 657000**

The Faculty of Health Ormskirk Campus facility now offers one of the best teaching and learning environments in the country. As well as classrooms, the new building features flexible learning spaces to encourage informal methods of study and stimulate interaction among students. There are also several simulated hospital environments with relevant equipment to give students as realistic a learning experience as possible.

The purpose-built accommodation houses the majority of staff and students in one place, giving a greater sense of community and offering more opportunities for shared learning between departments and collaboration with other Faculties.

### **Aintree Campus 0151 529 3084**

Students attending the Aintree Campus are entitled to access the full range of support services available at the Ormskirk Campus. In addition the following services are also available:

#### **Catering**

Available on all sites for students in hospital placements. Times and locations vary. At the Aintree Campus, there is also a student common room within the Aintree Complex.

#### **Counselling**

A counselling service staffed by qualified counsellors, experienced in the problems associated with health care, is based at Ormskirk and can be contacted on 01695 584484.

#### **Computer Facilities**

Access to IT in the multi-professional LIRC.

The IT facility is networked to the Ormskirk Campus. Microsoft Office, Internet and e-mail are available.

## **Library and Information Resource Centre**

An extensive range of health-related journals and books are available, as well as access to the internet, online databases, electronic journals and books, e-mail. There are also photocopying facilities. The Library is networked to the Ormskirk Campus. The Library is normally open from 08:30-20:00 Monday-Thursday and 08:30-17:00 Friday and 10:00-14:00 on Saturday. LIRC Help Desk 0151 529 5851.

## **Nursery**

The Milestones Nursery (extension 3614) in the grounds of University Hospital Aintree, is staffed by fully qualified NNEB personnel from 07:30-17:30. Speak to staff about fees and concessions.

## **Occupational Health**

The facility closest to the Faculty is in the Strathclyde Building, Aintree Campus (extension 3803). The unit is open Monday – Friday 08:30-16:30 (lunch 12:00-13:00). A doctor is present Monday – Friday from 08:30-16:00 but please telephone to check.

## **Transport**

The Aintree Campus is well served by rail, road, bus and coach services.

- Rail – Fazakerley station is within five minutes' walk.
- Road – Close to the M.57, M.58 and M.62.

## **Student Services Information, Armstrong House, Manchester Campus**

Students attending the Armstrong House Manchester Campus are entitled to access the full range of support services available at the Ormskirk Campus. In addition the following services are also available:

## **Catering**

Vending machines provide hot and cold drinks and snacks. In addition there are a number of retail outlets within walking distance of the campus.

## **Counselling**

A counselling service staffed by qualified counsellors, experienced in the problems associated with health care, is based at Ormskirk and can be contacted on 01695 584484.

## **Computer Facilities**

Access to IT is available in the IT suite and the Armstrong House Library Facility. The IT facility is networked to the Ormskirk Campus. Microsoft Office, Internet and e-mail are available.

## **Library**

The library provides both social learning space and 3 PCs for personal study. There is a dedicated help desk, self issue and return for books, and a range of Health and Education related resources are available, as well as the internet for access to online databases, electronic journals and books, and e-mail. There are also photocopying facilities. The Library is networked to the Ormskirk Campus. The Library is open from 08:45-16:30 Monday to Thursday and 08:45 – 16:00 Friday.

## **Transport**

The Manchester Campus is well served by rail, road, and bus services – for full details please check the University website: <http://www.edgehill.ac.uk/location/armstrong>.

Health Studies Students wishing to apply to the Access to Learning (Hardship) Fund should contact the Learning, Administrative and Student Support Officer based at Armstrong House to arrange an appointment.

Who to contact

**Operating Department Practitioner (ODP), Paramedic Practice and CPD Students based at Manchester Campus, Armstrong House can contact:**

Armstrong House Help Desk: 01695 650797

## **Partner Colleges & Outreach Centres**

All students attending Edge Hill programmes taught at Partner Colleges and Outreach Centres are entitled to access the full range of support services available at the Ormskirk Campus as well as those available at their own campuses.

For information specific to Partner Colleges please contact Diane Glautier on ext 7895.

The Outreach Centre Support Co-ordinator for the Faculty of Education can also be contacted for information on extension 4865.

## **Who to contact at Edge Hill**

|                   |  |                 |
|-------------------|--|-----------------|
| Lynndi Walsh      | Head of Student Services<br>(Financial Guidance, Support & Administration) | 01695<br>650966 |
| Christine Coleman | Director of Student Services   | 01695<br>584395 |

## Student Services Team

Unless otherwise stated, when calling externally to the Ormskirk Edge Hill Campus please dial 01695 58 followed by the extension number given below:

### Director of Student Services

Christine Coleman Ext 4395

### Administration & Guidance Team

Joan Blee Administration & Support Manager Ext 4395

Elaine Glasby Equality & Diversity Administration Officer Ext 4898

Carol Wylie } Student Information Officers Ext 4554  
Pauline Coakley }

Eileen Hunt Administration Officer Ext 4484

### Financial Support Team

Lynndi Walsh Head of Student Services (Financial Guidance, Support & Administration) Ext 7966  
01695  
650966

Shahida Ahmed } Finance & Welfare Rights Ext 4502  
Janice Barnes } Advisors Ext 4186  
Helen Long } Ext 4211

Liz Gould } Finance & Administrative Assistant Ext 4186

### Inclusion Team

Hazel Devereux } Head of Inclusion (SIC) Ext 4746  
Jane Hartlebury }

Jayne Mayers } Inclusion Officers (SIC) Ext 4190  
Daniel Robinson }  
Carol Swift }

## Accommodation Team

|                |                                      |          |
|----------------|--------------------------------------|----------|
| Kate McAdam    | Head of Accommodation Services       | Ext 4253 |
| David Coffey   | Accommodation Officers               | Ext 4289 |
| Neil Dixon     |                                      | Ext 4200 |
| Karen Jones    |                                      | Ext 4786 |
| Patrick Torpey |                                      | Ext 4115 |
| Richard Pugh   | Financial & Administrative Assistant | Ext 4557 |

## Health Care Team

|                 |                                    |                             |
|-----------------|------------------------------------|-----------------------------|
| Janice Southern | Nursing Sister                     | Ext 7258<br>01695<br>657258 |
| Elaine Riley    | Nursing Auxiliary                  | Ext 4484                    |
| Eileen Hunt     | Administration Officer / Reception | Ext 4484                    |

## Counselling & Supervisory Services

|                |  |                 |
|----------------|--|-----------------|
| Liz Diamond    | Head of Counselling & Supervisory Services | Ext 4178        |
| Anne Proctor   | Counsellors                                |                 |
| Sue Longworth  |  |                 |
| Lesley Poole   |  |                 |
| Linda Lennon   |  |                 |
| Peggy Fawcett  |  |                 |
| Nichola Wilson |  |                 |
| Chris Bailey   | Admin / Reception                          | Ext 7988        |
| Julie Kirby    |  | 01695<br>650988 |