

What do I do, If

This is a guide to some of the frequently asked questions.

ISSUE	WHO TO SPEAK TO
I have changed my address and my telephone numbers	Department Administrators in A134 / Personal Tutor
I can't come into college	Personal Tutor / Head of Department
I have lost my timetable	Personal Tutor / Department Administrators in A134
How do I find somewhere to live – I need advice	Student Services
I am having financial difficulties	Student Services
Where can I get a text book for my course?	LRC
I want to change my course, can I?	Personal Tutor
Who can I speak to in private?	Personal Tutor / Head of Department / Student Experience Centre / Student Services
I am unhappy with a service in the college, how can I complain?	Head of Department / Student Experience Centre / Student Services / Course Rep / Learning Advocate
How can I get extra support with my studies?	Personal Tutor/ Director: Student & Staff Learning
Where can I find out about other activities in college, when I'm not in class e.g football, hairdressing, first aid, horse riding	Student Experience Centre
I'm being bullied – what can I do?	Personal Tutor / Head of Department / Student Experience Centre
I need help with my UCAS applications	Personal Tutor / Careers Co-ordinator / Student Services
I won't be in tomorrow because I have a hospital appointment	Personal Tutor / Student Services
I have lost my jacket in college	Premises Team
I can't find my ID card	Premises Team
I don't feel well	Any member of staff
I need some advice on my career	Careers Co-ordinator in Student Services / Personal Tutor
I need to type my work onto a computer	IT Suite / LRC
How can I get EMA/ALG	Student Services
I need to make a photocopy of my work	LRC
I can't afford to pay for the course trip	Student Services
I need a reference for a job	Personal Tutor / Teacher
I don't know who my tutor is	Head of Department / Director: Student Experience
I need to leave a message for my teacher	Departmental Administrator Room A134

There will be lots of questions you may want to ask, especially in your first few weeks. Speak to your Personal Tutor who can advise you on where to go.