# PART D – ADVICE AND HELP

## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.1</td>
<td>WHO TO CONTACT</td>
</tr>
<tr>
<td>D.2</td>
<td>MEDICAL INFORMATION</td>
</tr>
<tr>
<td>D.3</td>
<td>CAREERS</td>
</tr>
</tbody>
</table>

### D.1 WHO TO CONTACT
- Help Chart
- Personal Tutors and College Advisers
- College Officers
- Welfare
- Transgender Support and Assistance
- Disability Advice
- (OUSU) Oxford University Student Union Advice Service
- University Counselling Service
- Harassment

### D.2 MEDICAL INFORMATION
- College Doctors
- College Nurse
- Emergencies
- Medical Insurance
- Dental Care
- Counselling Service

### D.3 CAREERS
- University Careers Service
- College Professional Networks
- Personal Development
**PART D – ADVICE AND HELP**

D.1 WHO TO CONTACT

The help chart below summarises the various forms of help in College. Details follow.

<table>
<thead>
<tr>
<th>1. ALL PERSONAL AND ACADEMIC MATTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Tutor (undergraduates)</td>
</tr>
<tr>
<td>College Adviser (postgraduates)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. PERSONAL</th>
<th>2. ACADEMIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welfare Panel</td>
<td>Other College Tutors</td>
</tr>
<tr>
<td>Disability Lead</td>
<td>Academic Registrar</td>
</tr>
<tr>
<td>Junior Deans</td>
<td>Senior Tutor</td>
</tr>
<tr>
<td>College Doctor</td>
<td>Tutor for Graduates</td>
</tr>
<tr>
<td>College Nurse</td>
<td></td>
</tr>
<tr>
<td>Bursar/Accountant (financial matters)</td>
<td></td>
</tr>
<tr>
<td>Accounts Office</td>
<td></td>
</tr>
<tr>
<td>Accommodation Office</td>
<td></td>
</tr>
<tr>
<td>University Counselling Service</td>
<td></td>
</tr>
<tr>
<td>Transgender Lead</td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th>3. PERSONAL AND ACADEMIC</th>
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<tr>
<td>The Principal</td>
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</table>

**LIST OF NAMES AND CONTACT DETAILS**

Personal Tutor/College Adviser – you will receive this information when you arrive at St Hilda’s
Welfare Panel – Dean’s notice board in South Building
Dean: Dr Lorraine Wild – [dean@st-hildas.ox.ac.uk](mailto:dean@st-hildas.ox.ac.uk)
Disability Lead: Dr Lorna Smith – [lorna.smith@st-hildas.ox.ac.uk](mailto:lorna.smith@st-hildas.ox.ac.uk)
Chaplain: Revd Canon Brian Mountford – T. 279111 or [chaplain@st-hildas.ox.ac.uk](mailto:chaplain@st-hildas.ox.ac.uk)
Junior Deans: Ms Rachael Griffiths, Ms Sarah Waltcher, and Ms Katie Truslove – contact via the Porters’ Lodge; see also the Dean’s and Junior Deans’ notice board in South Foyer, South Building.
College Doctor – see Medical Information pages for contact details
College Nurse: – see Medical Information pages for contact details
Bursar – South 21 (please make appointments through the Principal’s PA in South 28)
Accounts Office – South 10, [accounts.office@st-hildas.ox.ac.uk](mailto:accounts.office@st-hildas.ox.ac.uk)
Accommodation Manager: Mrs Nicky Charles, South 15
University Counselling Service – 3 Worcester Street, Oxford OX1 2BX. [http://www.ox.ac.uk/students/welfare/counselling](http://www.ox.ac.uk/students/welfare/counselling), email: [counselling@admin.ox.ac.uk](mailto:counselling@admin.ox.ac.uk).
Other College Tutors – according to your subject
Academic Registrar: Mrs Suzie Hancock, South 32 – [susan.hancock@st-hildas.ox.ac.uk](mailto:susan.hancock@st-hildas.ox.ac.uk)
Tutor for Graduates – Dr Helen Swift – [tfg@st-hildas.ox.ac.uk](mailto:tfg@st-hildas.ox.ac.uk)
Senior Tutor and Transgender Lead: Dr Sarah Norman, South 31 (please make appointments through Tutorial Officer in South 30)
Principal – Professor Sir Gordon Duff (please make appointments through his PA in South 28)
Personal Tutors & College Advisers

Undergraduates: Personal Tutors
Each undergraduate is allotted a Personal Tutor who is available for general consultation on any problems, academic or personal. See details under Academic Information.

Graduates: College Advisers
Each graduate is allotted a College Adviser who is available for general consultation on any problems, academic or personal. See details under Academic Information.

College Officers
Students seeking general help or advice may always consult the Principal, their College Adviser / Personal Tutor or the Junior Deans, or any member of the SCR, especially the Vice-Principal, the Senior Tutor, the Tutor for Graduates, the Dean, the Disability Fellow (see below), the Chaplain, or the Academic Registrar. Telephone, email, or leave a note in the staff pigeonholes at the Lodge; the member of staff will then suggest a time to meet.

Welfare
The College has a Welfare Panel; the members of the Panel for 2017-18 are the Dean, the Chaplain, and Professor Amanda Cooper-Sarkar. Students may consult any members of this panel regarding welfare issues. Telephone, email or leave a note in the staff pigeonholes at the lodge; the member of staff will then suggest a time to meet. In addition, the Junior Deans may be consulted on Welfare issues.

Undergraduates may also consult one of the JCR Welfare representatives, who have relevant information and hold regular drop-in sessions. There is an undergraduate and graduate Peer Support Group, trained by the University Counselling Service, who provide a confidential listening service for students. The JCR and MCR Committee will make the names of members of this group available to you.

Graduates may also consult the MCR Welfare Officers who have relevant information.

The College has a Welfare Committee which meets each term to consider general issues of health and welfare affecting the student body.

The College upholds general respect for privacy, and understands this to imply a concern for confidentiality in matters relating to health and welfare. See St Hilda’s College Statement on Privacy & Confidentiality (set out in Part H II.10 of this Handbook).
Transgender Support and Assistance
For support regarding transgender issues, the Senior Tutor should be contacted in the first instance. The Dean, Academic Registrar, and Junior Deans can also provide support and information. Should a student want assistance with trans-related administrative, mental health or medical issues, the Senior Tutor will arrange a meeting to discuss needs and the process and timescales for meeting them. This will typically cover all the points identified on the University’s checklist on supporting students who are trans/transitioning. With the student’s permission, the Senior Tutor will make sure that those who need to know within College and the University are informed about any changes. It is appreciated that each individual case is different, and it is equally acceptable for changes to be made in stages as it is for them to be made all at once. It is also understood that each transgender student has a unique set of circumstances, and students are encouraged to raise any relevant concerns e.g. worries about privacy with family, chosen name and pronouns, or about visas for international students. If time away from studies for medical reasons is needed, please discuss this with the Senior Tutor to explore options for deferring or suspending studies. All discussions will be treated in confidence and will be handled sensitively and respectfully.

There are a number of individuals in College whom students can approach for welfare support, including the Dean, Junior Deans, Welfare Panel, JCR and MCR Welfare and LGBTQ Officers, and Peer Supporters. St Hilda’s students have access to counsellors at the University’s Counselling Service who are trained in trans-related issues (including training from Gendered Intelligence) and provide a respectful, attentive, empathic, neutral and confidential service. The College doctors have experience working with those who are trans/transitioning. Further information about the University’s transgender policy and welfare provisions can be found on the University website.

Further information about university-wide policy and welfare provision for students who want to transition is also available from the University’s LGBTQ Society. The LGBTQ Society has a Trans Officer, who can be approached by anyone in the University and who can provide a source of outside-college support by trans students for trans students.

Disability Advice
Students may disclose a physical or mental disability or a specific learning difficulty at any stage of their time at Oxford, but we urge you to do so as soon as possible so that we can help you to get the support you need.

If you are a student with a disability the usual procedure is for you to disclose your disability or specific learning difficulty to the University Disability Advisory Service (DAS): www.ox.ac.uk/students/welfare/disability. The DAS then arranges any necessary assessments, and informs your college. Each college also has a Disability Lead and a Disability Coordinator, and it is helpful if you make contact with one of them as well. The Disability Lead at St Hilda’s is Dr Lorna Smith (lorna.smith@st-hildas.ox.ac.uk) and the Disability Coordinator is Mrs Suzie Hancock (susan.hancock@st-hildas.ox.ac.uk ). The DAS liaison person for St Hilda’s is Dorota Antoniak (dorota.antoniak@admin.ox.ac.uk), who is a member of the College’s Welfare Committee.

Students with disabilities for whom reasonable adjustments will have been made are subject to the same rewards and penalties as all other students. In other words, disability does not
PART D – ADVICE AND HELP

preclude any appropriate academic sanction, once those reasonable adjustments have been made.

If you have a long-term disability, the College can write to the University on your behalf in order to request any adjustments that you may need for your examinations. In most cases, we will need a medical note in order to request permission for adjustments. The permission given will then apply to all other examinations that you may take while you are at Oxford. In most circumstances, the deadline for applying for alternative examination arrangements is week 4 of Michaelmas Term. If your requirements change, then please give the College plenty of notice so that we can be sure that arrangements are in place for your examinations. Any student who is likely to require alternative provision for examinations should contact the Academic Registrar or Tutorial Officer.

Information about alternative arrangements for examinations for undergraduate and graduate students can be found in Part B – Academic Information of this Handbook.

You may find it helpful to consult the University Disability Service website, which is at: www.ox.ac.uk/students/welfare/disability.

The Domestic Bursar, the Catering Manager, and the Head of Buildings and Projects are happy to provide practical advice on domestic matters, meals, or the adaptation of facilities in student rooms.

OUSU (Oxford University Student Union) Student Advice Service
OUSU provides help for students. Information and contact details are at: www.ousu.org/advice/student-advice-service

University Counselling Service (see Medical Information in the next section). www.ox.ac.uk/students/welfare/counselling
Harassment
Harassment is an unacceptable form of behaviour and the College is committed to protecting students, staff and any other person for whom the College has a special responsibility from any form of harassment, which might inhibit them from pursuing their work or studies, or from making proper use of university facilities. Complaints of harassment will be taken seriously. Advice may be sought or complaints pursued through any appropriate channel which include the Principal, Vice-Principal, Senior Tutor, Tutor for Graduates, the Dean, Personal Tutors, graduate College Advisers, the Chaplain and Junior Deans, Domestic Bursar, and College Nurse. Additionally, the following people have been specially appointed to give advice in this connection and to answer questions (whether or not amounting to a complaint):

a) St Hilda’s College Harassment Advisory Panel, comprising the Vice-Principal, the Dean, the Tutor for Graduates, Dr Dev Gangjee and Dr Stephen McHugh. For details and a list of names see the Dean’s noticeboard in South Foyer and the College website http://www.sthildas.ox.ac.uk/content/study-and-personal-support-0

b) University Harassment Advisers. There are approximately 370 Harassment Advisers within the University, with two (one male and one female) appointed within each department and faculty. Details of the Harassment Advisers are posted on departmental and faculty office notice boards. If a student would prefer to speak with an adviser entirely unconnected with their department, faculty, or college; the Harassment Line can find an alternative adviser for them.
 Telephone: 01865 270760
 E-mail: harassment.line@admin.ox.ac.uk

A Harassment Adviser will deal with all cases with the utmost confidentiality (except when there is an unacceptable risk to an individual). They will listen without judgement and clarify options. For more information on the Harassment Advisers, in particular advisers with specialist training in relationship abuse, sexual violence or advisers who are LGB or BME please visit: www.admin.ox.ac.uk/eop/harassmentadvice/advisornetwork

Any of these may be approached in the first instance. Those approached will direct inquirers elsewhere, if that seems most likely to meet the inquirer’s needs.

For further information about making a report on harassment and the College’s Code of Practice Relating to Harassment, see Part H of this Handbook, II.8-9.
D.2 MEDICAL INFORMATION

College Doctors
All students must register with a doctor in Oxford and are strongly encouraged to register with the College practice. (N.B. You must inform the Academic Office if you are not registered with the College practice.) The College is looked after by a partnership of General Practitioners who hold a Surgery [Clinic] in College (Wolfson G04) during term, Weeks 1–8 inclusive, at the following times:

Tuesday 3.00pm – 4.00pm (Dr Catherine McDonnell)
Thursday 3.30pm – 5.30pm (Dr Antony Maddison)

For doctors’ appointments in College, students currently sign up in advance on a list outside Wolfson Building, Room G04. An online booking system for these College surgeries is currently being developed: further information will be circulated to all students in due course and the details for how to book online for a doctor’s appointment in College will be displayed on the Decanal Notice Board in South Foyer. Students may also see any of the female and male doctors within the partnership by appointment at the doctors’ surgery:

172 Banbury Road, Oxford OX2 7BT (T: 01865 515731; F: 01865 510711).

Appointments at the main surgery can be made by phone or booked online via the Banbury Road Medical Centre website: www.banburyroadmc.nhs.uk/making-appointments.aspx

College Nurse
The College Nurse, Mrs Caroline Smith, is available for anyone who has a medical need as well as to listen in confidence to other concerns that may arise. The nurse has a drop-in surgery in Wolfson Building Room G04 (T: 01865 286645) weeks 0–9 inclusive in each term – see timetable below. Outside these hours contact Banbury Road Medical Practice (T: 01865 515731. After 6.30pm phone 111, the NHS non-emergency helpline. In a medical emergency phone 999.

<table>
<thead>
<tr>
<th>Surgery Times</th>
<th>Nurse</th>
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<tbody>
<tr>
<td>Doctor – by appointment (see above)</td>
<td>Nurse</td>
</tr>
<tr>
<td>Monday</td>
<td>2.00pm – 5.00pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>3.00pm – 4.00pm (Dr McDonnell)</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8.30am-11.30am</td>
</tr>
<tr>
<td>Thursday</td>
<td>3.30pm – 5.30pm (Dr Maddison)</td>
</tr>
<tr>
<td>Friday</td>
<td>8.30am-11.30am</td>
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Emergencies
In cases of medical emergency, contact the Lodge (T: (2)76884), a doctor (T: 515731) or the Junior Deans in the first instance. During College hours, those needing first aid should contact the College Nurse (T: (2)86645) or the Lodge (T: (2)76884). For more serious cases Accident and Emergency services are at the John Radcliffe Hospital, Headington (T: 0300 304 7777). Advice on medical matters is also available 24/7 from NHS 111 (T: 111). Information on medical emergencies is available on https://www.ox.ac.uk/students/welfare/health/emergencies?wssl=1

Medical Insurance
It is essential that you take out medical insurance for the duration of your visit prior to arrival in the UK, if you are:
(1) a non EU national and are going to stay in the UK for less than 6 months and your home country does not have a reciprocal agreement with the UK regarding medical care
OR
(2) a non EU national registered as a student at a British University on a course of short duration (less than six months)
OR
(3) a non EU national and are not a student and are going to stay in the UK for more than six months but less than a year

If you are a student registered at a UK University and are in the UK for more than six months it is not essential to take out medical insurance for the period you are in the UK (although you should have travel medical insurance in place to cover your trip to and from the UK) but you should consider the need for medical insurance in the event that you need to be repatriated on medical grounds to your home country.
Further information about medical insurance can be found on the Student Gateway at www.admin.ox.ac.uk/uohs/services-overseas

Dental Care
Students can get dental treatment from: StuDental, 3rd Floor, Colonade Building, Oxford Brookes University, Gypsy Lane, Oxford OX3 0BP (Tel: 01865 689997, Fax: 01865 484607). For an appointment email: reception@studental.co.uk, Website: www.studental.co.uk

Students will be charged at NHS rates for the majority of dental care. However, some treatments are only available privately. You should take your university card for ID purposes.

Outside of these hours, emergency dental treatment can be obtained from the Kidlington Emergency Dental Clinic, Kidlington Health Centre, Exeter Close, Oxford Road, Kidlington OX5 1AP (Tel: 01865 374533).
PART D – ADVICE AND HELP

University Counselling Service
This Service is staffed by professionally trained counsellors and is available to all students of
the University. This is a confidential service and information is not normally divulged to
Colleges, doctors or parents without prior consent of the person involved (details of exceptions
to this policy can be obtained from the Counselling Service).

The Counselling Service has a range of provision for students which includes:
- Individual counselling, mainly short-term
- Support groups, seminars, and workshops
- Self-help materials, both hard copy and on online at:
  www.ox.ac.uk/students/welfare/counselling/self-help
topics include stress management, improving self-esteem, dealing with depression, etc.

Appointments with a counsellor can be made through the Secretary:
- In person at 3,Worcester Street, Oxford OX1 2BX
- By telephone on (2)70300
- By e-mail through counselling@admin.ox.ac.uk

The Service operates a liaison scheme whereby a named counsellor can be available for
consultation by Senior Members of the College on general matters of student welfare. Students
who attend the Service will be seen by whichever counsellor is available. Students can ask not
to be seen by the liaison counsellor for St Hilda’s College if they so wish.

The University Counselling Service website at www.ox.ac.uk/students/welfare/counselling
gives information about the Service, and also about topics such as
- Coming to Britain to Study
- Coping with Revision and Exams
- Insomnia
- Relaxation; etc.
These pages are also accessible via the Oxford University Student Gateway:
www.ox.ac.uk/students/welfare

Samaritans: This organisation can be telephoned on 01865 722122.
www.samaritans.org

Nightline: The student-run service, Nightline, offers a confidential information and
listening service on any subject. T: 01865 270270 any time from 8.00 pm to
8.00 am.
www.oxfordnightline.org

The College Drugs Code is set out in Part H II.5 of this Handbook
D.3 CAREERS

University Careers Service
The University’s Careers Service is located at 56 Banbury Road, tel. 274646; see also their website at www.careers.ox.ac.uk

College Professional Networks
St Hilda’s College has a very active Alumnae Association, the Association of Senior Members (ASM). All St Hilda’s students, both undergraduates and graduates, automatically become members of the ASM when they leave the College
http://www.st-hildas.ox.ac.uk/content/association-senior-members

One very important ASM activity is organising the professional networks. Networks involve Senior Members in various professional areas, and provide opportunities for meeting, sharing experience, seminars, contact lists, mentoring and other arrangements.

One of the functions of the ASM professional networks is giving assistance with career planning to current students or recent graduates. There are occasional meetings in College with opportunities for students to meet members of the ASM in particular areas, and to get their professional advice about careers. This advice can be an invaluable resource for students.

There are professional networks in the following areas:

- Law Network
- Medical Society
- Business Network
- Government Network
- Not-for-Profit Network
- Media Network
- Education Network
- IT Network
- Science and Engineering Network
- Biological and Environmental Sciences Network
- Music Network
- Economics Network

St Hilda’s College now has the largest online professional network amongst Oxbridge Colleges, and undergraduate and postgraduate students are encouraged to join the St Hilda’s College, University of Oxford group on LinkedIn in order to look for work experience, internships, or contacts for their year abroad.
Every student, both undergraduate and graduate, is automatically battled at the beginning of Hilary Term for £10.00 per year, up to a maximum of £30.00, for membership of the ASM.

For further information, please contact the Development Office through the following email address: development.office@st-hildas.ox.ac.uk.
PERSONAL DEVELOPMENT

Springboard for Undergraduates
Based on the award-winning Springboard programme for professional women, this unique version for Oxford undergraduates has been made possible thanks to generous external sponsorship. The Careers Service is leading the programme. We not only want to ensure female undergraduates are equipped for their career after graduation but also provide them with tools to enhance their personal development in all aspects of life.
See: www.careers.ox.ac.uk/springboard

Springboard and Navigator for Postgraduates
Springboard (for women) and Navigator (for men) are personal development programmes which give people the opportunity to focus on their plans for life and work. Springboard and Navigator are available for graduate students in their second year and above, as well as for post-doctoral researchers, in all divisions.
Contact Dr Alison Trinder for more details Alison.trinder@mpls.ox.ac.uk