

PART D – ADVICE AND HELP

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D.1 WHO TO CONTACT

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

1. ALL PERSONAL AND ACADEMIC MATTERS Personal Tutor (undergraduates) College Adviser (postgraduates)	
2. PERSONAL Dean & Junior Deans College Doctor College Nurse College Counsellor Disability Lead Transgender Lead Bursar/Accountant (financial matters) Accounts Office Accommodation Office	2. ACADEMIC Other College Tutors Academic Registrar Senior Tutor Tutor for Graduates
3. PERSONAL AND ACADEMIC The Principal	

LIST OF NAMES AND CONTACT DETAILS

Personal Tutor/College Adviser: undergraduates will be informed of the name of their Personal Tutor in subject meetings at the beginning of the academic year; graduate students will be informed of the name of their College Adviser by email before they arrive.

Dean: Dr Lorraine Wild – dean@st-hildas.ox.ac.uk

Disability Lead: Dr Lorna Smith – lorna.smith@st-hildas.ox.ac.uk

Chaplain: Revd Canon Brian Mountford – T. 279111 or chaplain@st-hildas.ox.ac.uk

Junior Deans: Ms Rachael Griffiths, Ms Anna-Maria Ramezanzadeh, Mr Christopher Bennett, – contact via their personal emails or via the Porters’ Lodge

College Doctor – see Medical Information pages for contact details

College Nurse – see Medical Information pages for contact details

College Counsellor – Melissa Barkan counsellor@st-hildas.ox.ac.uk

Bursar – South 21 (please make appointments through the Bursar’s PA in South 23)
[anne.allan@st-hildas.ox.ac.uk/](mailto:anne.allan@st-hildas.ox.ac.uk)

Accounts Office – South 10, accounts.office@st-hildas.ox.ac.uk

Accommodation Manager: Mrs Nicky Charles, South 15 nicky.charles@st-hildas.ox.ac.uk

Other College Tutors – according to your subject

Academic Registrar: Mrs Suzie Hancock, South 32 – suzie.hancock@st-hildas.ox.ac.uk

Tutor for Graduates: Dr Helen Swift – tfg@st-hildas.ox.ac.uk

Senior Tutor and Transgender Lead: Dr Sarah Norman, South 31 – [senior.tutor@st-hildas.ox.ac.uk/](mailto:senior.tutor@st-hildas.ox.ac.uk)

Principal: Professor Sir Gordon Duff- (please make appointments through his PA in South 28)
principal.pa@st-hildas.ox.ac.uk

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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. Further details in Part B of this Handbook.

Graduates: College Advisers

Each graduate is allotted a College Adviser who is available for general consultation on any problems, academic or personal. Further details in Part B of this Handbook.

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 Lead (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.

D.2 WELFARE

There are a number of individuals in College who students can approach for support on welfare issues. The Junior Deans are the first point of support for welfare concerns. Junior Deans may be contacted by their personal email addresses or via the College Lodge.

Undergraduates may also consult one of the JCR Welfare officers – and graduates may consult the MCR Welfare officers. There are also a group of Peer Supporters, trained by the University Counselling Service, who provide a confidential listening service for students in College. Further details are available via the JCR and MCR Welfare officers.

The College has a College Counsellor, Melissa Barkan, who is available in College for four hours each week during term. She may be contacted on counsellor@st-hildas.ox.ac.uk. Melissa is a member of the University Counselling Service.

University Counselling Service is a confidential service, staffed by professionally trained counsellors, available to all students of the University. Their webpages contain lots of self-help advice and details of how to make an appointment to see a counsellor.

<https://www.ox.ac.uk/students/welfare/counselling?wssl=1>

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

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).

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D.3 MEDICAL ADVICE

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:

Monday	4.00pm – 5.00pm (Dr Emma Walker)
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. 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.

Please note: up-to-date surgery hours will be posted on the College website at the beginning of Michaelmas Term.

Surgery Times		
	Doctor – by appointment (see above)	Nurse
Monday	4.00pm – 5.00pm (Dr Walker)	12.30 – 3.30pm
Tuesday		10.00am – 1.00pm
Wednesday		8.30am-11.30am
Thursday	3.30pm – 5.30pm (Dr Maddison)	10.00am-1.00pm
Friday		8.30am-11.30am

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

<http://www.ox.ac.uk/students/welfare/health/emergencies?wssl=1>

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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 at:

www.ox.ac.uk/students/new/international

Dental Care

Students can get dental treatment from: StuDental, 3rd Floor, Colonnade Building, Oxford Brookes University, Gypsy Lane, Oxford OX3 0BP. Website: www.studental.co.uk

Tel: 01865 689997. Email: reception@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.

If you have an out-of-hours dental emergency, please phone NHS 111.

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D.4 DISABILITY

Disability Advice

Students may disclose a physical or mental-health disability, a specific learning difficulty, an autistic-spectrum condition or a long-term health condition 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 Co-ordinator, 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 Co-ordinator is Mrs Suzie Hancock (suzie.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 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 Advisory 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.

Oxford SU (Oxford University Student Union) Student Advice Service
Oxford SU provides help for students. Information and contact details are at:
<https://www.oxfordsu.org/wellbeing/student-advice/>

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D.5 TRANSGENDER ISSUES

Transgender Support and Assistance

For support regarding transgender issues, the Senior Tutor, who is the Transgender Lead, 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. While the College will offer support to those who wish to change their genders, it cannot offer advice on the medical aspects of doing so, nor can it support the medical costs thereof. 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.

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.

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D.6 HARASSMENT

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 see the College website <http://www.sthildas.ox.ac.uk/content/study-and-personal-support>
- 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.

<http://www.admin.ox.ac.uk/eop/harassmentadvice/policyandprocedure/>

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D.7 CAREERS ADVICE

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 working in particular areas, and to get their professional advice about careers. This advice can be an invaluable resource for students.

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.

There are professional networks in the following areas:

Biological and Environmental Sciences <https://www.linkedin.com/groups/3263516>

Business <https://www.linkedin.com/groups/3263425>

Economics <https://www.linkedin.com/groups/3263427>

Education (HENs) <https://www.linkedin.com/groups/3263414>

Government <https://www.linkedin.com/groups/3263431>

IT <https://www.linkedin.com/groups/3263514>

Law <https://www.linkedin.com/groups/3263517>

Media <https://www.linkedin.com/groups/3263417>

Medicine <https://www.linkedin.com/groups/3263440>

Music <https://www.linkedin.com/groups/3263419>

Not-for-Profit <https://www.linkedin.com/groups/3263436>

Science and Engineering <https://www.linkedin.com/groups/3263442>

Every student, both undergraduate and graduate, is automatically batted 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 – email:

development.office@st-hildas.ox.ac.uk

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

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PERSONAL DEVELOPMENT

Springboard for Undergraduates and Postgraduate master's students

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 and master's students 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 Postgraduate research students

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 research students, as well as for post-doctoral researchers, in all divisions.

For further details see:

<https://www.mpls.ox.ac.uk/training/course-programme-for-graduate-students/springboard-programme-for-women>

and

<https://www.mpls.ox.ac.uk/training/course-programme-for-graduate-students/navigator-development-programme-for-men>