

# Signposting guide

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Quite often a student will present you with an issue or query that is outside your remit as a Student Rep. This could for example be individual advice or a welfare issue. When this occurs, you must not try to deal with the issue yourself but instead you should 'signpost' the student to the relevant source of assistance and explain the reason for this.

Remember your role is all about collective, academic-related representation. This concerns things to do with your course, teaching, resources, timetabling or other academic or related issues. You are not there to teach students or support their learning.

You are also not there to provide individual representation. Any student with an individual problem should be signposted to another service. This includes academic-related individual issues such as appeals and complaints. The LMSU Advice Service is there for individual representation.

Please 'signpost' students to the correct source of support by using the below guide. If you are not sure who to signpost a student to then speak to your School Rep Assistant.

## Training, support, advice and assistance for Student Reps from LMSU:

### [Website](#)

#### **School Rep Assistant SCDM & AAD:**

Chiara Della Corte: [tscdell1@londonmet.ac.uk](mailto:tscdell1@londonmet.ac.uk)

#### **School Rep Assistant GSBL & SCHS:**

Margarita Damai: [tsmdama1@londonmet.ac.uk](mailto:tsmdama1@londonmet.ac.uk)

#### **School Rep Assistant SSSP & SCBE:**

Sharanya Ratnam: [tssratn1@londonmet.ac.uk](mailto:tssratn1@londonmet.ac.uk)

#### **Student Voice Coordinator (Representation & Democracy):**

Eddie Rowley: [e.rowley@londonmet.ac.uk](mailto:e.rowley@londonmet.ac.uk)

## Learning, teaching and academic guidance and support for students

### **Your lecturer, module leader, course leader or other member of teaching staff**

See your [weblearn](#) for contact details

Help with approaching assessments, understanding what is required, finding the right resources, developing confidence and skill, using feedback

Each school has a team of [Academic Mentors](#)

Enrolment queries, timetabling, course and module issues, questions around mitigating circumstance forms, course transfer etc:

The School Offices: [Website](#) and [FAQs](#)  
020 7133 7001, 7002

**School Office for School of Art, Architecture and Design:** [aad@londonmet.ac.uk](mailto:aad@londonmet.ac.uk); CMG-24 Calcutta House, Aldgate Campus

**School Office for Guildhall School of Business and Law:** [gsbl@londonmet.ac.uk](mailto:gsbl@londonmet.ac.uk); T6-20 Tower Building, Holloway Campus

**School Office for School of Computing and Digital Media:** [scdm@londonmet.ac.uk](mailto:scdm@londonmet.ac.uk); T10-02 Tower Building, Holloway Campus (10th Floor)

**School Office for School of Human Sciences:** [shsc@londonmet.ac.uk](mailto:shsc@londonmet.ac.uk); T10-02 Tower Building, Holloway Campus (10th Floor)

**School Office for School of Social Sciences and Professions:** [sssp@londonmet.ac.uk](mailto:sssp@londonmet.ac.uk); BEL1-00 Benwell Road, Tower Building, Holloway Campus

**School Office for new School of Built Environment:** [SBEN@londonmet.ac.uk](mailto:SBEN@londonmet.ac.uk) location TBC

Support for students studying at London Met online:

[Website](#)

Independent, confidential advice and individual support around alleged misconduct, mitigating circumstances, appeals, complaints and similar:

London Met Students' Union (LMSU)

[Website](#)

[theadviceservice.su@londonmet.ac.uk](mailto:theadviceservice.su@londonmet.ac.uk)

Student voice, representation and democracy, skills training, student council, volunteering opportunities, liberation forums, student groups, campaigns, verve media, events and more:

London Met Students' Union (LMSU)

[Website](#)

[studentsunion@londonmet.ac.uk](mailto:studentsunion@londonmet.ac.uk)

02071334171

Harglennis Building, Holloway Campus & CMG-20 Calcutta House, Aldgate Campus

Facebook: @londonmetsu

Insta: @londonmetsu

X: @londonmetsu

Heads of Student Experience and Academic Outcomes:

**SCDM:** Elena Moschini [e.moschini@londonmet.ac.uk](mailto:e.moschini@londonmet.ac.uk)

**AAD:** Emma Davenport [e.davenport@londonmet.ac.uk](mailto:e.davenport@londonmet.ac.uk)

**GSBL:** Jan Bamford [j.bamford@londonmet.ac.uk](mailto:j.bamford@londonmet.ac.uk)

**SHSC:** Donovan Green [d.green@londonmet.ac.uk](mailto:d.green@londonmet.ac.uk)

**SSSP:** Brian Tutt [b.tutt@londonmet.ac.uk](mailto:b.tutt@londonmet.ac.uk)

**SBEN:** Jane Ballantyne [j.ballantyne@londonmet.ac.uk](mailto:j.ballantyne@londonmet.ac.uk)

General Library queries and Library Services:

**Holloway Learning Centre and Aldgate Library Services in Calcutta House**

Contact library staff in person at Library Information Desks (Holloway or Aldgate) or via chat:

[Website](#)

[library@londonmet.ac.uk](mailto:library@londonmet.ac.uk)

020 7133 2100

facebook: @londonmetlibrary

insta: @librarylondonmet

X: @londonmetlib

**Library Services: Help with researching for assignments, dissertations and projects. Effective use of Library subject collections, databases and other resources**

**Academic Liaison Librarian help and support:**

Email your query or book a 1:1 appointment (in person or online):

[Website](#)

[alls@londonmet.ac.uk](mailto:alls@londonmet.ac.uk)

**Information and access to our Special Collections including TUC Library and University Archive:**

Special Collections Reading Room - 2nd floor of the Wash Houses, Aldgate Campus

[Website](#)

[Collections](#)

[specialcollections@londonmet.ac.uk](mailto:specialcollections@londonmet.ac.uk)

**Disability and Dyslexia advice and support:**

[Website](#)

[studentservices@londonmet.ac.uk](mailto:studentservices@londonmet.ac.uk)

020 7320 2848

TM1-33 Student Services, Holloway Campus

**Money, finance and accommodation advice, hardship fund applications:**

**Student Money and Accommodation Advice Service:**

[Website](#)

[Hardship fund](#)

[Black bullion](#)

[studentservices@londonmet.ac.uk](mailto:studentservices@londonmet.ac.uk)

020 7320 2848

TM1-33 Student Services, Holloway Campus  
CMG-24 AAD School Office, Aldgate Campus

**A safe and inclusive space for LGBTQIA+ students and staff on campus:**

**The Rainbow Room**

[Information](#)

T1-02 nr Junction Cafe, Holloway Campus (Blue Zone)

**Information about and access to Success Coaches (Peer Assisted Student Success):**

Course-based sessions, local drop-ins and for individual support

[Website](#)

**International Students / Visa advice and support: Confidential immigration advice and guidance. Visa compliance support for students needing extensions and engagement issues:**

**International Advice Service:**

[Website](#)

[adviceinternational@londonmet.ac.uk](mailto:adviceinternational@londonmet.ac.uk)

**Visa Compliance**

[Website](#)

[visa.compliance@londonmet.ac.uk](mailto:visa.compliance@londonmet.ac.uk)

**Safeguarding info and reporting if you are concerned someone is a victim of abuse or a similar concern:**

[University - safeguarding](#)

[Students' Union - safeguarding](#)

For advice on the Students' Union safeguarding policy, contact Jacqueline Molineaux

[jacqueline.molineaux@londonmet.ac.uk](mailto:jacqueline.molineaux@londonmet.ac.uk)



## Get support for paid part time work or temporary work, internships, volunteering, full time, graduate Job opportunities.

See the team for careers information, advice and guidance, developing employability skills, your CVs, applications, Interview skills and more. Attend live webinars and careers events. Browse interactive careers portal resources:

### Careers and Employability Service

[Website](#)

[Careers – events](#)

[Careers – centre](#)

[careers@londonmet.ac.uk](mailto:careers@londonmet.ac.uk)

0207 133 4033

TM1-33, Holloway Campus

## Volunteering opportunities to help to develop your skills and meet new people:

### Careers and Employability Service

[volunteering@londonmet.ac.uk](mailto:volunteering@londonmet.ac.uk)

0207 133 4033

TM1-33, Holloway Campus

X: @voluntlondonmet

## Advice finding work placement opportunities:

Your course team and the Work Based Learning team can advise around accessing relevant vacancies the University advertises, sourcing your own placement and applications.

[Work Placements – Student Zone](#)

## Want to start your own business, freelance work, enterprise, entrepreneurship:

### London Met Student Enterprise

[Website](#)

[studententerprise@londonmet.ac.uk](mailto:studententerprise@londonmet.ac.uk)

Insta: @londonmetaccelerator

## Fitness & Wellbeing, Gym and Recreation:

Main Gym is Science Centre, Holloway and the Exercise Room at Aldgate Campus. Gym and fitness class information and to book online

[Website](#)

[fitness@londonmet.ac.uk](mailto:fitness@londonmet.ac.uk)

Facebook, X and Insta: @LDNMetFitness

## Play competitive sports at London Met:

Competitive sports teams and membership

[Website](#)

## Want to borrow a Chromebook?

[Website](#)

## IT and Media Support Self Service IT portal:

Support available in Holloway Learning Centre and Aldgate Library 09.00-5.00pm Monday to Friday

[Portal](#)

[Change your password](#)

[Techsmart IT support & IT Chat](#)

## Regulatory advice and guidance on student conduct including academic and non-academic misconduct, appeals, and complaints:

### Student Casework Office

[Academic Misconduct](#) / [Appeals](#) / [Complaints](#)

[Student Contact](#)

[conduct@londonmet.ac.uk](mailto:conduct@londonmet.ac.uk)

## The Rocket (student bar and entertainment venue):

### [Website](#)

[rocketstudentevents@londonmet.ac.uk](mailto:rocketstudentevents@londonmet.ac.uk)

X and Facebook: @LondonMetEvents,

Insta: @rocketbarlondonmet

## Reporting estates issues: fixing stuff, spillages, blocked toilet, cleaning and maintenance:

### [Website](#)

[ask@londonmet.ac.uk](mailto:ask@londonmet.ac.uk)

[LMU@cbre.com](mailto:LMU@cbre.com)

X: @LDNMet\_Estates

## University Catering and Catering Working group:

### [Website](#)

## London Met University Switchboard

0207 4230000

## University Health and Safety Team:

### [Website](#)

[Health and Safety policies](#)

[hands@londonmet.ac.uk](mailto:hands@londonmet.ac.uk)

X: @LDNMet\_Estates

## Security:

### [Website](#)

Emergency on campus: 0207 320 3333

or 3333 from a university phone

Non-Emergency: 0207 133 2079

Always dial 999 if needed and inform Security Services

## Non-London Met useful numbers:

Emergency (Police, Fire, Ambulance): 999

Non-emergency Police: 101

[Non-emergency NHS](#): 111

[NUS](#) (National Union of Students)

[Talk to FRANK](#) (confidential drugs advice): 0300 123 6600

[Samaritans](#) (if you have suicidal thoughts or just want to talk): 116 123

If you or someone else you know is feeling low, stressed, depressed or in a crisis, there are a number of external organisations you can contact for support. LMSU's Advice Service provides a comprehensive list of out-of-hours support on a wide range of issues including: mental health, counselling, eating disorders, sexual violence, equality and diversity and substance misuse on our webpages [here](#).



London Met Students' Union