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INTRODUCTION

The University of Cambridge is a Collegiate University with more than 20,000 students and 11,000 staff from all walks of life and all corners of the world, and comprising of 31 Colleges and 150 Departments, Faculties, Schools and other institutions. According to the Board of Graduate Studies of the University, there were 3,801 confirmed postgraduate admissions in 2017-2018, postgraduates compose around 50% of the student population of the Collegiate University. Postgraduate students are central to the functioning of the Collegiate University.

The Colleges work in partnership with the University to provide pastoral and welfare support to students. For postgraduate students, their colleges can be the first port of call, though it is often seen that postgraduate students may access their respective departments and faculties in the first instance. The support provided by colleges is supplemented by other support provided by the University, which can be accessed by students from all colleges. There are also independent organizations such as SANE (http://www.sane.org.uk/) and NHS Student Health (https://www.nhs.uk/live-well/healthy-body/getting-medical-care-as-a-student/), which are present to facilitate welfare support for students in Cambridge. There are several sources of professional support on offer at the University of Cambridge such as the University Counselling Service, the Disability Resource Centre (DRC) and the Students’ Unions Advice Service (SUAS).

The goal of this handbook is to raise awareness of these sources of support so that students know where to go should they need help.

We hope this Personal Welfare Handbook is helpful. We would love to have your feedback.
Postgraduate students at the University can sometimes be faced with several challenging situations and scenarios. It is often helpful to address these issues early on. In this handbook, we have provided some scenarios which highlight challenges that some postgraduate students may experience along with information about the various sources of support available to students.

IF YOU HAVE A MENTAL HEALTH OR EMOTIONAL DIFFICULTY

The University provides support for students experiencing mental health and/or emotional difficulties. You can read about this in the University’s wellbeing pages on Mental Health:

https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/mental-health-support

It can also put adjustments in place for students with long-term mental health conditions. Issues such as feelings of not fitting in, worries about achieving the required academic standard, meeting deadlines, publications and the general pressures of work are common and can contribute to anxiety and/or low mood. Sometimes, much can be gained from speaking to a friend or member of staff. However, if these difficulties become overwhelming or start to have a negative impact on your life, then you may benefit from specialist support and advice. Below are a few avenues that you could explore.

For a listening ear: Sometimes you may just need to talk to someone. This may be to just help you overcome an immediate concern, and may not need specialist help. In such a scenario, a Graduate Tutor can offer support and could be the natural first port of call.

The following are also well placed to help you in these circumstances:

- Your college nurse
- The Students Unions' Advice Service (SUAS): www.studentadvice.cam.ac.uk
- Your MCR Welfare Officer
- CUSU-GU Welfare and Rights Officer (welfare@gradunion.cam.ac.uk)
- Nightline (Open: 7 am – 7 pm, during term time) at 01223 744444 and http://cambridge.nightline.ac.uk.
- The University Counselling Service also produces some useful self-help guides: www.counselling.cam.ac.uk/selfhelp
If you seek or need specialist support but are not at immediate risk of harming yourself or others: You can talk to your college nurse or a General Practitioner (GP) under the National Health Service. If you seek specialist support, in most cases you could try to contact the University Counselling Service. This can be a good first step. The Service can be accessed online at [www.counselling.cam.ac.uk](http://www.counselling.cam.ac.uk). The University Counselling Service is at:

Student Services Centre,
New Museums Site,
Cambridge CB2 3PT
Phone: 01223 332865
Email: counsellingreception@admin.cam.ac.uk

To access the University Counselling Service, students must complete a pre-counselling form which can be accessed online at [https://forms.counselling.cam.ac.uk](http://https://forms.counselling.cam.ac.uk). Once the self-referral form has been submitted, you will be offered support ranging from workshops and guided self-help to individual- or group- counselling.

Quite a few Colleges also have their own Counsellors that students can access by appointment or by referral by a member of the College welfare team. You may also wish to speak to your Graduate Tutor regarding any mental health issues you may be experiencing.

If you are worried that you may be at imminent risk of harming yourself or others: You need not take sole responsibility for the situation. You can call your college porters or the police at 999 (in Britain they are trained to help with such situations). You can also seek guidance and assistance from responsible members of your college.

An urgent [NHS mental health service](http://www.cpft.nhs.uk/about-us/mental-health-crisis.htm) is available via telephone in Cambridge and can be contacted by calling 111 then selecting Option 2. This will direct you to the Mental Health First Response Service (FRS) available 24/7. This service can offer urgent and timely support for people in mental health or emotional crisis. The service has strict rules of confidentiality. Information about this service can be accessed here [http://www.cpft.nhs.uk/about-us/mental-health-crisis.htm](http://www.cpft.nhs.uk/about-us/mental-health-crisis.htm).

You can also have a look at the wellbeing pages of the University of Cambridge: [https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/mental-health-emergencies](https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/mental-health-emergencies).

If you feel that you are unable to deal with the situation yourself, talk to a friend or colleague you can trust. If you believe you are in immediate danger, call an ambulance or other emergency services (or ask one of your friend’s or the College staff to do so) and, if possible, inform someone at your College, such as the Senior Tutor, contactable through the Porter’s Lodge immediately (this will be more effective if on college grounds).
If you have had a long-term mental health condition: If you have previously been diagnosed with a long-term mental health condition, such as anxiety disorder, eating disorder or depression, you might be eligible for study-related support under the 2010 Equality Act.

You can approach the Disability Resource Centre (DRC), who are also at the

Student Services Centre,
New Museums Site,
Cambridge CB2 3PT

to speak to a Disability Adviser (01223 332301 or email disability@admin.cam.ac.uk). With your consent, the DRC can liaise with key contacts in your Department/Faculty or College.

For a comprehensive A-Z of all the information and support facilities in relation to mental health: Mind, the mental health charity, has such a comprehensive list at www.mind.org.uk/informationsupport/a-z-mental-health

IF YOU EXPERIENCE BEREAVEMENT

There are University and independent sources of support and advice for students facing bereavement, at the loss of a loved one. You can read more about these here: https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/bereavement

If you face such a situation, you may wish to talk to someone about it. You may wish to talk to a friend or colleague or college welfare support team. You can also get support from:

- Your Graduate Tutor, Nurse or Counsellor
- University Counselling Service Website: www.counselling.cam.ac.uk
  Address: Student Services Centre, New Museums Site, Cambridge CB2 3PT
  Phone: 01223 33286
  Email: counsellingreception@admin.cam.ac.uk
- The Students’ Unions’ Advice Service (SUAS): www.studentadvice.cam.ac.uk
- Nightline (Open: 7am – 7pm) during term-time usually. Available at 01223 744444 or http://cambridge.nightline.ac.uk

The University Counselling Service also runs a bereavement group. Group timetables and Workshops can be arranged at: http://counselling.cam.ac.uk/studentcouns/studentgroups. You can also read the University Counselling Service self-help leaflet here: http://counselling.cam.ac.uk/selfhelp/selfleafpdf/bereav/view

Besides this, there is a Cruse Bereavement Care (CBC) service that can be accessed using
  Helpline: 01223 633536
  Email: cambridge@cruse.org.uk
  Website: www.cruse.org.uk
**IF YOU HAVE A DISABILITY OR LONG-TERM MEDICAL CONDITION**

Some postgraduate students who come to Cambridge may have a disability or long-term medical condition, or a range of other medical needs and long-term health conditions that require specific support. Some students may have a diagnosis while others may not. Disclosure of a disability can take place at any time during a student’s time at the University. If you disclose to the University that you have a disability, with your permission reasonable adjustments can be put in place for you.

If would like to disclose a disability or think you may have an undiagnosed disability, you can contact the Disability Resource Centre (DRC) at

| Student Services Centre,  
| New Museums Site,  
| Cambridge CB2 3PT |
| **Phone:** +44 (0)1223 332301  
| **Email:** disability@admin.cam.ac.uk  
| **Website:** www.disability@admin.cam.ac.uk/ |

to ensure that you benefit from the established process to gauge what kind of support you may benefit from, at the earliest opportunity.

Support available to you if you have a disability that is disclosed might include adjustments to teaching and learning for postgraduate (taught) courses and examination access arrangements (such as extra time), human support such as mentoring, and the loan of specialist equipment such as ergonomic equipment and specialized softwares tailored for your specific condition.

*If you need disability-related advice or support:* You can contact the Disability Resource Centre (DRC) to speak to a Disability Adviser, who can help with:

- Advice and information on disability issues
- Diagnostic assessments and guidance on screenings
- Assistance with disability-related funding applications
- The loan/purchase of specialist equipment such as customized keyboards and wheelchairs
- Human support such as mentoring through the Non-Medical Help (NMH) scheme
- Speaking to your College and Department via the College’s Disability Liaison Officer
IF YOU FEEL HOMESICK

Moving away from home, especially if for the first time, can seem daunting to some, and some students may experience some level of homesickness at some point during their studies. Settling in, making new friends or changes in personal circumstances can create challenges.

There are lots of opportunities for you, as a postgraduate student, to meet people and hopefully make friends as well as finding ways to start to feel at home. This could be done through your College, your Faculty/Department, by joining clubs or societies, volunteering or simply getting out and exploring the city and its beautiful surroundings. If these can be availed, this may help you slowly build some friendships.

If this is not the case and you still feel homesick, we suggest that you could explore the following sources of support for this:

- Your Graduate Tutor or MCR Welfare Officer
- The Cambridge Peer2Peer scheme is a student-run programme offering confidential, informal support to all students in Cambridge. Students can enquire about the scheme within their College or via the website http://ptp.soc.srcf.net
- The University Counselling Service self-help pages on homesickness and transition to University may be helpful: www.counselling.cam.ac.uk/selfhelp/selfleafpdf.
- The Students’ Unions’ Advice Service (SUAS) at www.studentadvice.cam.ac.uk
- The CUSU society finder at www.cusu.co.uk/groups

You can also read about support provisions for homesickness on the University wellbeing pages on Transition to University: https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/transition-university

Christmas can be a lonely time for some. There are many postgraduates who remain in Cambridge during the holidays. The Graduate Union (GU), along with the Cambridge University Students’ Union (CUSU), annually writes an online ‘Winter Holiday Activity Guide' which is circulated widely towards the end of each Michaelmas term and that you can have a look at. One of the colleges acts as the Christmas College and runs several events for any student in Cambridge over the Christmas holidays.
IF YOU HAVE EXPERIENCED SEXUAL MISCONDUCT

If you have experienced sexual misconduct, there are sources of support and advice available within the University of Cambridge and beyond. Your first port of call could be https://www.breakingthesilence.cam.ac.uk/if-you-have-been-affected-harassment-or-sexual-misconduct

If you have been recently assaulted or raped, a step by step guidance can be found here: https://www.studentwellbeing.admin.cam.ac.uk/files/sexual_assault_disclosure_students_2017.pdf

The University has a Sexual Assault and Harassment Advisor (SAHA) in the University Counselling Service, who can be contacted at sexual.assault.advisor@admin.cam.ac.uk. The Sexual Assault and Harassment Advisor can provide emotional and practical support and help you explore your options, should you wish to take any action. You do not have to report your experience to access support from the Sexual Assault and Harassment Advisor. The Advisory Service has a strict code of confidentiality.

You can read about some of the University-based support systems, as well as policies and procedures for the same on the University wellbeing page about Harassment and Sexual Misconduct: https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/harassment-and-sexual-misconduct. Though it may be easier for you to speak to a friend, a nurse, a counsellor or your Graduate Tutor.

In an emergency or if you believe that you are in immediate danger, the police or ambulance by telephoning 999, or call for college porters or other security. If you need to speak to someone out of hours, you could speak to the Cambridgeshire Sexual Assault Referral Centre at 08001935434 (24 hours) or look at their work online at https://www.theelmssarc.org/.

If you believe that the actions of another Cambridge University student is likely (but not imminently) to put yourself or anybody else in danger then you can contact the Office of Student Conduct, Complaints and Appeals (OSCCA) who can consider requesting a temporary exclusion of the student from the Academic Secretary. OSSCA can be contacted at 01223 765440 and/or OSSCA@admin.cam.ac.uk.

Guidance about the support and reporting options available in the College University for students who have experienced sexual misconduct is outlined online at
www.studentcomplaints.admin.cam.ac.uk/harassment-and-sexual-misconduct/if-you-have-beenaffected-harassment-or-sexual-misconduct.

In such instance, you can approach the University Counselling Service (UCS) or Students’ Unions’ Advice Service (SUAS) for advice and support.

You can also have a look at the UCS information and leaflets at:
- www.counselling.cam.ac.uk/selfhelp/newselhe/sexass
- www.counselling.cam.ac.uk/selfhelp/selfleafpdf/sexualass
- www.counselling.cam.ac.uk/selfhelp/selfleafpdf/posttrau

Some other independent bodies that can help in this regard are:
- Sexual Assault Referral Centre: www.theelmssarc.org
- Cambridge Rape Crisis: http://cambridgerapecrisis.org.uk
- Survivor’s UK: http://survivorsuk.org

**IF YOU ARE CONSIDERING A COURSE TRANSFER, INTERMISSION, COLLEGE TRANSFER OR WITHDRAWAL**

If you are considering transferring to another programme by changing course, interrupting your study, moving to a different College or withdrawing from study altogether, your first port of call can be your Graduate Tutor. The reasons may include one or more of the welfare issues covered in this GU *Personal Welfare Handbook*.

While staff can at times support students as they come to decisions about their future, you may need the involvement of your College if you wish to change course, intermit, move to another College or withdraw.

**IF YOU WANT TO CHANGE COURSE**

You should contact your Graduate Tutor or Director of Graduate Education in your Faculty or Department. The possibility of changing courses will depend on what course you are studying, what you wish to change to, your academic background and how far into your studies you are at the point you decide you want to change.

**IF YOU NEED TO TAKE TIME OUT OF YOUR STUDY (INTERMIT)**

You can contact your Graduate Tutor or Director of Graduate Education in your Faculty or Department and Graduate Tutor. You can also contact the Students' Unions Advice Service (SUAS).

For postgraduate students, frequently asked questions in relation to intermission are answered at: www.cambridgestudents.cam.ac.uk/your-course/graduate-study/your-student-
status/intermissionmedical-and-non-medical. You can also contact the Student Registry queries relating to intermission at: www.student-registry.admin.cam.ac.uk/contact-us.

The implications for international students with Tier 4 Visas who need to intermit require careful consideration and specialist advice.

- If this applies to you, please contact the International Student Office by contacting internationalstudents@admin.cam.ac.uk.
- There may also be fee implications if you are an international student wishing to intermit, advice on which can be provided by your Tutor.
- If you are funded by a Research Council or by any other sponsor, you must inform the administrator of your funding body if you are intermitting. Please remember to discuss the implications to your funding with them.

IF YOU NEED TO CHANGE COLLEGE (MEMBERSHIP)

- You can contact your Graduate Tutor in the first instance
- You can contact your Senior Tutor in college
- You can also contact the Students Unions’ Advice Service (SUAS) – we would suggest this especially if there is a breakdown as SUAS may be able to mediate.

IF YOU NEED TO WITHDRAW FROM THE UNIVERSITY

- You can contact your Graduate Tutor
- You can contact your Senior Tutor

You must advise your College if you decide to withdraw.

- Graduate students are required to complete an online process for withdrawal.
- Course Directors must be informed.
- Colleges/ the University will also need to tell Student Finance England or other funding body if you are in receipt of a student loan.

If you are an international student with a Tier 4 Visa wishing to withdraw, you will need specialist advice, which you can seek from the International Student Office at

Student Services Centre,  
New Museums Site,  
Cambridge CB2 3PT

or by contacting internationalstudents@admin.cam.ac.uk.
IF YOU HAVE A PROBLEM WITH ALCOHOL OR DRUG

ALCOHOL

Student alcohol consumption can exceed recommended health limits at times. Alcohol abuse can negatively impact physical health and psychological wellbeing. If you are someone who has been having a problem with alcohol and addiction, you can consult several support systems, including a number of relevant support mechanisms in Colleges to assist students experiencing difficulties with excessive alcohol consumption, including your Graduate Tutor, college nurse or counsellor for a discussion.

The University Counselling Service has links to resources (www.counselling.cam.ac.uk/selfhelp/newselhe/aladd) and a helpful self-help leaflet (www.counselling.cam.ac.uk/selfhelp/selfleapdf/manalco).

The University has more on this in their University wellbeing pages on recreational drugs: https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/recreational-drugs

Other relevant authorities and bodies on these fronts include:

- NHS Live Well project (for Alcohol abuse): www.nhs.uk/Livewell/alcohol/Pages/Alcoholhome.aspx
- Talk to Frank: www.talktofrank.com
- Inclusion: www.inclusion-cambridgeshire.org.uk
- Alcoholics Anonymous: www.alcoholics-anonymous.org.uk
- Alcohol Concern: www.alcoholconcern.org.uk

DRUGS

It is possible that during your time in the University of Cambridge, as a postgraduate student, you may also come in to contact with drug use and may choose to experiment in using drugs yourself. Drug misuse can negatively impact your physical health and psychological wellbeing. While not all drugs are addictive, a student may develop a dependence on a certain drug which may require specialist support and intervention. If you feel this is the case with you, the UCS has links to some helpful resources to tackle this problem at www.counselling.cam.ac.uk/selfhelp/newselhe/aladd

Other relevant authorities and bodies on these fronts include:

- NHS Live Well project (for Drug abuse): www.nhs.uk/Livewell/drugs/Pages/Drugshome.aspx
- Talk to Frank: www.talktofrank.com
- Inclusion: www.inclusion-cambridgeshire.org.uk
- Narcotics Anonymous: www.ukna.org
IF YOU NEED HELP WITH FINANCES

If you are experiencing money worries and you wish to speak to someone about your entitlement to (or difficulties with) funding arrangements such as student loans, fees, bursaries, scholarships, hardship funds etc, there are a number of options you could look at. You can learn more about this on the University wellbeing page on financial hardship: https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/financial-hardship

IF YOU ARE SEEKING GENERAL INFORMATION ABOUT FINANCE

Some Colleges have a dedicated member of staff who can assist students with financial queries. You can contact the Graduate Tutor or Tutorial Office as the first port of call.

Advisors at the Students’ Unions’ Advice Service (SUAS) are also trained to provide money advice to students.

Other sources of financial help can be accessed at the links below:

1. www.admin.cam.ac.uk/univ/cambridgebursary
2. www.student-funding.cam.ac.uk
3. www.cambridgestudents.cam.ac.uk/fees-and-funding
4. www.studentadvice.cam.ac.uk/welfare/finance
5. www.gov.uk/studentfinance

IF YOU ARE SEEKING INFORMATION ABOUT SUPPORT FOR FINANCIAL HARDSHIP

Most Colleges have a College Hardship Fund and contacting your Graduate Tutor or Tutorial Office is a good place to start. Further financial hardship information can be found at: www.cambridgestudents.cam.ac.uk/fees-and-funding/financial-hardship-support-access-funds.

IF YOU ARE SEEKING INFORMATION ABOUT CHILDCARE OR DISABILITY-RELATED FUNDING

Contacting your Graduate Tutor or Tutorial Office is a good place to start, for both childcare- and disability-related funding. There is a dedicated Childcare Office that you contact for a conversation with a Childcare Information Adviser at childcare@admin.cam.ac.uk.

Further information can be found at the links below:
For disability-related funding, you could direct the student to the Disability Resource Centre at

Student Services Centre,
New Museums Site,
Cambridge CB2 3PT

Phone: +44 (0)1223 332301
Email: disability@admin.cam.ac.uk
Website: www.disability.admin.cam.ac.uk/funding-your-support

IF YOU ARE AN INTERNATIONAL STUDENT WHO HAS AN ENQUIRY ABOUT VISA(S)

International students often have queries relating to their visa or immigration status. These could be relating to the visa application requirements, guidance sought on how a change of circumstances might have implications on their immigration status, help with extending their visa to complete a course or advice on options to switch into a work-related visa. There are a number of post-study visa options that may be available to you as an international student, including two University supported schemes:

1. Tier 1
   a. Graduate Entrepreneur (www.internationalstudents.cam.ac.uk/tier-1-graduate-entrepreneur) for students with a business idea they wish to develop in the UK

2. Doctorate Extension Scheme for PhD students (www.internationalstudents.cam.ac.uk/immigration/work-visasafter-study/doctorate-extension-scheme).

The provision of immigration advice is regulated in the United Kingdom by the Office of the Immigration Services Commissioner (OISC). You can ask them for seeking visa and immigration advice. OISC Immigration advisers can help you with most things to do with immigration, including helping you to fill in the right forms and representing you at a tribunal.
IF YOU ARE SEEKING GENERAL INFORMATION ABOUT A VISA OR IMMIGRATION QUERY

Your first port of call in this case should be the International Students’ website: www.internationalstudents.cam.ac.uk

You can contact the UK Council for International Student Affairs (UKCISA), which is the national advisory body for international students in the UK (of which the University of Cambridge is a member institution): www.ukcisa.org.uk.

You can also contact the Home Office website at: www.gov.uk/government/organisations/uk-visas-and-immigration.

IF YOU ARE SEEKING SPECIALIST ADVICE ABOUT A VISA OR IMMIGRATION QUERY

The International Student Office is the only office authorised at the University of Cambridge to provide immigration advice and services to students. They offer a free, confidential visa advice service on a range of student-related immigration matters. You can know more about them at: www.ist.admin.cam.ac.uk/visa-advice-service or email them at internationalstudents@admin.cam.ac.uk. The team prefer email contact to be made in the first instance but can be reached by telephone on +44(0)1223761806.

The team also provides workshops and webinars on visa advice for Cambridge students or applicants with an offer to study at the University. You can have a look at these opportunities at: www.internationalstudents.cam.ac.uk/immigration/visa-advice-service/workshops-and-webinars.

IF YOU HAVE A QUERY ABOUT PREGNANCY, PARENTAL LEAVE OR CHILDCARE

There are support systems and advisory bodies for student who are studying at Cambridge while expecting a baby or raising a child. You can look at the University resources on the same in the University wellbeing pages on unplanned pregnancy:

https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/unplanned-pregnancy

and the University wellbeing pages on parental leave:

https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/maternity-paternity-and-parental-leave
IF YOU WANT TO DISCLOSE YOUR PREGNANCY AND/OR SEEK INFORMATION ABOUT PARENTAL LEAVE

There is a guidance document on pregnancy and parental leave entitlement for students, which you can access at:


You can contact your Graduate Tutor to ensure that any arrangements needed can be made in good time. The College will then arrange a meeting with your Faculty/Department to discuss how pregnancy may impact on your study and how best to manage any time out of study that may be necessary.

If you are an international student, your College may need to liaise with the International Student Office if you are studying on a Tier 4 Visa and need to take a break from studying as there may be implications to your visa arrangements.

If you do not wish to continue with your pregnancy and/or would like to explore other options, you have a right to privacy in these circumstances.

♫ You can speak to your College nurse or College Counsellor.
♫ You may also wish to seek advice, information and support independently of your College and can do so via your General Practitioner (GP), the Students’ Unions’ Advice Service, the University Counselling Service or the Family Planning Association (www.fpa.org.uk).

If you have experienced a miscarriage, or a still birth, you can access support and advice via your Graduate Tutor, Nurse or Counsellor.

You can also access support via their General Practitioner (GP), the Students’ Unions’ Advice Service (SUAS), University Counselling Service (UCS) and SANDS charity (Stillbirth and Neonatal Death): www.uk-sands.org.

IF YOU SEEK HELP OR INFORMATION ON CHILDCARE SUPPORT AS A STUDENT PARENT

You can contact your College Childcare Contact. A list of contacts is kept up to date here: www.childcare.admin.cam.ac.uk/college-support-student-parents/designated-college-childcarecontacts

The College Childcare Contact will signpost you to the relevant sources of support, including referrals to the University Childcare Office where necessary. They can provide information regarding College family
accommodation and will have knowledge of the financial support available to student parents within your College. They are also encouraged to work with the College in order to ensure that orientation programmes and social, pastoral and academic events are accessible to all student-parents. Childcare Contacts are also encouraged to play a role in organising child-friendly events to enable student parents to meet, as well as facilitate communication between them.

You can also get more information on childcare support systems and provisions at https://www.childcare.admin.cam.ac.uk/. The University has three nurseries, information for which can be accessed here: https://www.childcare.admin.cam.ac.uk/nurseries.

The Childcare Office also provides high quality play opportunities and care for children as part of the University Holiday Playscheme (https://www.childcare.admin.cam.ac.uk/playscheme).

There are also several provisions and support systems outside the Collegiate University, including Childminders, Nannies and Au Pairs, information for all of which is available here: https://www.childcare.admin.cam.ac.uk/childcare-provision-outside-university.

If you think a child is suffering physical, sexual or emotional abuse or neglect or is at risk of significant harm

If you suspect or have a concern that a child may be harmed you should telephone Children Services using one of the following numbers:

- Cambridgeshire children: 0345 045 5203
- Peterborough children: 01733 864180
- Out of Hours Emergency Duty Team (EDT): (01733) 234724

IF YOU HAVE QUESTIONS REGARDING ISSUES OF SEXUALITY OR GENDER IDENTITY

There are support systems and provisions for postgraduate students who are facing questions regarding issues of sexuality or gender identity. If you identify as an LGBTQ+ student, you may face hate speech or crimes.

If you are facing any of these concerns or problems or want to discuss about questions regarding the issues of sexuality or gender identity, there is support and guidance available to you in the Collegiate University.
You can read about the University guidelines and provision for the same in the University wellbeing pages about Helpful contact and resources Gender and LGBT+ section: https://www.studentwellbeing.admin.cam.ac.uk/helpful-contacts-and-resources

What is the situation in the UK?

In the UK, people who identify as LGBTQ+ are protected by law. Discrimination and hatred directed towards someone based on their LGBTQ+ identity is illegal and may result in a criminal conviction. There is also marriage equality in the UK, which means that same sex couples can get married, or may opt for an alternative civil partnership. Transgender people are also able to legally change their gender and have this recognised in various legal documents, such as their birth certificate.

There is currently no recognition of non-binary gender identities, however some government agencies and institutions do informally recognise those who identify as non-binary.

Where can I find information?

- A wide range of information is available of the CUSU LGBT+ website: https://www.lgbt.cusu.cam.ac.uk/
- Stonewall, an LGBTQ+ Campaigns Charity, also has a lot of information regarding LGBTQ+ issues in the UK: http://www.stonewall.org.uk/

Who can I get in touch with?

- To discuss LGBTQ+ issues, you can approach your college MCR rep (who may have different titles, such as LGBTQ+ Rep, Equalities Officer, Liberation Officer etc). A list of reps is available here: https://www.lgbt.cusu.cam.ac.uk/aboutus/college-reps/
- If your college doesn’t have a rep or you don’t feel comfortable speaking to them, you can contact the Graduate Union LGBTQ+ Officer at lgbtq@gradunion.cam.ac.uk
- You can also get in touch with any of the specific representatives of CUSU LGBT+: https://www.lgbt.cusu.cam.ac.uk/aboutus/committee/
- You can also contact your college nurse, counsellor or the University Counselling Service.

Where can I get support for sexual and mental health?

Whether or not you choose to have sex and regardless of the types of sex you may choose to have or who you have it with, it is worth making yourself aware of the risks so you can make informed choices for yourself and support friends who may seek your advice.

If you have any symptoms or concerns about STIs, you should consult your GP or visit a GUM clinic. The webpage https://www.icash.nhs.uk/ is a useful page that will let you find where and when clinics have available appointments and book one.

GUM clinics are confidential and free to everyone – home and international students – and you will not be asked for any form of ID.
The easiest place to get tested in Cambridge is the Lime Tree iCaSH Clinic at

Lime Tree Clinic,
Brookfields Hospital,
351 Mill Road,
Cambridge CB1 3DF.

You can also get in touch with dHiverse for broader questions [http://www.dhiverse.org.uk/](http://www.dhiverse.org.uk/)

The colleges have welfare provision in the form of tutors, nurses, counsellors and welfare, women’s and MCR LGBT+ officers. Look at your college website to see what support is available at your college.

At a University level, the student advice service, the counselling service, and autonomous campaigns can provide advice and support.

Besides the above, there are also a number of LGBTQ+ organisations that can offer specific health and advice:

- Mental health issues for LGBTQ+ individuals: [https://www.nhs.uk/conditions/stress-anxietydepression/mental-health-issues-if-you-are-gay-lesbian-or-bisexual](https://www.nhs.uk/conditions/stress-anxietydepression/mental-health-issues-if-you-are-gay-lesbian-or-bisexual) / and [https://www.mindout.org.uk/](https://www.mindout.org.uk/)
- You can also have a look at the University Advice pages at [http://www.studentadvice.cam.ac.uk/](http://www.studentadvice.cam.ac.uk/) and [www.counselling.cam.ac.uk](http://www.counselling.cam.ac.uk)
- Lesbian and Gay Switchboard: [https://switchboard.lgbt](https://switchboard.lgbt)
- FFLAG – Families and Friends of Lesbians and Gays: [www.fflag.org.uk](http://www.fflag.org.uk)
- Link for transgender support groups: [https://www.transunite.co.uk](https://www.transunite.co.uk)
- National Trans 24 Hour Helpline: 07527 524034 22
- ACE&ARO, Asexuality and Aromanticism: [https://www.thetrevorproject.org/trvr_support_center/sexual/sm.0013pju3q1aa2dx1pf41oxc84dz8p](https://www.thetrevorproject.org/trvr_support_center/sexual/sm.0013pju3q1aa2dx1pf41oxc84dz8p)

**How can I join the LGBTQ+ social events in Cambridge?**

Thanks to social media and mailing lists, keeping track of events is nowadays quite easy.

- The first step should be to have a look at and join some groups on social media, especially Facebook, such as
  - The LGBT+ Grad & Mature Student Socials, University of Cambridge
  - CQH CamQueer History
  - CUSU LGBT+ group

Instagram can also be quite a good resource, and you can easily follow the @cusulgbtplusofficial profile to keep you in the loop.
The spectrum of social events comprises board games and video games sessions, reading or wiring groups, parties, karaoke, conferences, brunches, dinners, workshops, sports, and much more.

- In terms of nightlife,
  - The most popular LGBTQ+ night in Cambridge is Glitterbomb (Tuesdays at Vinyl, ex Kuda). Glitterbomb regularly hosts big Drag Race names like Alaska, Milk and Miz Cracker, plus student drag artists.
  - The other traditional night is the Dot Cotton party, which occurs every first Saturday at Q Club, not far from the Botanic Garden.

- There are plenty of other queer-friendly events, which are usually advertised on the Facebook pages and groups. For instance, you could join
  - ‘Spectrum’, the event organised by Qweirdo and Queer Women in Cambridge
  - ‘Queer Beer’ pub events organised by the Encompass Network - see www.encompassnetwork.org.uk/.

- If you are unwilling to go to University events for any reason or want to meet volunteers, there are various things going on in Cambridge that you could try.

The Kite Trust, 2byou, Fuse, Amnesty International Cambridge, QWiC Queer Women In Cambridge; Queers in Shorts, and Encompass Network host directories of local and national groups and resources including links to LGBTQ+ culture within the context of faith traditions.

- The LGBT+ Book Club at Waterstones is also a great environment for meeting new people and discussing themes under the broad umbrella of the LGBTQ+ community.

**IF YOU HAVE BEEN A VICTIM OF CRIME**

Even though Cambridge has a fairly low number of instances of crime against students, crime still does exist. You can know more about the University policy on crime in the University wellbeing pages on crime:

[https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/crime](https://www.studentwellbeing.admin.cam.ac.uk/support-particular-issues/crime)

If you are a victim of a crime, depending on certain factors (highlighted below), you can try and take the following steps.
IF YOU HAVE BEEN A VICTIM OF A RECENT CRIME

If the situation is that of an emergency where there is ongoing risk to you or others, always call 999 for police support and an ambulance, if needed.

To report less urgent crimes, you should contact the police by dialling 101, which is available 24/7, and comprises of a telephone system that will identify where you are calling from and connect you with the local police for that area. You can also ask a friend or colleague to do this for you, after giving them your explicit consent to do so.

You can also report a crime in person at

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Parkside Police Station,
Parkside,
Cambridge CB1 1JG
Open: 8:00am – 10:00pm
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When reporting a crime, you can be accompanied by someone: this can include a friend, partner, Tutor, CUSU/GU Sabbatical Officer or an Advisor from the Students’ Unions’ Advice Service (SUAS).

As a victim of a crime, you may wish to access support from your Tutor or the College Tutorial Office during the day or the College Porters’ Lodge if out of hours. If the particular crime is a cause of concern for the student-community, the College may also need to put in place other measures for the safety of their members.

The Students’ Unions’ Advice Service (SUAS) can also provide independent advice and support to a student who has been a victim of a crime: www.studentadvice.cam.ac.uk.

What should I do if I experience or witness a hate crime?

- If you experience or witness a hate crime you can report it to the non-emergency police number, 101. You can also report it online at: http://report-it.org.uk/your_police_force
- If the crime is related to an emergency situation you can call the emergency number, 999.
- If you feel anxious or uncertain about reporting a hate crime you can contact your graduate tutor of the GU LGBTQ+ Officer as soon as possible to discuss your options.
- If you witness or experience discrimination within the University you can contact your graduate tutor, the GU LGBTQ+ Officer, Students Unions’ Advice Service or the Office of Student Conduct, Complaints and Appeals (OSCCA).
IF YOU ARE STRUGGLING TO COME TO TERMS WITH A PAST CRIME THAT YOU WERE A VICTIM OF

It is important to know what sort of support you think would be helpful. You may wish to talk to a friend or colleague whom you can trust and confide in; a caring, non-judgmental, listening ear.

If you would like to seek more specialist support, you could contact your General Practitioner (GP) or the University Counselling Service:

University Counselling Service,
Student Services Centre,
New Museums Site,
Cambridge CB2 3PT

Phone: 01223 332865
Email: counsellingreception@admin.cam.ac.uk
Website: www.counselling.cam.ac.uk
Register online: https://forms.counselling.cam.ac.uk/titanium/wcmenu.aspx

Victim Support also provides a confidential phone line for support and information on any crime.

Victim Support, Cambridge
(Mon - Fri 20:00 - 08:00; Sat 17:00 - Mon 08:00)
Phone: 08081689111
Website: www.victimsupport.org.uk
USEFUL LINKS FOR POSTGRADUATE WELFARE

Within the University of Cambridge

1. Student wellbeing pages: www.cambridgestudents.cam.ac.uk/welfare-and-wellbeing
2. University Counselling Service (UCS): www.counselling.cam.ac.uk
4. Students’ Unions’ Advice Service (SUAS): www.studentadvice.cam.ac.uk
5. Careers Service: www.careers.cam.ac.uk
6. Childcare Office: www.childcare.admin.cam.ac.uk
7. Code of practice for Graduate Students: www.cambridgestudents.cam.ac.uk/new-students/manage-your-studentinformation/graduate-students
8. Graduate Union (GU): www.gradunion.cam.ac.uk
9. Cambridge University Student Union (CUSU): www.cusu.co.uk
10. Equality and Diversity: www.equality.admin.cam.ac.uk
11. Fees and Funding: www.cambridgestudents.cam.ac.uk/fees-and-funding
12. International Student Team: www.ist.admin.cam.ac.uk
14. Office of External Affairs and Communications: www.communications.cam.ac.uk
15. Office of Student Conduct, Complaints and Appeals (OSCCA): www.studentcomplaints.admin.cam.ac.uk
16. Student Registry/Board of Graduate Studies: www.student-registry.admin.cam.ac.uk
17. Carer’s Trust: www.carerstrustcambridgeshire.org
Miscellaneous Sources of Support

General Welfare

1. NHS student health: [www.nhs.uk/livewell/studenthealth/Pages/Studenthealthhome.aspx](http://www.nhs.uk/livewell/studenthealth/Pages/Studenthealthhome.aspx)
2. Citizen’s Advice Bureau: [www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)
3. The Mix: [www.themix.org.uk/about-us](http://www.themix.org.uk/about-us)
4. Finding a local GP: [www.nhs.uk/Service-Search/GP/LocationSearch/4](http://www.nhs.uk/Service-Search/GP/LocationSearch/4)
5. Finding a local Dentist: [www.nhs.uk/Service-Search/Dentists/LocationSearch/3](http://www.nhs.uk/Service-Search/Dentists/LocationSearch/3)

Contraception, Family Planning, Sexual Health and Pregnancy

1. Family Planning Association (FPA): [www.fpa.org.uk](http://www.fpa.org.uk)
3. SANDS charity (Stillbirth and Neonatal Death): [www.uk-sands.org](http://www.uk-sands.org)
5. DHIVerse (HIV information and support): [www.dhiverse.org.uk](http://www.dhiverse.org.uk)
7. Chlamydia testing (under 24s): [www.dontpassiton.co.uk](http://www.dontpassiton.co.uk)
8. NHS Sexual Health Hub: [www.nhs.uk/Livewell/Sexualhealthtopics/Pages/Sexual-health-hub.aspx](http://www.nhs.uk/Livewell/Sexualhealthtopics/Pages/Sexual-health-hub.aspx)
10. Brook (advice and support on pregnancy and contraception for young people): [www.brook.org.uk](http://www.brook.org.uk)

Mental Health

1. SANE: [www.sane.org.uk/what\_we\_do/support/helpline](http://www.sane.org.uk/what\_we\_do/support/helpline)
2. Samaritans: [www.samaritans.org](http://www.samaritans.org)
4. Mind infoline: [www.mind.org.uk/information-support/helplines/\#contact](http://www.mind.org.uk/information-support/helplines/\#contact)
5. Student Minds: [www.studentminds.org.uk](http://www.studentminds.org.uk)

Gender and LGBT+ Representation

1. The Kite Trust: [http://thekitetrust.org.uk](http://thekitetrust.org.uk)
3. Gender Identity Research and Education Society (GIRES): [www.gires.org.uk](http://www.gires.org.uk)
4. NHS Gender Dysphoria guidelines: [www.nhs.uk/Conditions/Gender-dysphoria/Pages/policy-guidelines.aspx](http://www.nhs.uk/Conditions/Gender-dysphoria/Pages/policy-guidelines.aspx)
5. Lesbian and Gay Foundation: www.lgbt.foundation
6. CUSU LGBT+: www.lgbt.cusu.cam.ac.uk

**Finances**

1. Student Finance England: www.gov.uk/studentfinance
2. Financial Services Compensation scheme: www.fscs.org.uk
3. The Money Charity: www.themoneycharity.org.uk
5. Money Advice Service: www.moneyadvice.service.org.uk
6. Step Change Debt Charity: www.stepchange.org
7. Cambridge Money Advice Centre:
   www.cambridgemoneyadvicecentre.org.uk/contact-us

**Student Services Centre**

The University of Cambridge has founded a Student Services Centre, on the New Museums site, to bring together student serving support systems and wings, with the objective of providing centralized and efficient frontline support to students in the Collegiate University. It seeks to enhance collaboration and sharing of knowledge between the Units.

The Units that are housed in the Student Services Centre are:

2. Student Operations (comprising of the Office of Student Complaints, Conduct and Appeals (OSCCA), the Student Registry and the International Students Office) -
   https://www.cambridgestudents.cam.ac.uk/student-services-centre/student-operations
4. University Counselling Service - https://www.counselling.cam.ac.uk/
5. Education Quality and Policy - https://www.educationalpolicy.admin.cam.ac.uk/
6. Cambridge Centre for Teaching and Learning - https://www.cctl.cam.ac.uk/
8. Cambridge Admissions Office - https://www.cam.ac.uk/study-at-cambridge

*Address: Student Services Centre, New Museums Site, Cambridge CB2 3PT*
*Website: https://www.cambridgestudents.cam.ac.uk/student-services-centre*