

# WE OFFER FREE, CONFIDENTIAL & INDEPENDENT SUPPORT TO ALL CAMBRIDGE UNIVERSITY STUDENTS.

You can come to the Student Advice Service with any concerns you may have, whether it's the first time you have a question or as a last resort. Students often come for advice on:

• Exam worries • Welfare Concerns • Academic issues • Supervisor Relations • Mental Health Issues • Personal Issues • University & College Regulations • Disciplinary Issues • Financial Concerns

Our friendly Advice team includes four professional advisors. We can provide support by email, phone or video call. If we can't help you directly, we will find someone who can.

## Contact Us:

Our office hours are Monday - Friday 9 am - 5 pm

01223 746999 | [advice@studentadvice.cam.ac.uk](mailto:advice@studentadvice.cam.ac.uk)



# KNOW YOUR RIGHTS

1

## **Know what your contract is with the University/College...**

You've agreed to terms and conditions the University/College has set out in how they've described themselves and their course (e.g. website, prospectus)

2

## **Know what your responsibilities are as a student...**

What does the University/College expect of you? (e.g. regularly attending scheduled teaching, submitting work on time, doing the required reading, taking and passing exams)

3

## **Know what is reasonable for you to expect...**

- You get what you are paying for
- The course you're on is what you've signed up for
- There is a formal process to complain

4

## **Raise concerns/problems early...**

- Identify who to raise your concerns with - the person directly or the responsible officer/service
- Raise matters informally if possible
- Raise matters formally if need be (and be aware of deadlines!)

5

## **Get advice...**

- Speak with your Tutor/Senior Tutor
- Speak with the Student Advice Service

**University and College Resources:** Student Handbooks, Codes of Practice (Postgraduate Students), [Statutes and Ordinances](#), Procedures, Tutorial Office, departmental administrators, website, prospectus, faculty reps, JCR/MCRs, [Cambridge SU](#) etc