

# EDEU: Educational Development & Enhancement Unit | Personal Tutoring Flowchart

Does your tutee have a personal/academic issue that is outside your area of expertise?



Personal Academic

## Personal Services

**The Student Wellbeing Centre**

email: [studentwellbeing@lincoln.ac.uk](mailto:studentwellbeing@lincoln.ac.uk)  
tel: 01522 886400

The Student Wellbeing Team can provide advice on disability, learning differences, mental health and personal concerns that a student has which may affect them.

The University Chaplain provides a multicultural and supportive environment for all students.

**The Accommodation Office**

visit: <https://www.lincoln.ac.uk/home/accommodation/>  
tel: 01522 886195

They can provide practical help, advice and support, resolve issues and concerns, and make referrals to specialist staff if necessary.

**The Student Support Centre / Advice Service**

visit: <http://adviceguidancefunding.blogs.lincoln.ac.uk>  
tel: 01522 837080 | email: [studentsupport@lincoln.ac.uk](mailto:studentsupport@lincoln.ac.uk)

The Student Support Centre acts as a one stop shop for students to gain access to all services. The Advice Service, is an independent, confidential service offering advice to all students on a wide range of issues including: debt, housing, welfare benefits, student funding, immigration, employment, legal issues and more.

**URGENT**

The situation is critical or urgent and requires immediate response. There is immediate danger to the student or others i.e. the student is being violent or has made a suicide attempt.

Call 999 - Request ambulance/police.  
Inform Student Wellbeing Centre on 01522 886400

**CONCERN FOR WELFARE**

You are unsure if there is any immediate crisis, but are concerned there is a change in the individual's behaviour, mental or physical wellbeing.

Contact Student Wellbeing Centre on 01522 886400  
If out of hours ask the student to contact their GP or the NHS on 111

**LOW RISK**

There is no danger to the individual or others, but the person is experiencing work, academic or financial related issues.

Encourage the student to seek support.  
Provide them with information about Student Wellbeing Centre.

**Contact Security**

call: 01522 886062

**Support & Resources for Personal Tutors**

UNIVERSITY OF LINCOLN  
EDUCATIONAL DEVELOPMENT & ENHANCEMENT UNIT

visit: [www.lincoln.ac.uk/edeu](http://www.lincoln.ac.uk/edeu)  
tweet: @LincolnEDEU  
call: 01522 837017

## Academic Services

**Library Learning Development**

[http://library.lincoln.ac.uk/learning-teaching/support\\_for\\_students/](http://library.lincoln.ac.uk/learning-teaching/support_for_students/)

The Library's Learning Development Team can support students in their academic study. Our Academic Writing Support staff and Academic Subject Librarians are there to help with reading, writing, referencing and research skills.

MASH (Maths and Stats Help) is also here to help students with free, relaxed, one-to-one advice, and a range of workshops. Drop-ins available daily.

**Student Support Centre**

email: [studentsupport@lincoln.ac.uk](mailto:studentsupport@lincoln.ac.uk)  
tel: 01522 837080 | 01522 886181

Our friendly and helpful staff can help students with a range of queries.

**Students' Union Advice Centre**

visit: [www.lincolnsu.com/advice](http://www.lincolnsu.com/advice)  
tel: 01522 886006

Provides students with free independent, professional and confidential advice on academic issues from the Students' Union.

**English Language Centre**

email: [Englishlanguage@lincoln.ac.uk](mailto:Englishlanguage@lincoln.ac.uk)  
tel: 01522 886102

Our services are designed to help students to improve in all areas of English language and academic study skills.

**Careers & Employability Service**

visit: <http://uolcareers.co.uk>  
tel: 01522 837828

Our service aims to support students with their careers education needs.

**ICT Services**

visit: <http://www.lincoln.ac.uk/home/campuslife/itservices/>  
tel: 01522 886500

If your students require IT support or advice they can contact ICT Services at any time for help and guidance.

