

An introduction to **firstpoint**



University
of Worcester

Student Services

We're here to help you access
information, advice and support
during your studies.

Whatever's on your mind,

ASK firstpoint



**You can find us in
the Peirson Study
and Guidance
Centre,
St.John's Campus,
Worcester**

firstpoint



01905 54 2551

Monday – Friday
8.30am – 5.30pm

firstpoint@worc.ac.uk

Money Advice Team

Provide students, and potential students, with welfare and financial advice and support.

*What **firstpoint** does in relation to this service:*

- Arrange a telephone appointment to speak to a Money Adviser
- Provide information and advice about eligibility and applying for the Access to Learning Fund (ALF)
- Find tips and advice on budgeting and financial advice from the [Money Advice](#) website

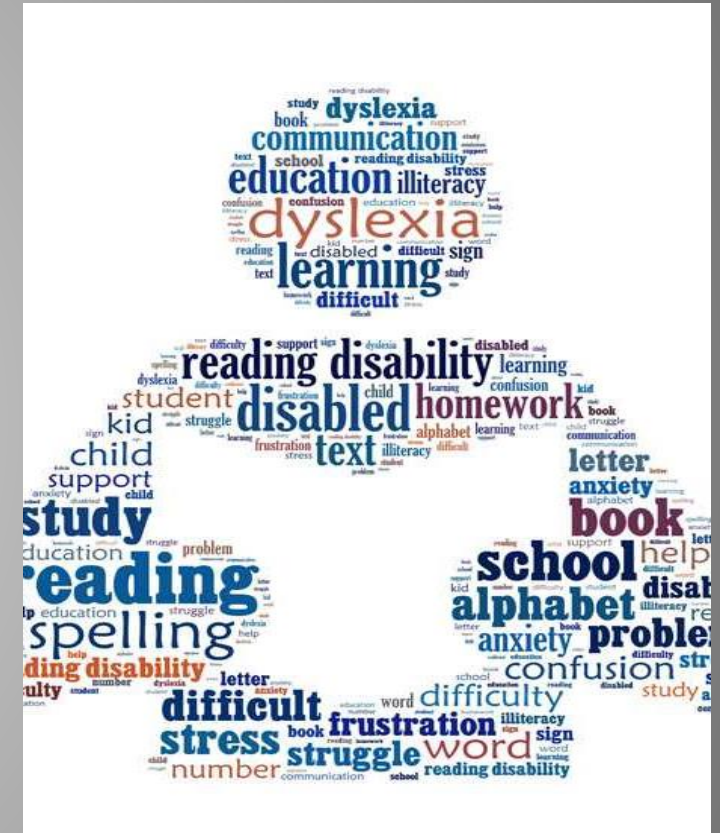


Disability and Dyslexia Service (DDS)

Supporting students who have a disability, medical condition or Specific Learning Difficulty (SpLD) including dyslexia.

What **firstpoint** does in relation to this service:

- Book a telephone advisory appointment with a Disability Adviser - discuss learning support, assessments and Disability Support Allowance
- Explain the SpLD/dyslexia assessment process if you are able to visit Worcester
- You may be able to access a diagnostic assessment closer to where you are studying-reimbursement costs may be available

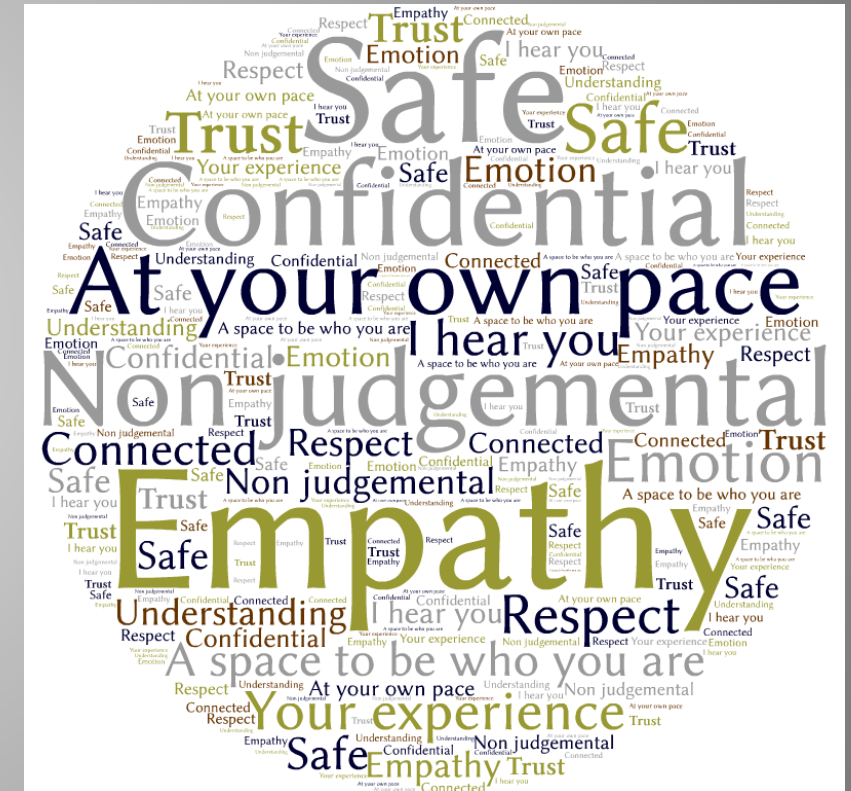


Counselling and Mental Health Team

Supporting students experiencing emotional or psychological problems, so that they can gain maximum benefit from their university experience and develop their potential to the full.

What **firstpoint** does in relation to this service:

- Provide advice on accessing the service and support available
- Counselling appointments can be by telephone
- If you have a Disability Support Allowance with a counselling element, you will receive this locally
- [Self help documents](#) and resources can be found on their webpages

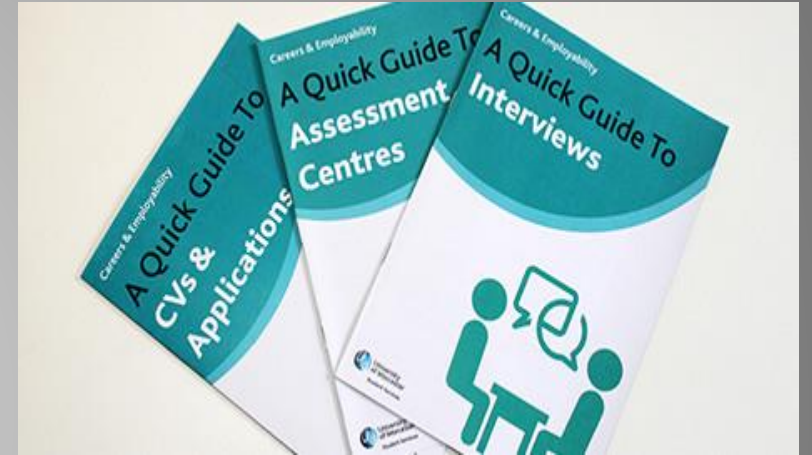


Careers and Employability Service

Works with students, graduates, employers and colleagues, supporting students in the planning and management of their careers and the development of their employability skills.

What **firstpoint** does in relation to this service:

- Provide advice on the service and how to book an appointment with a careers adviser
- Appointments can be by telephone or Skype and are also available after your studies finish
- Register for the [Worcester Award](#) to record extra activities you take part in during your studies
- Access [on line resources and psychometric tests](#)



Study Skills and Library Services



- [Access on-line Study Skills resources](#)
 - **Study Skills advice sheets:** organisation, taking notes, essay writing, revision, minimising stress, using feedback etc.
 - **Resources:** academic writing, assessment advice, critical thinking etc.
- [Use the Library Services](#)
 - [On-line study skills](#): referencing, plagiarism, finding sources, evaluating sources
 - [Use the Academic Liaison Librarian contacts](#) for subject guides and reading lists
 - Use your University of Worcester ID card to access library resources and make interlibrary requests
 - E-mail for advice to askalibrarian@worc.ac.uk

Visit the firstpoint website for more information

firstpoint Home

Your Student Support

How's It Going

Your Course

Certificates, ID and Letters

ICT & Print Services

Travel and Transport

Payments

Appointments

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Other Support

Worcester Students' Union
The [Students' Union](#) is an independent charity, devoted to the educational interests and welfare of all students studying at the University.
Telephone: 01905 543210
Email: studentsunion@worc.ac.uk

University of Worcester Security
Security staff can be contacted 24 hours a day, via main reception at the St John's campus. Most of the security team are able to administer first aid and will contact other emergency services, if required.
Telephone: 01905 855000
Mobile: 07977 973956
Email: security@worc.ac.uk



firstpoint is dedicated to helping students access information and support during their studies.

We are based in the Peirson Study and Guidance Centre on the St John's Campus and are open Monday to Friday from 8.30am until 5.30pm.

Telephone: 01905 542551
Email: firstpoint@worc.ac.uk

Your Student Support
Careers, counselling, study skills, complaints and more...

Your Course
DBS, assignments, modules and more...

ICT & Print Services
SOLE, Blackboard, poster printing & more...

Payments
Tuition fees, fieldtrips, library fines and more...

Guides
Partner Students, Parents and Staff...

Keep In Touch
Social media, firstpoint blog and other news...

How's It Going
Looking for help but not sure what to ask?

Certificates, ID & Letters
Student ID cards, transcripts, student verification and more...

Travel and Transport
Parking permits, bus tickets, bike loan scheme and more...

Appointments
Booking and advice

Accommodation
Lost keys, room transfers, maintenance and more...

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Search for information by title

How to find us

firstpoint is located on the ground floor of the Peirson Study and Guidance Centre, on the St John's campus.

[Click here to see St John's Campus map](#)

