

# 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](mailto: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



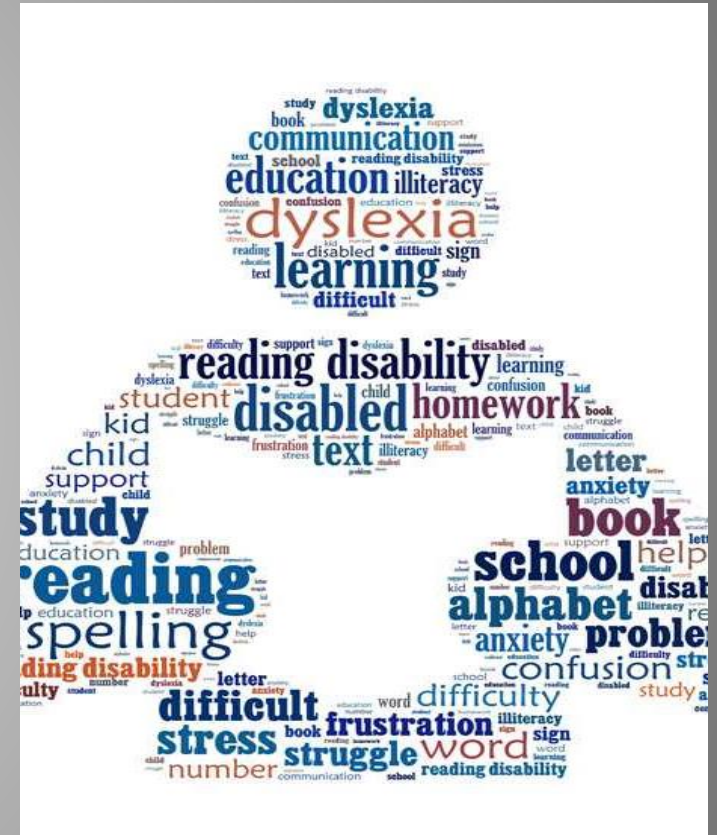


# Disability and Dyslexia Service (DDS)

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

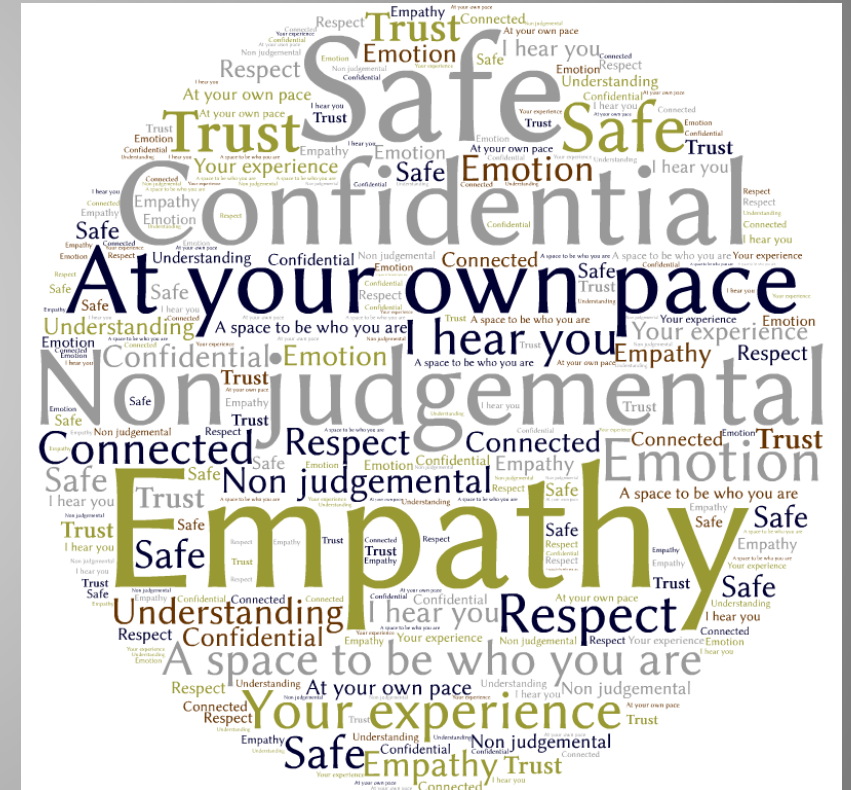


# Counselling and Mental Health Team

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

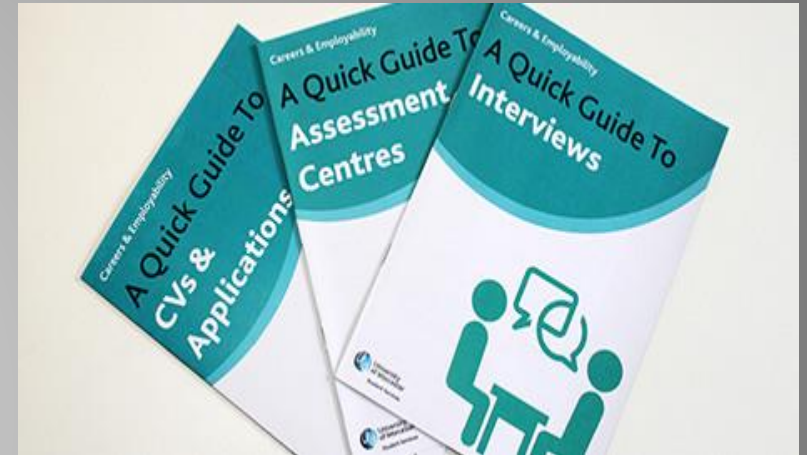


# Careers and Employability Service

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](mailto:askalibrarian@worc.ac.uk)**

# Visit the firstpoint website for more information

The screenshot displays the firstpoint website interface. On the left is a vertical navigation menu with categories like 'firstpoint Home', 'Your Student Support', 'How's It Going', 'Your Course', 'Certificates, ID and Letters', 'ICT & Print Services', 'Travel and Transport', 'Payments', 'Appointments', 'Guides', 'Accommodation', 'Keep In Touch', 'A - Z', 'Other Support', 'Worcester Students' Union', and 'University of Worcester Security'. The main content area features a large 'firstpoint' logo in yellow 3D text. To the right of the logo, a dark blue box contains text about the service's dedication, location, and contact information. Below the logo is a grid of orange buttons for various services, each with an icon and a brief description. At the bottom, there is a 'How to find us' section with a photograph of the building.

**firstpoint Home**

- Your Student Support
- How's It Going
- Your Course
- Certificates, ID and Letters
- ICT & Print Services
- Travel and Transport
- Payments
- Appointments
- Guides
- Accommodation
- Keep In Touch
- A - Z

**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](mailto: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](mailto: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](mailto: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...

**A - Z**  
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.

