

We're here to help!

Have a question? Not sure where to turn for support? Want to give feedback about modules or programmes? We want to hear from you! Both the University and the School of Politics, Economics, and International Relations have a range of resources, sources of support, and ways to ask questions and provide feedback anonymously or confidentially for students.

Sources of SPEIR support and information that are always open to you:

- Your Academic Tutor – for general academic support and questions (your Tutor will meet with you at least once a term)
- Your MA Programme Director
- Your Module Conveners – for module-related questions or concerns
- Your Head of School
- Your Head of Department
- Your PGT Programme Director
- Your PGR Directors
- Your School/Department Director of Academic Tutoring
- Your School/Department Director of Teaching and Learning
- Your School D&I Lead
- Your Student Rep
- Your Student Support Coordinator

Please also take a look at the [University's Guide to Support for Students](#), [SPEIR's Welfare, Inclusion, Diversity, and Equality webpage](#), the University's list of all [Student Policies and Procedures](#), and the guidance on [Exceptional Circumstances](#).

I have a question or concern about...

A Module	<p>You can speak to your <u>module convener, lecturer, or seminar leader</u> in their feedback and consultation hours or contact them by email for questions and concerns about module content or delivery.</p> <p>You can give anonymous feedback in your <u>Mid-Term Module Evaluations</u> and <u>End-of-Term Module Evaluations</u>.</p>
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	<p>You can get advice from the Department ASK Advisor, who can provide assistance with assignment, exams, and coursework.</p> <p>You can speak to your Academic Tutor about general concerns relating to a module or if you're unsure who you should speak to. Don't forget, you will meet your Academic Tutor at least once a term, but you can contact them any time if you have concerns or questions.</p> <p>You can speak to the Department Director of Teaching and Learning.</p> <p>You can contact your Student Rep, who can pass along feedback to staff in your department.</p>
My Academic Performance	<p>If you are feeling concerned about your academic performance, please speak to your Academic Tutor. You can also contact individual module conveners, lecturers, or seminar leaders for issues in a particular module.</p> <p>There are also numerous sources of academic support available to you including the Department ASK Advisor, Study Advice (studyadvice@reading.ac.uk), Maths Support (mathssupport@reading.ac.uk), Academic Liaison Librarians for help with information skills including referencing and finding sources.</p>
An Extension on Coursework or Suspension or Withdrawal	<p>You can submit an Exceptional Circumstances Form on RISIS. You will need to provide evidence.</p> <p>If you are unsure what kind of evidence is sufficient, whether you meet the eligibility, or are unclear on the timing and process, you can contact the Department Director for Academic Tutoring.</p> <p>If you are considering suspending your studies or withdrawing from your programme, please speak to your Academic Tutor. You should also contact the Support Centre through the Ask a Question function on RISIS or on 0118 378 4243.</p> <p>Your dedicated Support Centre is based in the Edith Morley building, and if you wish to speak to a Student Support Coordinator in person the front desk is open from 10am to 12pm and then from 1pm to 5pm Monday to Friday.</p>
Bullying, Harassment and Discrimination	<p>The School of Politics, Economics and International Relations has a no-tolerance policy on bullying, harassment and discrimination.</p> <p>How to Report an Incident</p>

	<p>Students can report an incident of bullying, harassment or discrimination by emailing neverok@reading.ac.uk. If you require urgent assistance, call the University's Security Team on 0118 378 7799 (or 0118 378 6300 in an emergency). If there is an imminent threat to someone's safety, please call 999.</p>
University Policies and Procedures	<p>Students can contact the RUSU Advice Service on advice@rusu.co.uk or on 0118 378 4100. They are located in the Students' Union Building.</p>
Personal Issues, Mental Health, Emotional Difficulties, Conflict, and Welfare	<p>The Student Welfare Team can provide confidential help with mental health or emotional difficulties, the effects of bullying or harassment, crime, abuse, sexual violence, and drugs and alcohol, and students can contact them on studentwelfare@reading.ac.uk or 0118 378 4777. They also offer a drop-in service in the Carrington Building, where you can speak to someone in person. These take place on Monday – Thursday 13:00-16:00 and Fridays 10:00-16:00.</p> <p>For confidential support with mental health or emotional difficulties, students can access Counselling and Wellbeing on counselling@reading.ac.uk or 0118 378 4216.</p> <p>You can also contact the University Chaplaincy in Park House Lodge on chaplaincy@reading.ac.uk or 0118 378 8797.</p>
Disability or Chronic Health Conditions	<p>You can contact the Disability Advisory Service, who can help with diagnosis, reasonable adjustments to teaching and/or assessment, and financial support towards adjustments. They can be reached on disability@reading.ac.uk or on 0118 378 4202.</p>
Immigration or Visa Issues	<p>You can contact the International Student Advisory Service on immigration@reading.ac.uk or on 0118 378 8038.</p>