



STUDENT SERVICES

DIRECTORY

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HOUSING AND COUNCIL TAX

Student Flat Finder

Finding a flat can be difficult, this website is designed to make it as easy as possible. It takes you through where to look, where to live and what to look out for. Run by Edinburgh University Students' Association (EUSA).

www.studentflatfinder.com

Edinburgh Landlord Accreditation

The national database is part of a Scottish Executive website dedicated to the new landlord registration system. You can find more information on the new system on the website as well.

It provides lists of all accredited landlords in Edinburgh. A good place to check if your future landlord or letting agency is any good. Those listed meet some of the basic standards set down by Edinburgh City Council. W:

www.edinburghlandlordaccreditation.co.uk

0131 529 7278

Shelter Scotland

Shelter Scotland provides housing advice. NUS Scotland has worked in conjunction with Shelter Scotland to develop an online student guide which is available on their website.

<http://scotland.shelter.org.uk/home/index.cfm>

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) online service offers independent advice on your rights and responsibilities.

<http://www.adviceguide.org.uk/scotland.htm>

Better Renting Scotland

A useful Scottish Executive run site, giving information for landlords and tenants in the private rented sector.

www.betterrentingscotland.co.uk

Scottish Government

The Scottish Government's website which has legislation and information relating to tenancy agreements.

<http://www.scotland.gov.uk/>

TAX CREDIT AND BENEFITS

Child Poverty Action Group

The Child Poverty Action Group (CPAG) produces regular guides. Their student guide is available online and contains some guidance on tax credits.

0845 300 3900 (0845 300 3909 for text phone)

<http://scottishhandbooks.cpag.org.uk/>

HMRC

More information on qualifying for tax credits, and a tax credit calculator, is available from HM Revenue and Customs

www.hmrc.gov.uk/taxcredits/

DWP

The Department of Work and Pensions (DWP) will provide advice on individual circumstances over the phone or they have online guides that provide more detail than given in this section.

<http://www.dwp.gov.uk/>

INTERNATIONAL STUDENTS

UKCISA

General Advice for international students

www.ukcisa.org.uk/student/immigration.php

UKVISA

Information on how to apply for a Tier-4 visa

www.ukvisas.gov.uk/en/howtoapply/infs/inf29pbsstudent

UKBA

Home office guidance form for Tier 4 Immigration

www.ukba.homeoffice.gov.uk/

HOME OFFICE

The Home Office provides information and guidance on all matters relating to visiting the UK.

www.homeoffice.gov.uk

IMMIGRATION ADVISORY SERVICE

The Immigration Advisory Service is the UK's largest charity providing confidential advice and representation in immigration, asylum and nationality law.

<http://www.iasuk.org/>

British Bankers' Association

The British Bankers' Association (BBA) is the principal trade association for banks operating in the UK. It has information in bank accounts for international students on its website including a downloadable information leaflet for students.

<http://www.bba.org.uk/>

FUNDING

SAAS

The Student Awards Agency for Scotland is responsible for managing higher education student support payments for Scottish and some EU students. They have all their guidance and forms available on-line.

www.saas.gov.uk

Child Poverty Alliance

The Child Poverty Action Group (CPAG) produces regular guides. Their student guide is available online and contains some guidance on higher education student support funding.

<http://scottishhandbooks.cpag.org.uk/>

Student Loan Company

The Student Loans Company can provide information on repayment of Student Loans. However, in the first instance, SAAS should be consulted for guidance. From 2007-08, the SLC function for Scottish students will be managed by SAAS.

www.slc.co.uk

Skill Development Scotland

Skill Development Scotland has produced a leaflet (available at your Students' Union Welfare Point) on learner funding. The leaflet is for students, potential learners and those giving advice to others on funding.

<http://www.skillsdevelopmentscotland.co.uk/>

DISABLED STUDENTS

Skill Scotland

Skill Scotland is the national bureau for students with disabilities. NUS Scotland and Skill Scotland work closely to represent the interests of disabled students. Skill operates an information and advice service, provides volunteering opportunities, informs and influences key decision makers, runs conferences and works with its members.

<http://www.skill.org.uk/>

Skill Scotland and the Scottish Executive have developed a guide for students on NMPH.

http://www.student-support-saas.gov.uk/forms/dsa_support_workers.pdf

Equality Human Rights

The Equality and Human Rights Commission provides online advice and guidance on compliance with the DDA along with support information for education providers and students.

www.equalityhumanrights.com

Scotland Help Line: 0845 604 5510

Child Poverty Action Group

The Child Poverty Action Group (CPAG) produces regular guides. Their student guide is available online and contains some guidance on disabled student funding.

<http://scottishhandbooks.cpag.org.uk/>

HEALTH

NHS

The NHS National Services Scotland's website which has information on current prescription charges.

<http://www.psd.scot.nhs.uk/prescriptioncharges.html>

NHS 24

Comprehensive up-to-date health information and self care advice for people in Scotland.

www.nhs24.com

08454 242424

University Health (QMU)

The University Nurse, Fiona Keighren (nurse@qmu.ac.uk) offers consultations on Monday-Friday mornings 8.30am-12.00pm

Outwith the University's Medical Service, QMU students are cared for by the Riverside Medical Practice, Esk Medical Centre, Ladywell Way, Musselburgh
Available 8.30am-6.00pm Monday-Friday

0131 665 2267

http://www.qmuc.ac.uk/prospective_students/student_services/medical_services.htm

Child Poverty Action Group

The Child Poverty Action Group (CPAG) produces regular guides. Their student guide is available online and contains some guidance on healthcare costs.

<http://scottishhandbooks.cpag.org.uk/>

The Site

Website providing to young people information on sex and relationships; drinking and drugs; work and study; housing, legal and finances; and health and wellbeing.

www.thesite.org/

MENTAL HEALTH SUPPORT

Student Counselling (QMU)

Short-term counselling is offered to all QMU Students facing personal problems which might affect their studies. Counselling is free and confidential.

Appointments, available between 9.00am-5.00pm Monday to Friday can be made by emailing **counselling@qmu.ac.uk**

http://www.qmu.ac.uk/prospective_students/student_services/counselling.htm

Samaritans

Confidential non-judgemental support, 24 hours a day for people experiencing feelings of distress or despair, including those which could lead to suicide. By telephone, email, letter and face to face in most branches.

www.samaritans.org

08457 90 90 90

jo@samaritans.org

Edinburgh Nightline

An anonymous and confidential support & information service run by students, for students. Edinburgh based.

www.ednightline.com

0131 557 4444

nightline@ed.ac.uk

Mental Health Foundation Scotland

Exists to help people survive, recover from and prevent mental health problems.

www.mentalhealth.org.uk

0141 572 0125

BEREAVEMENT

Cruse Bereavement Care

Exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Provides counselling and support. Also offers information, advice, education and training services.

www.crusescotland.org.uk

PhoneLine:08456002227

info@crusescotland.org.uk

National Association of Bereavement Services

Can refer callers to local bereavement support services.

A: 2nd Floor, 4 Pinchin Street, London E1 6DB

T: 020 7709 9090 (helpline)

The Sudden Death Support Association

Helps relatives and close friends of people who die suddenly.

T: 01189 733939 (24 hour answerphone)

DEPRESSION

Breathing Space Scotland

Confidential telephone line for people to call when they are feeling down or distressed.

Tel: 0800 83 85 87

www.breathingspace.scotland.co.uk

Depression Alliance Scotland

Provide those affected by depression and their carers with the information, support, understanding and care needed for the best quality of life.

www.dascot.org

0845 123 23 20

info@dascot.org

MIND

The leading mental health charity in England and Wales. Work to create a better life for everyone with experience of mental distress.

www.mind.org.uk

0845 766 0163

See me Scotland

A campaign to challenge stigma and discrimination around mental ill-health in Scotland.

www.seemescotland.org

0131 554 0218

info@seemescotland.org

Bipolar Fellowship Scotland

Works to empower people in Scotland who are in contact with bipolar disorder

www.bipolarscotland.org.uk

Scottish Recovery Network

Promote and Supports recovery from long term mental health problems in Scotland

www.scottishrecovery.net

Scottish Association for Mental Health

Works to support people who experience mental health problems, homelessness, addictions and other forms of social exclusion

www.samh.org.uk

Dipex

Watch, listen and read interviews with people who have personal experience of depression, and find reliable information on treatment and where to find support

www.Healthtalkonline.org/mental_health/

Mood Juice

Provide self-help resources, information and advice to those experiencing troublesome thought, feelings and actions.

www.moodjuice.scot.nhs.uk

Doing well

A website that give users to measure their own level of depression and to find out what help is available

www.doingwell.org.uk

Living Life to the Full

A Scottish interactive site for depression and anxiety where users can access cognitive behaviour therapy treatments online

www.livinglifetothefull.com

Mood Gym

An interactive site that teaches people to use ways of thinking that will help to prevent depression, based on cognitive behaviour therapy.

www.moodgym.anu.edu.au

ANXIETY

British Association for Behavioral and Cognitive Therapist

www.babcp.com

British Association for Counseling and Psychotherapy

www.bacp.co.uk

British Psychological Society

www.bps.org.uk

First Steps to Freedom

Provides resources about anxiety, phobias and related topics. The Helpline supports people experiencing anxiety and their carers and offers reassurance to people having a panic attack.

www.first-steps.org

0845 120 2916

Anxiety UK

Support and help for those diagnosed with, or who suspect that they have an anxiety disorder. Also help dealing with specific phobias. Online Support by e-mail is available through the website

www.anxietyuk.org.uk

0844 477 5774

No Panic

Aids relief and rehabilitation of people who experience anxiety disorders and supports their families and carers. Help and information is also offered for anxiety-related issues, including tranquilizer withdrawal

www.nopanic.org.uk

0808 808 0545

SELF HARM AND EATING DESORDERS

Selfharm.org.uk

A key information resource for young people who self-harm, their friends and families, and professionals working with them. This site contains sensitive material.

www.selfharm.org.uk

Penumbra

A leading Scottish voluntary organisation working in the field of mental health. Provide an extensive range of person-centred support services for adults and young people.

www.penumbra.org.uk

T: 0131 475 2380

F: 0131 475 2391

National Self-Harm Network

Campaigns for the rights and understanding for people who self-harm and provides information and leaflets.

www.nshn.co.uk

nhsncg@hotmail.co.uk

Self Injury Support

Works to support girls and women in emotional distress, and to develop services and raise awareness of self-harm and mental health issues.

www.selfinjurysupport.org.uk

BEAT (Eating Disorders Association)

UK's leading eating disorder charity. Information and help on all aspects of eating disorders, including Anorexia Nervosa, Bulimia Nervosa, binge eating disorder and related eating disorders.

<http://www.b-eat.co.uk/Home>

Adult T: 0845 634 1414 (over 18s)

Youth T:: 0845 634 7650 (under 19s)

Adult E: help@b-eat.co.uk

Youth E: fyp@b-eat.co.uk

SEDIG

Scottish Eating Disorders Interest Group.

www.sedig.co.uk

ALCOHOLISM

Drinkline - National Alcohol Helpline

Offers help to callers worried about their own drinking and support to the family and friends of people who are drinking. Advice to callers on where to go for help.

T: 0800 917 8282 (issues)

Alcoholics Anonymous

There are over 3000 meetings held in the UK each week with over 40,000 members. The only requirement for membership is a desire to stop drinking.

www.alcoholics-anonymous.org.uk

0845 769 7555 (helpline)

National Association for Children of Alcoholics

Services include information, advice and support to children of alcoholics through its free helpline, and training to professionals who come into contact with children of alcoholics.

www.nacoa.org.uk

0800 358 3456 (helpline)

AL-Anon Family Groups

Offers support for families and friends of alcoholics whether the drinker is still drinking or not.

www.al-anonuk.org.uk

020 7403 0888

DRUGS

National Drugs Helpline (Frank)

Web-site and telephone helpline offering advice, information and support to Anyone concerned about drugs and solvent/volatile substance misuse, including Drug misusers, their families, friends and carers.

www.talktofrank.com

0800 77 66 00 (helpline)

frank@talktofrank.com

Narcotics Anonymous

Non-profit fellowship of men and women for whom drugs become a major Problem. Recovering addicts meet regularly to help each other stay clean.

www.ukna.org

nahelpline@ukna.org

Families Anonymous

Fellowship of self help groups for those concerned about drug abuse, or related behavioral problems of a relative or friend.

www.famanon.org.uk

0845 1200 660

office@famanon.org

Scottish Drugs Forum

Drugs policy and information agency working in partnership to reduce drugs harm in Scotland.

www.sdf.org.uk

0131 221 9300

enquiries@sdf.org.uk

NHS 24: Drug Misuse

Health information and self care advice.

www.nhs24.com/content/default.asp?page=s5_4&articleID=448§ionID=1

08454 242424

Know the Score

A free and Confidential drugs information and advice line

www.knowthescore.info

0800 587 5879

SEXUAL HEALTH

Lauriston GUM Clinic, Edinburgh (GUM = Genito-Urinary Medicine)

Confidential advice, contraception, support, counselling, testing and treatment for sexually transmitted infections, including HIV and AIDS. C:card point for free condoms (aged 13+).

0131 536 2103 (Men)

0131 536 2104 (Women)

Caledonia Youth

Edinburgh-based. Aimed at any young people (under 25s) who want advice, information and support on any aspect of sex, contraception and relationships.

www.caledoniayouth.org

0131 229 1402

information@caledoniayouth.org

Family Planning Association

UK's leading sexual health charity. Aim to enable people in the UK to make informed choices about sex and to enjoy sexual health.

www.fpa.org.uk

0141 948 1179

NHS Sexual Health Helpline

National service giving information and advice about sexual health and pregnancy.

www.condomessentialwear.co.uk

0800 567 123

C:card Scheme

NHS-run free condom service in Edinburgh and the Lothians.

You can have free access to the C card service at your Students Union Welfare Point.

www.ccard.org.uk

TRANSPORT

NATIONAL BUSES COMPANY

National Express

National bus timetables online with National Express

www.nationalexpress.com/home/hp.cfm

Megabus

Low Cost intercity travel in the UK

www.megabus.com

LOCAL BUSES COMPANY

Lothian buses

Over 50 bus services in Edinburgh and the surrounding areas. Also 12 Night Bus routes giving 24-hour service provision to many parts of the city.

www.lothianbuses.co.uk/

0131 555 6363

First Buses

Operate about 300 services throughout the Edinburgh area.

www.firstgroup.com/ukbus/scotland/sescot/home/

08708 72 72 71 (Mon-Fri 08:00-19:00)

RAIL

National Rail Enquiries

Up-to-the-minute advice on journey planning and train services.

www.nationalrail.co.uk

08457 48 49 50

TAXIS

Edina Cars

Edina Cars is Edinburgh's first Carbon Neutral Cab company.

www.edinacars.co.uk

0131 656 9888

AIR

Edinburgh Airport

Over 40 airlines serve over 90 destinations.

The airport shuttlebus (www.flybybus.com) leaves Waverley Bridge every 10 minutes and costs £3 single, £5 return.

www.edinburghairport.com

0870 040 0007

Glasgow Airport

The busiest of Scotland's three main international airports. Over 40 airlines serve around 80 destinations.

www.glasgowairport.com

0870 040 0008

Glasgow Prestwick Airport

Elvis briefly visited in 1960 and now you can too! Cheapish flights to the UK (Belfast, Bournemouth & London Stansted) and Europe. Ryanair is the principal airline. The airport's motto is 'pure dead brilliant'.

www.gpia.co.uk

0871 223 0700

Easyjet

Bargainous flights from Edinburgh to sixteen destinations, and from Glasgow to twelve.

www.easyjet.co.uk

0905 821 0905 (calls cost at least 65p per min)

Ryanair

The world's largest international airline which offers tickets at cut prices. Flying to 27 locations from Glasgow Prestwick, and just to two from Edinburgh, (Dublin and Shannon).

www.ryanair.com

BMI

Fly from Edinburgh to loads of international destinations including Las Vegas.

www.flybmi.com

0870 6070 555 (short haul)

0870 6070 222 (long haul)

TRAVEL

UK Passport Service

Applying for a new passport or need to renew your old one? They have an office in Glasgow. Adult passports start at £66.

0870 521 0410 (24/7)

www.passport.gov.uk

Foreign Office Travel Advice

Accurate, up-to-date information designed to help British travellers to make informed decisions about travelling abroad.

www.fco.gov.uk/travel

Fit For Travel

Travel health information for people travelling abroad from the UK. Provided by NHS Scotland.

www.fitfortravel.nhs.uk

Department of Health Travel Advice

Details how to get medical treatment abroad, including information on the European Health Insurance card

www.dh.gov.uk/travellers

REPRESENTATION

UK Parliament

Find out who your local MP is and lobby them on an issue you feel strongly about.

www.parliament.uk

House of Commons, London, SW1A 0AA
020 7219 3000

Scottish Parliament

Arrange to meet your MSPs (Member of the Scottish Parliament) in the Parliament itself, in their local office or during their regular surgeries in your local area.

www.scottish.parliament.uk

Scottish Parliament, Edinburgh, EH99 1SP
0845 278 1999

Edinburgh City Council

Provides a range of public services to over 444000 citizens and promotes the city worldwide.

www.edinburgh.gov.uk

0131 200 2323

justask@edinburgh.gov.uk

Queen Margaret University Student Union

Representing students, providing entertainment, encouraging and funding societies.

www.qmusu.org.uk

0131 317 3400

union@qmu.ac.uk

UNIVERSITY SERVICES: Queen Margaret

University Health

The University Nurse, Fiona Keighren (nurse@qmu.ac.uk) offers consultations on Monday-Friday mornings 8.30am-12.00pm

Outwith the University's Medical Service, QMU students are cared for by the Riverside Medical Practice, Esk Medical Centre, Ladywell Way, Musselburgh
Available 8.30am-6.00pm Monday-Friday
0131 665 2267

http://www.qmuc.ac.uk/prospective_students/student_services/medical_services.htm

Student Counselling

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http://www.qmu.ac.uk/prospective_students/student_services/counselling.htm

Disability Office

A team of Disabled Student Co-ordinators in academic and support departments, specialist tutors and student assistants, supported by a full time Disability Adviser are dedicated to the provision of information, support and guidance for disabled students.

www.qmu.ac.uk/prospective_students/student_services/disability.htm
disability@qmu.ac.uk

Queen Margaret University Students' Union

Representing students, providing entertainment, encouraging and funding societies.

www.qmusu.org.uk
union@qmu.ac.uk

Careers Service

Aims to help you throughout your course at any stage in your career planning.

www.qmu.ac.uk/prospective_students/student_services/careers.htm
careers@qmu.ac.uk

Accommodation Services

The service provides accommodation on campus but it can also give information and advice to those living off-campus.

www.qmu.ac.uk/services/student_accommodation.htm
accommodation@qmu.ac.uk