Nurse Advisor Clinic
(provided by Deane Medical Centre)

- Drop In Service
- No Appointment Needed
- For Staff and Students
- Wednesdays 12noon to 2pm
- Term Time Only

Speak to a Student Advisor for more information.

Student Feedback
“We’re Listening”

We always welcome comments and suggestions from our students about the services we provide.

You can contact us directly at:

http://www.bolton.ac.uk/StudentServices/StudentAdvisors/FeedbackMethods.aspx

Careers Service & Jobshop
Tel: (01204) 903080
Email: careers@bolton.ac.uk

The Careers Service can provide help and impartial advice to all current students of the University, and to graduates for up to three years after leaving. They can offer practical help and advice on CVs and portfolios, job hunting and skills development. The jobshop is there to help students find part-time work.

Academic Advice and Guidance

Student Advisors are able to assist with advising students on the various academic processes and procedures that exist here at the University of Bolton:

- General Academic Advice
- Mitigating Circumstances
- Timetable Queries
- Module Choices
- Appeals Processes
- Suspending Studies
- Withdrawing from the University

Halls of Residence
Tel: (01204) 903481
Email: accomm@bolton.ac.uk

The University owns and manages two purpose-built Halls of Residence, Orlando Village and The Hollins, which provide 700 single study bedrooms. For more information please contact the Accommodation Team directly.

University of Bolton Hardship Fund
Tel: (01204) 903484

A team of specialist support staff within Student Services administer the Hardship Fund, the purpose of which is to help alleviate unexpected financial hardship and reduce the risk/need of students leaving Higher Education due to financial issues. Each application is assessed on its own merits and an award is not guaranteed.
The Student Services team is based in the Student Centre on Chancellor’s Mall. We are staffed by a team of Student Advisors and specialist support staff and we can provide information, advice and guidance to our students (current and prospective) and staff. The Student Centre is open from 8:45am until 5pm, Monday through Friday. We are open all year round, except for the mandatory shutdowns at Christmas and Easter.

We are the First Point of Contact for the following services:

**Accommodation**
Tel: (01204) 903481  
Email: accomm@bolton.ac.uk

Student Services staff can help students find accommodation either in university owned and managed Halls of Residence or in the private sector. The University has an online private accommodation directory which can be found at www.boltonstudentpad.co.uk.

**Volunteering**
Tel: (01204) 903489  
Email: volunteering@bolton.ac.uk

Volunteering can help to improve knowledge, skills and abilities. It is a great way to enhance employability prospects.

**Chaplaincy**
Tel: (01204) 903415  
Email: chaplain@bolton.ac.uk

There is a quiet room, prayer room and resource area on the ground floor of Eagle Tower. The chaplains offer support whatever your faith, beliefs, or world views.

**Counselling**
Tel: (01204) 903733  
Email: aw8@bolton.ac.uk

The University has a fully qualified counsellor for students and this service is completely confidential. Appointments for this service can be made with the Student Advisors by phone or by email.

**Disability Service**
Tel: (01204) 903478  
Email: disabilityinfo@bolton.ac.uk

The University has a team of Disability Advisors who provide advice and guidance to students and staff who work with disabled students. Support is available for students with physical and sensory impairments; mental health issues; medical conditions and specific learning disabilities which have an impact on day-to-day activities. Disability Advisors are available to discuss any additional learning support requirements. We have appointments available as well as drop-in sessions, details of which are available from The Student Centre.

**Student Funding / Student Finance**
Tel: (01204) 903497  
Email: studentfunding@bolton.ac.uk

The University has a Student Funding Advisor and a Bursary and Scholarships Advisor who specialise in providing advice on grants, loans and budgeting. Drop-In Sessions are held twice each week in The Student Centre.

**Official Letters**
Tel: (01204) 903733  
Email: studentadvisors@bolton.ac.uk

Requests for Official Letters or ‘To Whom It May Concern’ letters can be made online via the Student Portal, at The Student Centre or by emailing the Student Advisors directly on the address shown just above.

**Bank Letters / Council Tax Exemption Certificates**
Bank Letters can be requested online via the Student Portal. Council Tax Exemption Certificates (for local authorities outside Greater Manchester) should be requested online via the Student Portal. Students can simply click on the ‘Student Record’ link shown in the ‘My Details’ box and log in using their username and password. Once logged in there will be a link on the main screen to request either a Bank Letter or a Council Tax Exemption Certificate.

**Immigration and Welfare Service**
Tel: (01204) 903496  
Email: studentimmigration@bolton.ac.uk

The University has an Immigration and Welfare Officer who provides information, advice and guidance to international students.

**Disclosure & Barring Service (DBS)**
Tel: (01204) 903479  
Email: dbs@bolton.ac.uk

The University has a DBS Administrator who processes applications to the Disclosure and Barring Service (formerly known as the Criminal Records Bureau or CRB) for students and staff alike. For all enquiries relating to DBS please contact the DBS Administrator directly.

**Student Liaison Officers**
Tel: (01204) 903595 or (01204) 903229  
Email: slo@bolton.ac.uk

The University has two Student Liaison Officers who offer impartial advice and support to students who have any questions or concerns during their time here. They can also signpost to other services as necessary; offer a Peer Mentoring Service and they also put on study skills sessions every week. For more information or to book an appointment, please feel free to contact them directly.