



LONDON
METROPOLITAN
UNIVERSITY

WELCOME TO THE REAL LONDON



Student **Support** Handbook

Welcome to The Real London

“ Welcome to the **London Met community** – we’re thrilled to have you with us!

I was appointed as London Met’s new Vice-Chancellor in August and I’m really looking forward to meeting with our students. You all contribute to our exceptional community in so many ways, and I will make sure you are at the heart of everything we do. We want you to have the **best student experience possible**. As you embark on this exciting journey, know that we’re here to support you every step of the way.

Don’t hesitate to **reach out** if you need help or advice. Together, we’ll make sure you have a life-changing and rewarding time at London Met!

”

Professor Julie Hall
Vice-Chancellor and
Chief Executive



“ **Hi friend, yes you!** I extend a warm welcome to you as you join the vibrant community at London Met. The Students’ Union is your gateway to numerous activities, opportunities and events throughout your time here.

As soon as you enrol at London Met, you **automatically become a member of the Students’ Union** – congratulations! This membership allows you to join our student groups, access our services and even run for one of our leadership roles.

The Students’ Union is here to **support and champion you** throughout your academic journey. I am committed to making your time at London Met an awesome experience.

”

Awesome Olasope
Students’ Union
President



Here to help you

This handbook is designed to help you **settle into life** at university, make the most of your time here, and excel in your studies.

Inside, you'll find **useful information and guidance** on who to ask if you have questions or need advice, ways to connect and engage with our wonderful community, and opportunities to develop both personally and professionally.

We hope you find it valuable in your first few weeks and beyond, so please **read it carefully** and keep it for future reference.

This marks the beginning of a wonderful journey here at London Met!

“

One of the things I love so much about working at London Met is that I'm helping students achieve their potential.

”

Matt

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Student money and accommodation

Living in London is amazing, but it is important to budget your spending.

Our **Student Money and Accommodation Advice team** are accredited members of the National Association of Student Money Advisors (NASMA). We offer advice, information and guidance on funding for Home students and accommodation for all students.



We're here to support you with:

- money management and budgeting
- student finance entitlements and assistance
- guidance on university hardship funds and bursaries
- understanding the financial implications of changing your course or study
- welfare benefits

As a London Met student you have free access to **Blackbullion's library of financial resources**. The library includes articles and pathways on a range of financial topics such as bank accounts, budgeting, credit cards, insurance and savings. You'll need to create a Blackbullion account in order to access the online library.

“

London Met has helped me to understand how the world works.

Carola

”

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Counselling Service

If you're struggling and need someone to talk to, our confidential and dedicated **Counselling Service** is here for you.

Our experienced team understands the challenges of being a student with multiple responsibilities. Counselling can be **a life-changing experience**, enhancing your time at university and beyond.

We offer **specialist support** for LGBTQIA+ students, students of colour, international students and survivors of domestic and sexual abuse.

A counsellor may be able to help you with what's called 'mitigating circumstances' and/or with an appeals process. This support is usually through regular and on-going meetings.

If you are experiencing difficulties which impact on your studies, then do discuss these with one of our counsellors at an early stage, so that arrangements can be made before any mitigation and appeals deadlines.

Appointments are available **online** or **in person**.



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Disabilities and Dyslexia Service

Our **Disabilities and Dyslexia Service (DDS)** provides information, guidance and support for students with disabilities, Specific Learning Differences (SpLD) eg Dyslexia or Dyspraxia, auditory or visual impairments, long-term health conditions, neurodivergent conditions and mental health conditions.

We are committed to:

- coordinating **support and adjustments** to help you fully participate in university life
- **removing barriers to learning** so you can achieve your academic potential
- treating you with **dignity and respect**
- **responding promptly** to your queries
- promoting **equality and inclusivity**
- **protecting** your personal and confidential information
- upholding the University's responsibilities under the **Equality Act (2010)**

We're here to support you every step of the way. Please **contact us as soon as possible** to register with the DDS so that we can ensure that the support that you need is in place for you.

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International support

The **International Support and Compliance team** at London Met is here to assist you, if you are an international student, by providing specialist advice and comprehensive support.

There is lots of useful information on the **International Advice Student Zone pages** and in your **International Student Handbook** including how to support yourself, keeping your visa safe and managing your finances while studying in the UK.



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Postgraduate support

The **Research and Postgraduate Office** provides support, advice and guidance for our whole research community, bringing administrative, academic, social and external opportunities together with the aim of driving excellence, collaboration and a seamless experience for our research students and staff.



“

If I could give any tips to students starting next year, it would be to remain calm, focus and prepare for every moment.

”

Kamal

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London Met Students' Union (LMSU)



Your Students' Union is here to **represent your voice** on campus and work on your behalf to ensure you have the **best student experience possible**.

Every year you elect a team of full-time and part-time officers to represent you. Your Officers this year are:

Awesome Olasope
President

Nahid Binta Islam
VP Activities and
Opportunities

Mojahar Ali
VP Equity and Welfare

Fahmida Yesmin
VP Education



Volunteer roles

Jigneshbhai Govindbhai Chaudhary
BAME Students' Officer

Sophie Thomas
Disabled Students' Officer

Margarita Damai
Women Students' Officer

With **over 55 societies** to join, you have plenty of opportunities to meet people, try something new and build your community. If you have a passion for a particular hobby, subject, cultural, political or religious interest, we've got you covered! And if there isn't one already, you can **start your own** student society!

Come and find us at the Students' Union for more information.

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THE REAL LONDON

We're delighted you're now part of our **Real London community** – find out what our students, staff and graduates really love about London Met – and London.

I'm from Kansas City – kind of a farm girl, but I wanted to move to a bigger city to practise architecture. I was sat listening to the Cranberries on full blast when I opened the acceptance letter. That letter changed my life.

Hailey

When I first started, I was very anxious. I was 21 at the time and being a single parent was quite daunting. The lecturers and everyone surrounding me were so caring and generous with their time and with their effort.

Scarlett

I grew up in Tottenham – my family came over from Somalia during the civil war in the nineties. My parents have a lot of expectations for me – they want their first-born child to succeed. My entire family were really happy and proud that I got into university.

Diini



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Centre for Equity and Inclusion

The **Centre for Equity and Inclusion** is at the core of London Met, driving our teaching approach, student experience and workplace culture. It's how we bring our commitment to social justice to life.

The Centre aims to highlight and build on the University's strengths, celebrating what we do best. It creates opportunities for students and staff to reach their full potential while fostering a cohesive and harmonious community dedicated to **excellence in social justice**.

Our mission has always been to **transform lives through education**. Throughout the year the Centre delivers a range of workshops and events, culminating in their Annual Lecture.

“London Met is inclusive, it's supportive, it's transparent and they will support you in achieving your goals and your degree in whatever way they can.”

Chrystalle

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Rainbow Room

Our Rainbow Room, which opened in 2023, is a **safe and inclusive space** for all of our LGBTQIA+ students and staff. Inside you'll find comfy couches, colourful beanbags and a range of LGBTQIA+ themed books that you can bring and borrow.

We run a range of **LGBTQIA+ focused events** from craft sessions to workshops at London Met throughout the year – check our webpage and keep an eye on your student newsletter for more information.



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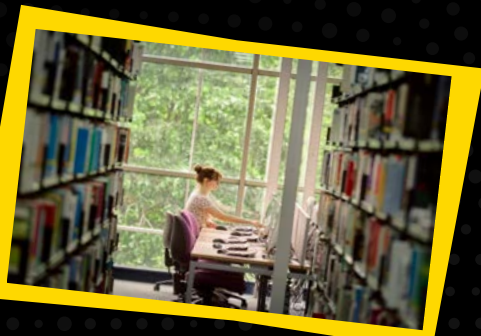
Our libraries

We have **two libraries** which we hope you will enjoy using! One at Holloway campus and one at Aldgate campus which includes a wonderful Materials and Products collection.

During our opening hours, you'll be able to use a range of **quiet and group study areas, computers, laptops and printers** as well as access our collections which are a mix of on-shelf materials, online resources and platforms. Our online resources are available 24/7, on and off campus.

Our library staff include **Academic Liaison Librarians**, who guide and advise you on search strategies and the most appropriate resources to use.

While studying at London Met you will also have access to our **Special Collections**, a valuable resource for research of primary sources and rare books.



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Your 24/7 shoulder to lean on

Download TalkCampus for free, anonymous,
24/7 peer-to-peer student support

 **TalkCampus®**



FIND OUT MORE

Careers and employability

We're here to support your career ambitions from day one. Our **Careers and Employability team** is dedicated to helping you develop the knowledge, skills and experience needed to make informed decisions about your future.

Throughout the year, we offer a range of fantastic **free workshops and events**. Keep an eye on the Student Zone and Careers webpages for the latest information.

If you need **support writing your CV**, think you would benefit from a **careers consultation** or need some advice, get in touch!

If you want to tap into your entrepreneurial side, contact the **Student Enterprise team** on: studententerprise@londonmet.ac.uk.

Our support doesn't end at graduation – you can continue to receive careers advice and guidance for up to **three years after you graduate!**

“

The Careers Service has been a great help in looking at my options after I graduate.

”

Amina

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IT help and support

Online help

IT help and support is available online via our Freshservice portal, where you can:

- log a support request if something is broken or you need something new
- use the chat facility: go to the ITS Freshservice portal then select the 'Click to chat with us' button
- get support 24/7, 365 days a year

Get help in person

Get IT support at the **TechSmart desks in the library**. The team have all studied at London Met, and can provide advice on connecting your devices and general IT support for students.

View the opening times and locations on the IT Help pages on Freshservice.

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Sport, exercise and wellbeing

We provide top-notch facilities to help you stay **active and fit for free!**

Our extensive fitness and wellbeing program offers a variety of **exercise and recreational classes**, giving you lots of opportunities to enhance your health, fitness and mental wellbeing.

We also run a **modern gym** with state-of-the-art equipment at our Holloway campus, and an exercise room in Aldgate campus. If you prefer **team sports**, you'll love our multipurpose sports halls.

London Met students enjoy **free access** to unlimited classes and both gyms.

Join us and stay active!

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Food and entertainment

The Rocket

Looking for the perfect spot to study, relax or catch up with friends? Look no further than The Rocket – the University's **collaborative student hub**. With Wi-Fi, pool tables and board games, you'll have everything you need to work hard and play hard.

And when it's time to take a break, step outside and enjoy the beautiful **courtyard** and venue space. The Cafe space offers a range of hot and cold drinks, with pizzas and paninis.

Food on Campus

All cafes are open for you to enjoy during the academic term, during the following hours, Monday to Friday:

Holloway

- The Junction (8am to 5pm)
- The Rocket (8am to 6pm)
- Highbury Canteen (12pm to 2.30pm)
- Highbury Corner (9am to 4pm)

Aldgate

- The Atrium (8am to 5pm)

Scan for more
about **The
Rocket**



Local options

If you want to stay local, you'll find there are plenty of tasty and budget-friendly choices, whether that's hand-pulled Chinese noodles or Jerk chicken. For food, drink and board games, head to **The Brewhouse**, next to Highbury and Islington station or the **Victoria Tavern** for great pizza and drinks just across the road from our Islington campus. Show your student card for a discount!

Close to our Aldgate campus you'll find so many great cafes, markets, restaurants and vintage shops including **Brick Lane** and **Spitalfields Market**.

Scan for more
about food on
campus



Find your School Office

Art, Architecture and Design

📍 CMG-24 (Ground floor, Calcutta House,
Aldgate campus)

Business and Law

📍 T6-21 (6th floor, Tower Building, Holloway campus)

Computing and Digital Media

📍 T10-02 (10th floor, Tower Building, Holloway campus)

Human Sciences

📍 T10-02 (10th floor, Tower Building, Holloway campus)

Social Sciences and Professions

📍 BEL1-00 (1st floor, Green Zone, Holloway campus
– next to the lifts)

Built Environment

📍 T6-21g (6th floor, Tower Building, Holloway campus)

You have a dedicated School Office that will be your **first port of call** for any queries you may have. Here you can access a variety of services and guidance during your time as a student with us. Scan the QR code for more.

