

SERC...WE'RE HERE TO HELP!

South Eastern Regional College (SERC) cares about your welfare and wellbeing. We offer a comprehensive range of student support services such as Learning Support, SERC Extra and Careers Guidance. We have a free dedicated counselling service available to you in case you are experiencing difficulties and need to speak to someone in confidence.

As a student at SERC, you are automatically a member of the Students' Union, we encourage you to 'get involved' with the range of events and activities that will be organised throughout the year.

Read more about our student services in this leaflet.

STUDENTS' UNION

SERC EXTRA



GET INVOLVED WITH THE STUDENTS' UNION...

SERC has an active Students' Union which organises a range of activities and events throughout the year. Events include a Fresher's Fair, Football Competitions and the Student Formal.

Get involved contact e-mail: studentsunion@serc.ac.uk

SERC Extra is a service designed to assist students who are experiencing difficulties. We have dedicated members of staff based in the four main campuses in Bangor, Downpatrick, Lisburn and Newtownards. They are at hand to speak to you and help overcome any problems that you may have.

Kieron O'Loane, Head of SERC Extra had this to say, "At SERC Extra we act as a point of contact for you if you wish to discuss any issues you may have, whether it be in College or personal life. We will endeavour to point you in the right direction.

"We help students who have perhaps made the wrong course choice, or who are struggling with coursework or who are experiencing financial difficulties. Speak to one of the team and we will help you."

Kieron O'Loane	9267 7225 Ext. 1770	koloane@serc.ac.uk	Lisburn
Julie George	4461 5815 Ext. 6231	jgeorge@serc.ac.uk	Downpatrick
Sian Harvey	9127 6600 Ext. 2662	sharvey@serc.ac.uk	Bangor
David Brashaw	9127 6800 Ext. 3050	dbrashaw@serc.ac.uk	Newtownards



DOWNLOAD THE FREE SERC HEALTH AND SAFETY APP!

Your health and safety is important to us and because of this we have developed the first Health and Safety College induction application in the world for Smartphones.

The app can be downloaded for free from your Apple 'App Store', search SERC Health and Safety.

CARECALL COUNSELLING SERVICE



SERC has selected Carecall as an independent source of support. The service is free to you. Take the first step, lift the phone and contact Carecall to make an appointment or talk to someone who can help. You can call anytime - 24/7, 365 days a year.

For free confidential and immediate support call 0800 389 5362.

LEARNING SUPPORT @ SERC

SERC is committed to offering support and information for students with disabilities, learning difficulties or medical conditions to ensure that they can participate as fully as possible in the academic and social life of the College. If you have a disability/difficulty we can provide a range of support services to help you get the best from your course.

Examples of difficulties can include dyslexia, Autism or Asperger's Syndrome, mental health difficulties or mobility

CAREERS GUIDANCE...

SERC has a team of professionally qualified Careers Advisors who provide a service that is accessible, impartial, confidential and focused on your needs. Their job is to help you make decisions about your course and your future.

The careers service is available to all SERC students and can help you;

- Learn about work and education opportunities
- Complete job applications and CV's.
- Prepare for job interviews
- Make applications for further study
- Plan your career development

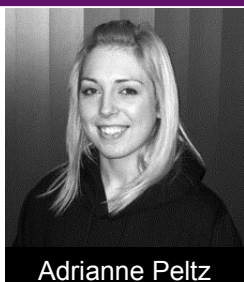
Campus	Adviser	Phone Number
Bangor/Ards	Ciara Harte	9127 6721
Downpatrick	Marian Walsh	4461 5815 Ext: 6273
Lisburn	Laura Thompson	9267 7225 Ext: 1600

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difficulties. Examples of support include additional one-to-one tuition, special exam arrangements or equipment loan.

If you would like further information, please contact the Learning Support in your campus;

Campus	Adviser	Phone Number
Bangor	Jean Liddell	9127 6671
Downpatrick	Clayton Stewart	4461 5815
Lisburn	Wilf Carter	9262 6761
Newtownards	Rachel Millar	9127 6671



Adrienne Peltz

SERC Student Governor - Adrienne Peltz, BA Business Management

Hello fellow students, I am Adrienne Peltz, the Student Governor for SERC. What this means is I represent you to the Board of Governors of the College and can bring to them the views and opinions of students on how the College is run. During my time as Governor, I would like to present a unified voice of the student to senior management, in order for them to understand the issues that face students today. To contact me e-mail studentsunion@serc.ac.uk.

HAVE YOUR SAY...

We value feedback about our services and recognised that you may wish to make a comment, complaint, compliment or suggestion about your experience with the College.

We welcome all such feedback in the spirit of continuous improvement.

To submit a comment go to the Student Intranet Homepage and click on the 'Have your say' article on the News banner.

START YOUR OWN BUSINESS WHILE YOU STUDY...

It doesn't have to be as scary as it sounds. Now is the best time to explore the possibility of starting your own business.

Being able to say you set up your own business at College in these ultra-competitive times makes you stand out from the crowd. We will assign you a mentor to work with you one-on-one to help you take your idea forward. If you are interested then E-mail us:

enterprisedevelopment@serc.ac.uk or call 028 9262 6769.