

# What to do if things go wrong

## If you are in crisis

**If you are in crisis please contact your Tutor or College nurse immediately.** They can refer you to one of the University's Mental Health Advisors (students in crisis are normally seen the next working day). If for some reason you want to speak to someone outside your College (and/or outside normal working hours) there are plenty of places where you can find support - the [Students' Union's Advice Service has a list of listening and phone services](#).

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## Summary

We hope that your time in the Department goes smoothly, but there may be occasions when you need additional support. We've listed some challenges below which could arise during your time here, together with our recommendations for what to do. They are grouped as follows:

- [academic](#) (workload, disabilities which affect your ability to study, rearranging coursework and/or applying for allowances, problems with specific modules or staff)
- [health & wellbeing](#) (physical illness and injury, mental health issues such as depression, anxiety and panic attacks)
- [dignity@study](#) (bullying & harassment, cultural differences)
- [practical](#) (lost University card or databook)

This list is not intended to be exhaustive. There is far more detailed information about welfare and wellbeing available on the [University's webpages](#). If your concern is not listed below please contact us or one of the sources of help listed below.

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## Main sources of help

Remember that there are plenty of people to talk to in Cambridge who can offer help and support:

- your **College** is particularly well geared up to support you as you will have a dedicated Tutor and Director of Studies as well as access to a College nurse and chaplain, plus a JCR/MCR Welfare Officer or equivalent;
- within the **Department** you can come to the Teaching Office or speak to any staff member who you feel comfortable with;
- the University's [Counselling Service](#) and [Disability Resource Centre](#) offer specialist advice and support;
- the [Students' Union's Advice Centre](#) offers free, confidential and impartial support on personal and/or academic matters to all Cambridge University students.

If you are unhappy with the experience you have received from a University department, faculty, service or staff member, the University has a [Student Complaint Procedure](#) for you to use in order to try and resolve the situation.

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## Academic

Concern	What to do
I am finding it difficult to cope with my workload and to prioritise work	You are not alone in finding workload challenging - the Tri first instance - they can help you to prioritise.  The <a href="#">Counselling Service has some useful leaflets</a> on conc

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I have a long term disability* which affects my ability to study and/or to get around the Department  (NB this could include mental health conditions, specific learning difficulties and long-term health conditions such as diabetes and chronic fatigue syndrome)	You can disclose your disability at any time during your studies as early as possible so that we can make any reasonable adjustments. After disclosing a disability and see the <a href="#">DRC's website</a> for further information.  Once you have disclosed a disability the Teaching Office will be able to help you.
I need to take compassionate leave during term to attend a funeral	Try to rearrange your coursework in advance. If this is not possible, speak to your supervisor.
My coursework is scheduled on the day of a religious festival which I observe	Try to rearrange your coursework in advance. If this is not possible, speak to your supervisor.
I have a conflict between coursework activities and an interview	Try to rearrange the interview. If this proves impossible speak to your supervisor through interviews.
I have a conflict between coursework activities and a sporting commitment	If the conflict is with a University sporting competition see your supervisor for sporting commitments or University training sessions.
I am really unhappy about the pace or style of one of my courses/labs	You can report any concerns (anonymously if you wish) via the <a href="#">Feedback Form</a> and they are followed up with the staff members(s) concerned.
I am really unhappy about one of my supervisors/supervision partners	Please speak to your Director of Studies as soon as possible.

## Health and wellbeing

The actions listed below should be followed in the first instance. You should also use the [allowance](#) form if appropriate. The allowance form can be used for any illness, mental health problem, physical injury or other grave cause which, in the opinion of both the student's tutor and the Director of Undergraduate Education, prevents the student from completing their scheduled coursework activities on time, or in some cases at all.

Concern	What to do
I feel anxious and panicky	The University's Counselling Service has a helpful leaflet <a href="#">Anxiety</a> .
I feel depressed	The University's Counselling Service has a <a href="#">collection of useful resources</a> to give advice on when and how to seek help.
I am really stressed and finding it hard to relax	There's a selection of helpful resources listed on the <a href="#">Counselling Service's website</a> to support their wellbeing and ability to study. For further information see the <a href="#">Counselling Service's website</a> .
I am having difficulties with another mental health problem	If you are suffering from another mental health problem please contact the <a href="#">Counselling Service's website</a> which has information covering a range of mental health problems.
I've broken my leg (or suffered another temporary disability)	If you suffer an injury which might affect your studies (or a disability) contact the Department's <a href="#">Safety Officer, Ian Slack</a> , to arrange an allowance.
I've got flu (or another illness)	If you are unwell you are not expected to attend lectures and you should seek support. For <b>acute or longer-lasting illnesses</b> see your <a href="#">Counselling Service's website</a> .
I am concerned about the wellbeing of another student	If you feel that the student is in danger report your concerns to the Director of Undergraduate Education). Otherwise, encourage the student to seek help.

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### Dignity@Study

Concern	What to do
Another student or member of staff has made inappropriate comments	You should report this to the Dignity@Study team.
I feel that I am being bullied and/or harassed by another student or member of staff	There are several ways you can get help. You can contact the Dignity@Study team, your student support officer, or the Student Union.
The academic and social conventions at Cambridge are very different to those that I'm used to	There are many resources available to help you get used to the conventions at Cambridge. You can contact the Dignity@Study team, your student support officer, or the Student Union.

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### Practical

Concern	What to do
I've lost my University card	Report the loss immediately to the Security Office (or email <a href="mailto:security@eng.cam.ac.uk">security@eng.cam.ac.uk</a> )
I've lost a databook	Replacements can be bought from the Teaching Office.

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