

Student Support Helplines

1. PURPOSE AND CONTEXT

- 1.1 Birkbeck University of London, Bengaluru Campus (hereafter 'the Campus') is the India branch campus of Birkbeck, University College of London (UK) (hereafter 'the Home Campus'). The Campus is committed to providing accessible, timely, and effective support to all its students.
- 1.2 This document, the Student Support Helplines, sets out the first points of contact at the Campus for common student support needs, the internal escalation route within the Campus, and the equivalent contact at the Home Campus or with external statutory authorities.
- 1.3 Students may approach any of the contacts listed in this document directly. The aim is to make support easy to access, with a clear escalation path if a need is not resolved at the first point of contact.

2. PRINCIPLES OF STUDENT SUPPORT

- 2.1 The Campus shall be guided by the following principles in the provision of student support:
 - 2.1.1 confidentiality: all conversations with student support contacts are treated as confidential, save where there is a serious risk of harm to the student or to others, or where disclosure is required by law;
 - 2.1.2 non-discrimination: support is available to all students without regard to gender, caste, religion, disability, socio-economic background, or any other protected characteristic;
 - 2.1.3 timely response: students contacting any of the listed support contacts shall receive an acknowledgement within one (1) working day and a substantive response within five (5) working days, save where the matter is a crisis requiring immediate action;
 - 2.1.4 escalation: where a matter is not resolved at the first point of contact, students may escalate to the senior role listed in the matrix. Where internal escalation is exhausted, contacts at the Home Campus or with external authorities are available;
 - 2.1.5 crisis priority: in any life-threatening or serious medical emergency, students should contact emergency services first and then notify the Campus.

3. STUDENT SUPPORT MATRIX

- 3.1 The following matrix sets out, for each common student support category, the first point of contact at the Campus, the internal escalation route, and the equivalent contact at the Home Campus or with an external authority. Phone (P) and email (E) details shall be inserted by the Campus once finalised.

NEED / ISSUE	FIRST CONTACT (CAMPUS)	ESCALATION (CAMPUS)	HOME CAMPUS / EXTERNAL
Academic / programme matters	Discipline Lead P: [] E: []	Head – Academics P: [] E: []	Programme Coordinator, Home Campus (via FHEI Project Coordinator) P: [] E: []
Counselling, wellbeing, mental health	Officer – Learning & Support P: [] E: []	Officer – Student Services & Engagement P: [] E: []	Wellbeing Services, Home Campus P: [] E: []
Crisis or medical emergency	National Emergency / Ambulance P: 112 / 108 E: —	Officer – Student Services & Engagement, then Provost P: [] E: []	
Safeguarding & student welfare	Officer – Student Services & Engagement P: [] E: []	Provost P: [] E: []	Safeguarding Lead, Home Campus P: [] E: []
Ragging or peer harassment	Anti-Ragging Squad (24-hour) P: [] E: []	Anti-Ragging Committee / Provost P: [] E: []	National Anti-Ragging Helpline P: 1800-180-5522 E: helpline@antiragging.in
Sexual harassment (POSH)	Presiding Officer, Internal Complaints Committee P: [] E: []	Provost P: [] E: []	
Discrimination, equality, inclusion	Equal Opportunity Cell P: [] E: []	Officer – HR & Admin / Provost P: [] E: []	Equality, Diversity & Inclusion Office, Home Campus P: [] E: []
Grievance or complaint	Discipline Lead / relevant Officer P: [] E: []	Grievance Redressal Committee / Provost P: [] E: []	University Grants Commission (last resort) P: — E: [UGC online portal]
Fees, refunds, financial assistance	Officer – Finance & Accounts P: [] E: []	Fee Concession Committee / CFO P: [] E: []	—
Visa, immigration, FRRO	Officer – Student Services P: [] E: []	Provost P: [] E: []	FRRO, Bengaluru P: [] E: []
Careers, placements, internships	Manager – Placements & Industry Connect P: []	Provost P: [] E: []	Careers Service, Home Campus P: [] E: []

NEED / ISSUE	FIRST CONTACT (CAMPUS)	ESCALATION (CAMPUS)	HOME CAMPUS / EXTERNAL
	E: [_____]		
IT, account, learning resources	Officer – IT & Systems P: [_____] E: [_____]	Head – Operations & Registrar P: [_____] E: [_____]	IT Services, Home Campus P: [_____] E: [_____]

4. EMERGENCY CONTACTS

- 4.1 In any life-threatening or serious medical emergency, students should dial 112 (National Emergency Number) or 108 (Ambulance Service) first. These contacts take priority over all others in any such situation.
- 4.2 The National Anti-Ragging Helpline is available twenty-four (24) hours a day on 1800-180-5522 and helpline@antiragging.in. Students may report ragging directly through this helpline.
- 4.3 The Officer – Student Services & Engagement and, in their absence, the Provost, shall be notified at the earliest opportunity following any serious incident affecting a student.

5. RELATED POLICIES AND DOCUMENTS

- 5.1 This document operates alongside, and should be read together with, the following policies and constitutions of the Campus:
 - 5.1.1 Grievance Redressal Policy;
 - 5.1.2 Anti-Ragging Policy;
 - 5.1.3 Equal Opportunity Cell Policy;
 - 5.1.4 Gender Sensitization Cell Policy;
 - 5.1.5 Fee Concession Policy;
 - 5.1.6 Constitution of the Internal Complaints Committee;
 - 5.1.7 Student Protection and Continuity Plan.

6. REVIEW AND AMENDMENT

- 6.1 This document shall be reviewed at least once each year by the Provost Office, and at any time that contact details change materially.
- 6.2 The Board reserves the right, on the recommendation of the Provost, to amend, modify, supplement, or replace this document at any time, as it deems appropriate to better serve the objectives set out herein.

Policy Review and Document Control	
Policy title	Student Support Helplines
Applies to	Applicants and enrolled students of all undergraduate and postgraduate programmes for Academic Year 2026-27 (September 2026 and January/February 2027 intakes)
Version	1.0
Effective from	Commencement of the admissions for Sep 2026 intake
Review cycle	Annually, or earlier upon any change