**Route and Sensory map to access the Help and Advice service at the Charles Hastings building at City Campus**

Help and Advice appointments are held at the Students’ Union Hub in the Charles Hasting Building on City Campus. The Charles Hasting Building is located down a side road opposite Worcester Police Station and directly opposite Sanctuary Housing offices. There are gates at the entrance of the campus and once through these gates the reception and SU Hub are up the steps/ramp on the right. As you go through the automatic doors at the top if the steps the SU hub is directly in front of you, set back from the reception area. You will see the welcome desk and behind that, on the right, is the office where appointments are held.

The Charles Hasting’s reception area usually has some background noise. Conversations often take place around the reception and canteen area, and you may hear people passing through the space. Typical office noises such as printers, phones, or typing at the reception desk might also be audible.

At the other end of the reception and SU Hub area, there is a canteen selling food and hot drinks. You may be able to smell things like coffee, breakfast items (hash browns!) and hear the preparation of food and drinks.

Near the door, when coming in, there is an air conditioning and heating unit that provides warm air in the winter and cool air in the summer, you may feel this as you enter the Charles Hasting building.

Help and Advice appointments are held in the office at the back of the SU Hub area, it is a confidential space to talk to an advisor. The room has a window that doesn’t quite close properly meaning there is a possibility you may feel a slight draft or breeze in the room although this isn’t always the case. The room is usually quite warm. Also, you may be able to hear some traffic noise from outside, the sounds of cars and occasionally the sirens of a police car leaving the police station.