

**find
your**
BRISTOL



International
Students'
Handbook

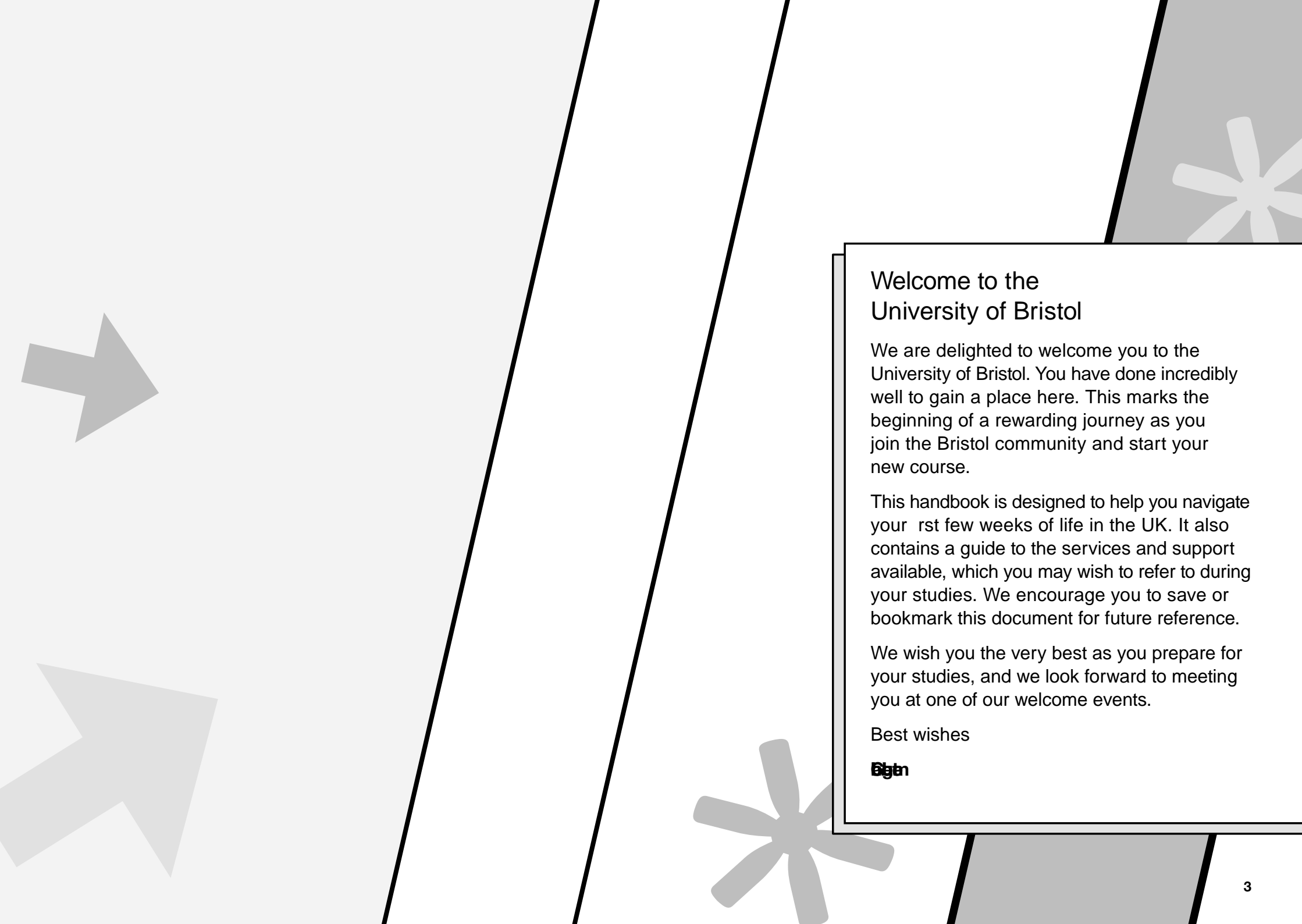
2019/20

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The emergency number in the UK is **9** . If you need help, but it is not a life-threatening situation, call 111 for police and health assistance.



Welcome to the University of Bristol

We are delighted to welcome you to the University of Bristol. You have done incredibly well to gain a place here. This marks the beginning of a rewarding journey as you join the Bristol community and start your new course.

This handbook is designed to help you navigate your first few weeks of life in the UK. It also contains a guide to the services and support available, which you may wish to refer to during your studies. We encourage you to save or bookmark this document for future reference.

We wish you the very best as you prepare for your studies, and we look forward to meeting you at one of our welcome events.

Best wishes

UoB

Before you arrive

Spa

You might already have your visa, but if it hasn't arrived and you have questions, contact **Spa**.

Spa. You can also approach them at any point while you're here for information about Tier 4 visas, biometric residence permit (BRP) cards, registering with the police and working in the UK.

Spa

Before you arrive at Bristol, you will receive instructions about how to **Spa**. Look out for the email and follow the instructions before you leave home. You can collect your student card once you are here.

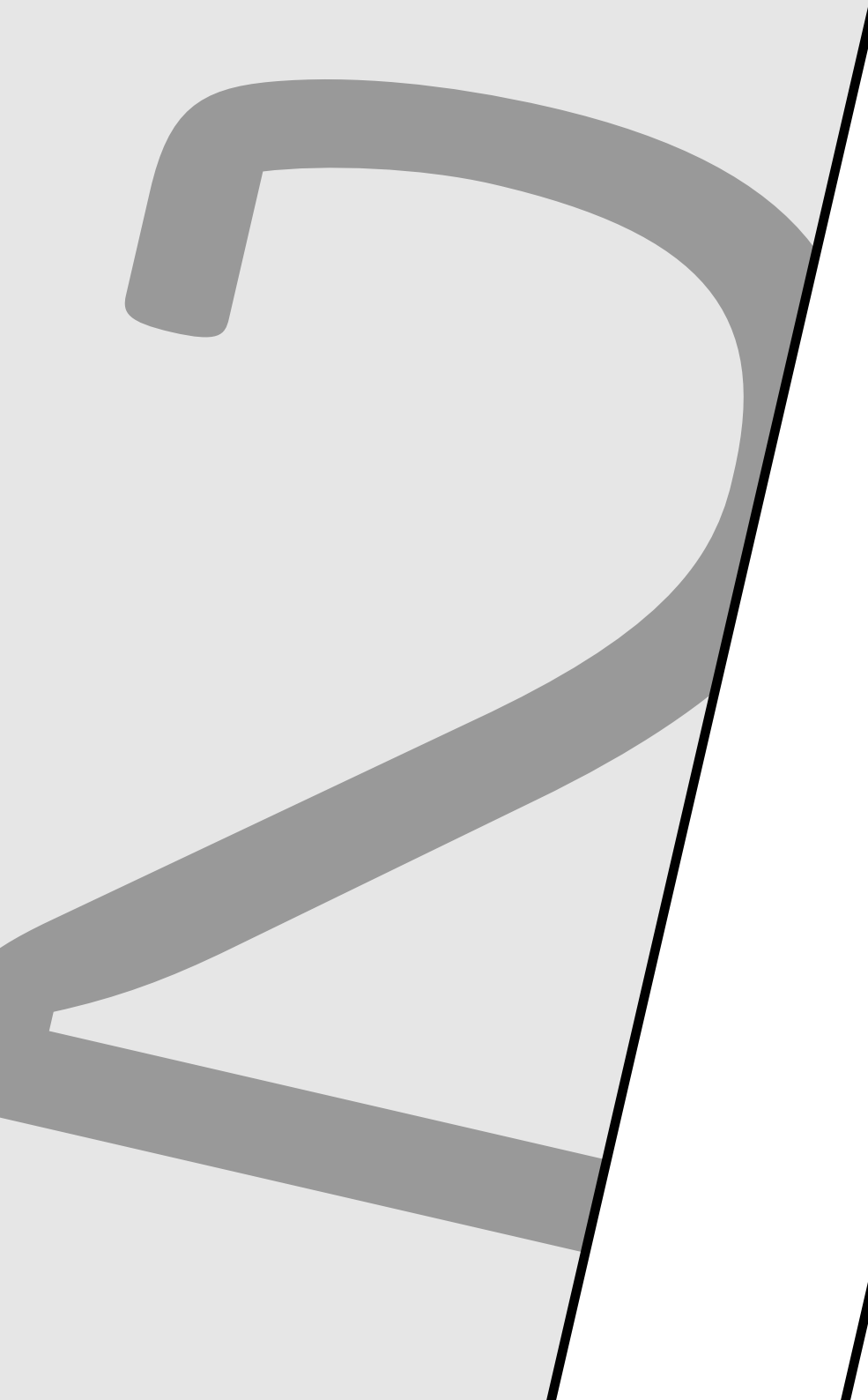
Spa

Depending on your home country, study level and course, you might need to bring important documents with you to Bristol. Details of what to pack will be listed in your registration guide and online:

Spa

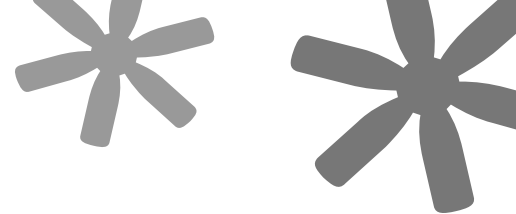
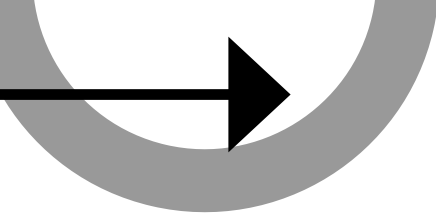
Spa

We offer a free **Spa** service for students arriving during the main welcome periods in June, July and September. Friendly ambassadors will meet you at main airports and stations and direct you to Bristol.



There's lots to discover when you move to a new country. Here are a few useful pointers about British culture, which should help you to settle in. Bristol is a very friendly city, so we're sure you will soon feel at home.





8a
Bristol is home to people of many different faiths. Places of worship include mosques, gurdwaras, Buddhist centres, synagogues and a Hindu temple, in addition to a wide variety of Christian churches. The University's Multifaith Chaplaincy can provide further information as well as pastoral and spiritual support:

8b
We also have several faith-based clubs offering a range of social and religious activities.

8c
Bank holidays in the UK are often called 'bank holidays'. Banks are always closed on these days, as are some places of work. Most shops are still open, with shorter opening times.

8d
Once registered as a student, you are automatically entitled to use the University libraries. You may also join the city's public libraries, free of charge. You need to show proof of a Bristol address and some identification to register. You can join in person or online here:

- 8e**
- i Central Library, College Green
 - i Redland Library, Whiteladies Road
 - i Clifton Library, Princess Victoria Street

8f
Outgoing post is sent through a post box; these are normally red and located on busy street corners, with collection times listed on the outside. Worldwide stamps can be bought in **8g**, while most supermarkets and some stationery shops sell UK first- and second-class stamps for letters. If you want to send larger or signed-for items, you can do so at a Post Office.

8h
There are strict rules about bins in the UK. If you are living in private accommodation you will have different boxes for waste disposal. Follow the instructions carefully to ensure everything is collected. Your landlord or letting agent will provide information about collection days for your property. Make sure you put your bins on the street the evening before.

If you live in University accommodation, recycling facilities are available in most buildings. You will be provided with a blue recycling box, and it is your responsibility to empty the box and separate the contents.

In Bristol, you can normally recycle paper, cardboard, glass, tins, cans, hard plastic, food waste and clothes. Other waste is disposed of in black bins.

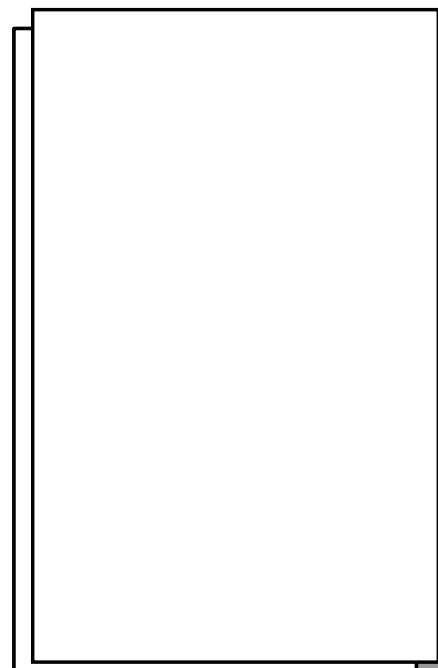


8i
In the UK it is illegal to smoke in public venues. This includes University buildings, bars, restaurants, shops and public transport. Most public places have designated smoking areas outside.

8j
If you have a television in your house or flat, or watch BBC programmes online, you must pay for a TV licence. They can be bought online and last for a year. Your TV licence will cover your whole property, so you can split the price with your housemates.

8k
There are many types of mobile phone smart cards (SIM cards) available in the UK. Most networks offer 'pay as you go' options. You can top these up as required, or pay monthly, through mobile apps. SIM cards are given out for free during the Welcome Lounges in September and January.

If you need to buy a new mobile phone there are many stores near to the University. Search online or ask the Global Lounge team for advice.



Traditional British food

The UK is a diverse mix of cultures, and we love many different types of food. Here are some of our Bristol favourites to try.

- i Look out for locally sourced fish and chips, a real benefit of Bristol's harbourside location.
- i Try a thali at one of Bristol's award-winning Indian restaurants.
- i Enjoy a hearty Sunday roast with all the 'trimmings', particularly popular in colder months and often served in pubs.
- i Bristolians love a good brunch: a slightly larger breakfast served later in the day and often enjoyed with friends.
- i Experiment with international cuisine: from sushi to Ethiopian restaurants, you'll never be short of world flavours.
- i Break out the barbecue in the garden or park. On sunny summer days, families and friends come together to enjoy grilled food outdoors. You can pick up a disposable barbecue from most supermarkets.
- i Bristol has the most Michelin stars of any UK city outside of London, so if you feel like a real treat, a taster menu is a great way to experience fine dining.
- i Tea is a national favourite and in Bristol you can find it everywhere from loose leaf specialists to cheap and cheerful cafés.

British sports events

Nothing brings people together like sport. Any large-scale sporting event in the UK is an excuse to come together to watch the game and celebrate.

Wimbledon

A summer highlight for sports fans. It's known for the white dress code and traditional snack of strawberries and cream in the sun. You can watch it on big screens in city centre locations, at home with friends, or for real in Wimbledon.

Big

Taking place in February and March, this international sporting event brings out everyone's competitive side. Many head to pubs to watch the matches on TV in a lively (and often noisy!) atmosphere. Or to experience the game in person, you could catch a Bristol Bears match at Ashton Gate stadium.

Aggie

Observing the complicated rules and traditions can offer a uniquely British experience. The Bristol County Ground is a 20-minute walk from the campus and hosts One Day Internationals as well as more fast-paced Twenty20 matches.

BBB

Watch fans cheering on their team with passion, humour and plenty of sing-song chants. Reds or blues? Choose either a Bristol City or Bristol Rovers match to get a real glimpse of Bristol's character.

Big

A day at the races is an experience like no other. Look out for cheap tickets for Cheltenham, Chester or Wolverhampton racecourses to experience the occasion.

Keeping healthy

The NHS and the University offer a range of services to help you look after yourself while you are a student.

When you arrive in the UK, it is important to register with a local doctor's service, or GP (General Practitioner) so there is no delay in getting an appointment when you need one. This GP is your main contact for non-emergency medical problems.

Bristol is one of the UK's few universities to have its own Students' Health Service, which provides medical care close to the main campus. You can register with this or another local GP practice. Search for your nearest practice online.

If you have a health problem, tell us about it straight away so we can point you in the right direction for help. You can also talk to academic staff in your school if you are struggling with your work because of these problems.

Remember to take the required forms when you register with a GP.

What is the NHS?

The UK offers a public health service, the NHS (National Health Service) but you can also access private medical care. The following is a guide to the public services available.

When to go to hospital

Eg: Chest pains, breathing difficulty or heavy bleeding

Call 999 and ask for an ambulance, or if you are well enough to travel, go to a hospital Accident and Emergency (A&E) department. There are A&E departments at Bristol Royal Infirmary and Southmead hospitals.

When to see a GP

Eg: Fever, persistent vomiting, ongoing conditions or unexplained pains

For most health complaints, visit your GP's surgery (doctor's office). If you need to visit a hospital, your GP will then refer you for an appointment. If your GP service is closed, or you are unable to get an appointment, you can call 111 or visit a walk-in centre where you wait to be seen. The Bristol walk-in centre is inside Boots in The Galleries shopping centre.



Mha

Eg: Diarrhoea, hay fever, cough or cold

Some minor conditions can be treated using over-the-counter medicines recommended by a pharmacist. You can get advice and buy medicines for minor illnesses at a pharmacy rather than visiting your GP. Pharmacies close to campus include Cotham Pharmacy and Boots.

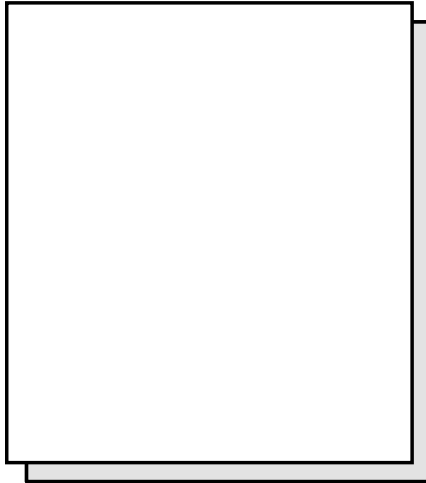
Mh

Eg: Ongoing conditions, depression, anxiety, stress or low mood

In the UK, people are encouraged to talk about mental health. If you have non-urgent mental health concerns, make an appointment to see your GP who will be able to offer medical advice. You can also use the **Mh**, which offer many different types of support, see **Mh** for a list of all the help available.

If you have urgent mental health concerns, which may include experiencing suicidal thoughts, you should contact your GP surgery and request an emergency appointment or call **111** if the surgery is closed.

The **Mh** team can help in very serious situations and is available 24 hours a day on **056**.

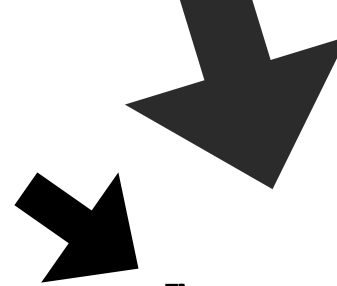


Mh

Teeth and mouth

Once you have registered with a doctor's surgery, you can register with a dental practice. There are NHS and private dentists in Bristol, which you can search for using the **Mh**. Dental treatment can be expensive, so check costs in advance. If you have a dental emergency, call **111** for advice or ask your dentist for an emergency appointment.

You may be able to get **Mh** at Bristol Dental Hospital, where our dental students treat patients under the supervision of qualified dentists, even if you are not entitled to NHS treatment.



Mh

Including glasses and contact lenses

Mh is provided by opticians who are normally found on the high street. An eye test is usually around £20. You need a prescription to buy glasses or contact lenses, and the cost can vary greatly so it is worth looking around.

Mh

Contraception

Attitudes to sex may be different to those in your home country and sex is often spoken about openly in the UK. You are free to live according to your own values and should not feel under any pressure to conform to attitudes of fellow students.

If you become involved in a sexual relationship, you may want advice on avoiding pregnancy and/or STIs (sexually transmitted infections). Practising 'safe sex' is recommended and you can visit either your GP or a family planning clinic, such as **Mh**, for advice.

Mh

Emergency treatment is free for everyone in the UK.

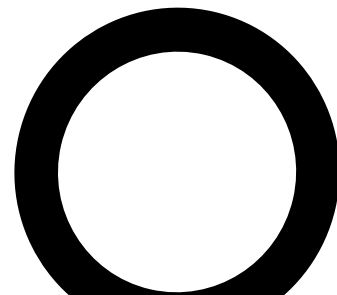
Many international students are eligible for **Mh** healthcare while they are a University of Bristol student. To find out whether you are eligible for free or reduced-cost healthcare, visit the UKCISA (UK Council for International Student Affairs) **Mh**.

The NHS website also provides lots of **Mh** about accessing healthcare as a student.

Mh

Private medical care is also available in the UK. You could choose to take out private health insurance, even if you are also registered with the NHS, as some services can have long waiting times and the NHS does not cover all health-related costs. This is a personal decision and is not compulsory. You can also use private healthcare services without insurance, but this can be very expensive.

Make sure your **Mh** are up-to-date before coming to university.



Explore Bristol: Places

Frequently voted one of the best places to live in the UK, Bristol has no shortage of venues to visit and events to enjoy.

VB publishes up-to-date information on city events. Below is a selection of some popular locations.

Ashton

Discover magnificent old oak trees and grazing wild deer at Ashton Court Estate, which offers free admission. This is a beautiful place

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BZ

Bristol Zoo is the fth oldest in the world and has helped to save over 175 species from extinction. Its ongoing conservation and research projects and award-winning education team make it an enlightening place to visit and appreciate nature.

DB

The lido is an urban oasis in the heart of Clifton, featuring a spa, restaurant, outdoor heated swimming pool, sauna, jacuzzi and steam room.

LW

Leigh Woods, on the outskirts of Bristol, is the perfect place to escape the hustle and bustle of the city. Located just over the Clifton Suspension Bridge, it's a wonderful area for a weekend walk, a picnic, or to discover native wildlife.

M

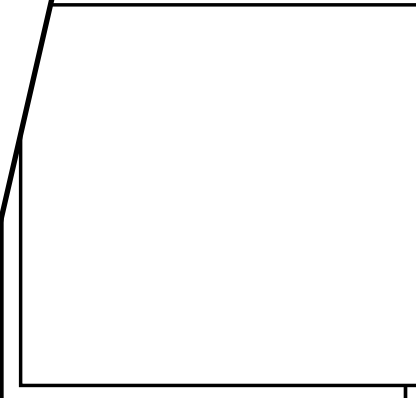
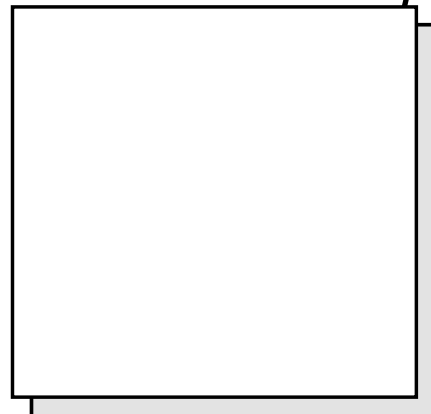
From prehistoric times to the present day, M Shed tells the story of Bristol and its unique place in the world. The extensive permanent collection is free, but you can also nd special exhibitions for a small charge.

BOV

Built in 1766, Bristol Old Vic is the oldest continuously working theatre in the English-speaking world. Its programme offers experimental productions, and its front of house boasts a lively bar and kitchen.

SSG

One of the world's most important historic ships, the SS Great Britain was the rst iron steamer to cross the Atlantic in 1845. Climb onboard and I1.9 6.1 (oa)-13.9J 0.017 4m2/about history and its world-famous 1.96 (n)0.7 (



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BFH

The Folk House runs an extensive programme of recreational, part-time courses and workshops, as well being home to a vegetarian café. Why not start a pottery class, join a choir or learn a language?

SB

This cosy hub in South Bristol is home to a theatre, exhibitions, live music and a café-bar. There's also a weekly food and crafts market.

UBG

UG

The University of Bristol Botanic Garden is located next to the North Residential Village, and entry is free for students. It's a great place to take a break, have a stroll and learn about plant evolution.

BR

Bristol is well located to explore the rest of the UK. It's close to Bath, Exeter, London, Cardiff and many other places of interest across the South West of England and Wales.

There are great train connections from Bristol Temple Meads station, or you can travel by coach from Bristol Coach Station. Further information can be found on **B3**.

The Global Lounge team organises trips for Bristol to many other cities of interest.

Bristol International Student Centre (**BISC**) is a registered charity with a Christian ethos supporting international students of all faiths and none. They organise a lot of activities, as well as run trips and tours throughout the academic year.



Explore Bristol: Shops

Shops are generally open from 9 am to 6 pm, Monday to Saturday. Supermarkets and large shops are open later during the week, and usually close at 4 pm on Sundays.

RSdMB

These are the closest shopping streets to the main campus, called Clifton Campus. Here, you can find supermarkets, a pharmacy, a Post Office and stores for homeware essentials, as well as vintage shops, cafés and restaurants.

FTS

dB

These areas, sometimes referred to as 'the centre,' have the largest selection of high street shops in Bristol. They are about a 15-minute walk from the main University campus.

- i In The Galleries you'll find a Post Office (inside WHSmith stationery store), an Argos shop with a catalogue of homeware and gadgets, and Boots, the largest pharmacy in town.
- i High street (chain) clothing stores, such as Topshop, H&M and Primark can be found nearby. Primark sells bedding and clothes at low prices.
- i Wilko is a cheap option for most homeware and cleaning essentials. Debenhams, House of Fraser and Marks & Spencer department stores also stock homeware but can be more expensive.
- i There is an Apple Store in Cabot Circus. Other phone stores nearby include Vodafone and Carphone Warehouse.

Everything is close together: shops, supermarkets, clubs. We have the beautiful harbourside, Clifton Suspension Bridge and so much more not far from the University... It is very easy to explore Bristol!

LLB (LLB Law)
Kenya

Ch

There are plenty of charity shops in Bristol where people donate items with profits going to charity. The British Heart Foundation shop sells furniture and homeware in the centre. Cotham Hill and Gloucester Road have many charity shops selling clothes, homeware and books, and the Oxfam charity shop on Park Street has hundreds of popular book donations.

H

There are plenty of hairdressers in Bristol, and many offer student discounts. For hairdressers specialising in African hair near campus, try:

- i Coccocheno Hair & Nail Salon, Nelson Street
- i Gaudi Hair, Baldwin Street.

Large supermarkets often contain food from across the globe, but Bristol also has lots of specialist grocers.

Big

There are a number of big chain supermarkets in the UK. Most have shops near to the University campus or our residences.

The best way to find your nearest one is to search using an online map and look for these names:

- i ALDI
- i ASDA
- i Co-op
- i LIDL
- i Marks & Spencer
- i Sainsbury's
- i Tesco
- i Waitrose

Big

African, Caribbean and halal food

- i Kalahari Moon, St Nicholas Market
- i Malik's, Stapleton Road, Easton
- i Super Mashriq Halal Butchers, Ashley Road

Asian supermarkets

- i 168 Oriental, Park Street
- i Wah Yan Hong Oriental Food Specialists, Denmark Street
- i Ding Sing Oriental Supermarket, Fairfax Street
- i Wai Yee Hong, Eastgate Road

Middle Eastern supermarkets

- i Al-Noor Supermarket, Stapleton Road

European supermarkets

- i El Colmado, Gloucester Road
- i Viandas Spanish Deli, Park Row
- i C&T Licata & Son, Picton Street
- i Paprika Store, Old Market Road
- i Eastern European Food Stores, Gloucester Road
- i Eastern European Food Centre, Ashley Road

Explore the University

Do you want to learn more about other cultures and meet new friends? See what the Global Lounge team can offer.

Right

The University of Bristol is launching a programme of cultural and social activities under the name of 'Global Lounge' in autumn 2019. In future the Global Lounge will be a physical space, but in the meantime it will host activities and events in various locations across the campus and city.

Bristol is filled with many diverse communities. The **Right** team brings these groups together so they can learn from each other. Each year, a full calendar of events will be available for all University of Bristol students; join us as we celebrate international festivals such as Diwali, Nowruz or Thanksgiving and visit nearby places of interest, such as Stonehenge, Cheddar Gorge or Oxford.

If you or your student society are interested in organising an event to showcase one of your own cultural celebrations, email



The team can support you with marketing, and help make your event inclusive for the whole University community.

Students' Union and clubs

The University of Bristol Students' Union (Bristol SU) exists to help all students have the best possible time while they are at Bristol. It aims to give students a voice, to help you experience new activities, to access the advice and services you need, and to meet new people. The Students' Union is run by elected full-time student officers and is based in the Richmond Building.

BBB

The **BBB** has its own student bar and restaurant, selling good value food and drinks and featuring a lively calendar of events. It's called the Balloon Bar and is in the Richmond Building.

The Students' Union runs regular comedy events, bingo nights and karaoke evenings to bring people together. Live music takes place during the weekends in the large venue on the first floor, the Anson Rooms.

BB

In the Students' Union, you can find The Basket, which sells University branded items such as jumpers, scarves and keyrings. This is on the ground floor next to the Balloon Bar.

BB

In The Basket you can buy a **TOTUM** card, which provides student discounts for many online and physical shops nationwide. Your TOTUM card also comes with **ISN**, which gives you many international discounts. At the time of writing, a one-year TOTUM card costs £12, two years cost £22 or three years cost £32. You can also buy your TOTUM card online.

Bristol SU helps its students run more than 400 societies and sports clubs. Whether it's well-known sports like football, rugby or running, or something more unusual (Quidditch, anyone?), Bristol SU has a huge range of options.

ISN

The **ISN** represents international students with all aspects of the international student experience, including campaigning against discrimination and breaking barriers. The International Officer supports the international student community through the International Students' Network.

ISN

The **ISN** welcomes all international students through socials, campaigns, forums and more. Hosting many exciting events, such as a Global Carnival, the network offers a supportive community run by students.

ISN

There are many other **ISN** within the Students' Union, from LGBTQ+ to Wellbeing networks.

ISN

ISN is a great way to discover the city and give back to the local community. Bristol SU can help you find wide-ranging projects such as gardening, school workshops and helping the homeless. There are hundreds of charities and community groups looking to recruit volunteers. For opportunities delivered straight to your inbox, sign up to the SU newsletter. They can even help you develop your own volunteering project.

ISN

Depending on your choice of volunteering project, you might need to apply for a DBS (Disclosure and Barring Service) check. This process can take a few weeks, so keep this in mind if you want to get involved. If you think you might want to volunteer in Bristol it is worth securing a Criminal Record Check (sometimes called a Certificate of Good Conduct) from your home country before you arrive, as this will speed up the process. For full details visit:

ISN
f **ISN**

Accommodation

Information

In our residences you'll be living with a mix of other students from both the UK and around the world. Be brave and say hello to other students you meet – remember they are feeling as new and nervous as you. When it comes to getting along with your housemates, if everyone tries to be considerate with things such as noise and using the kitchen, and at the same time tolerant of one another, then you should all get along nicely.

The Senior Residents for your accommodation will be arranging to meet you and your flatmates during the first few weeks of term. Make sure you go along to the meeting, as your Senior Resident will be an important contact and it's a great way to get all the flatmates together.

Private Accommodation

Depending on the length of your course and your accommodation requirements, you may need to look for private accommodation at some point during your stay in Bristol.

The **Accommodation Office** is available to provide advice on finding private accommodation. They produce a range of factsheets which include information on avoiding scams, personal safety, where to look for accommodation, guarantors and booking accommodation from abroad. They also organise a housing advice fair to help you get started.

Accommodation Office

In some cases you may need to find accommodation for less than an academic year. It is worth noting that finding accommodation in Bristol (particularly in areas close to the University campus) is competitive, so being open to compromise is a good idea. The Accommodation Office produces information on finding short-term accommodation, and also runs a bulletin board where you can find vacancy listings.

Accommodation Office

Take a look at the online guide for your residence to get all the information you need on life in your halls of residence – from where to get your post, through to what to do if you lose your keys.

Accommodation Office

If you are living in a University residence and need support, your first point of contact should be your **Accommodation Office** team in your residential village.

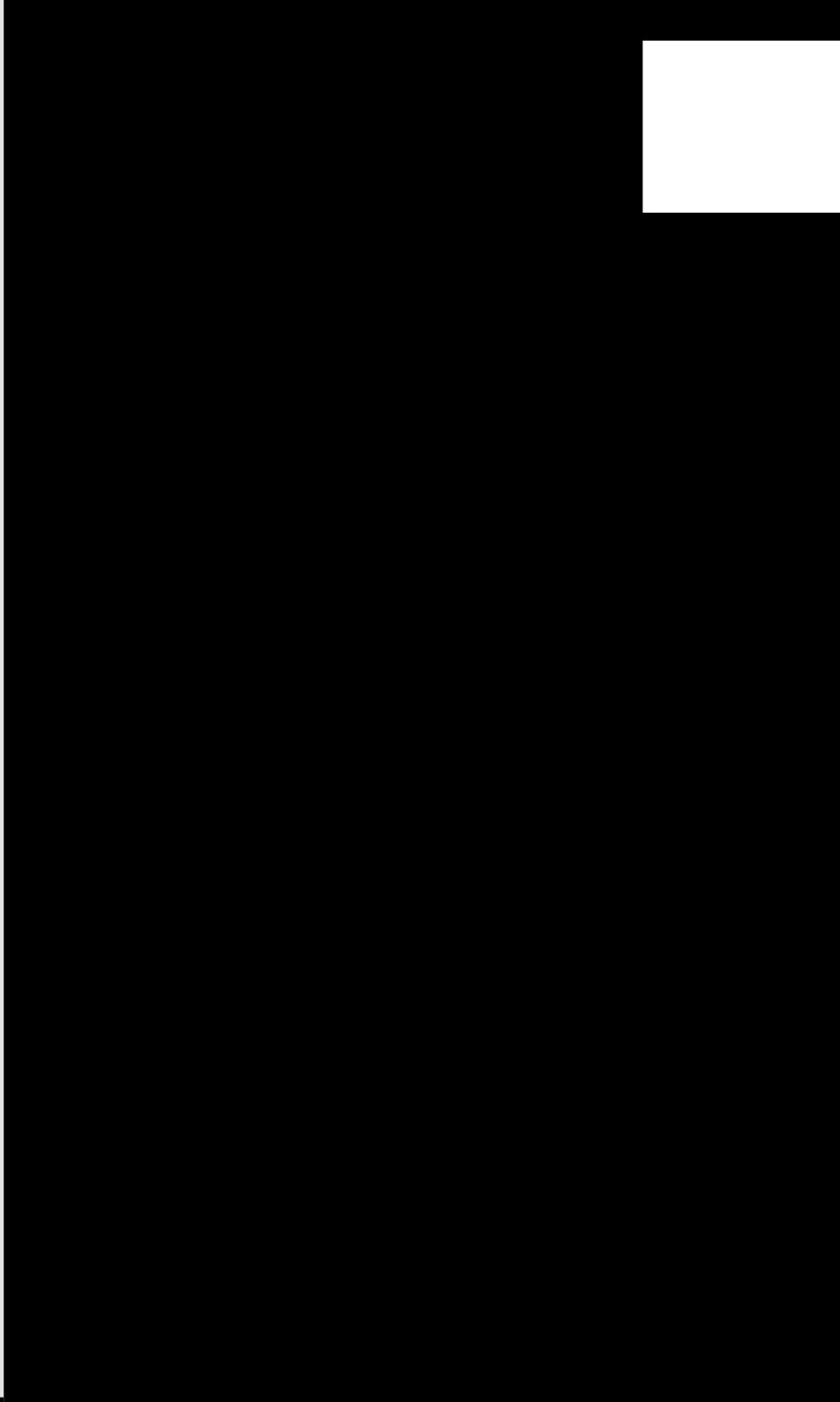
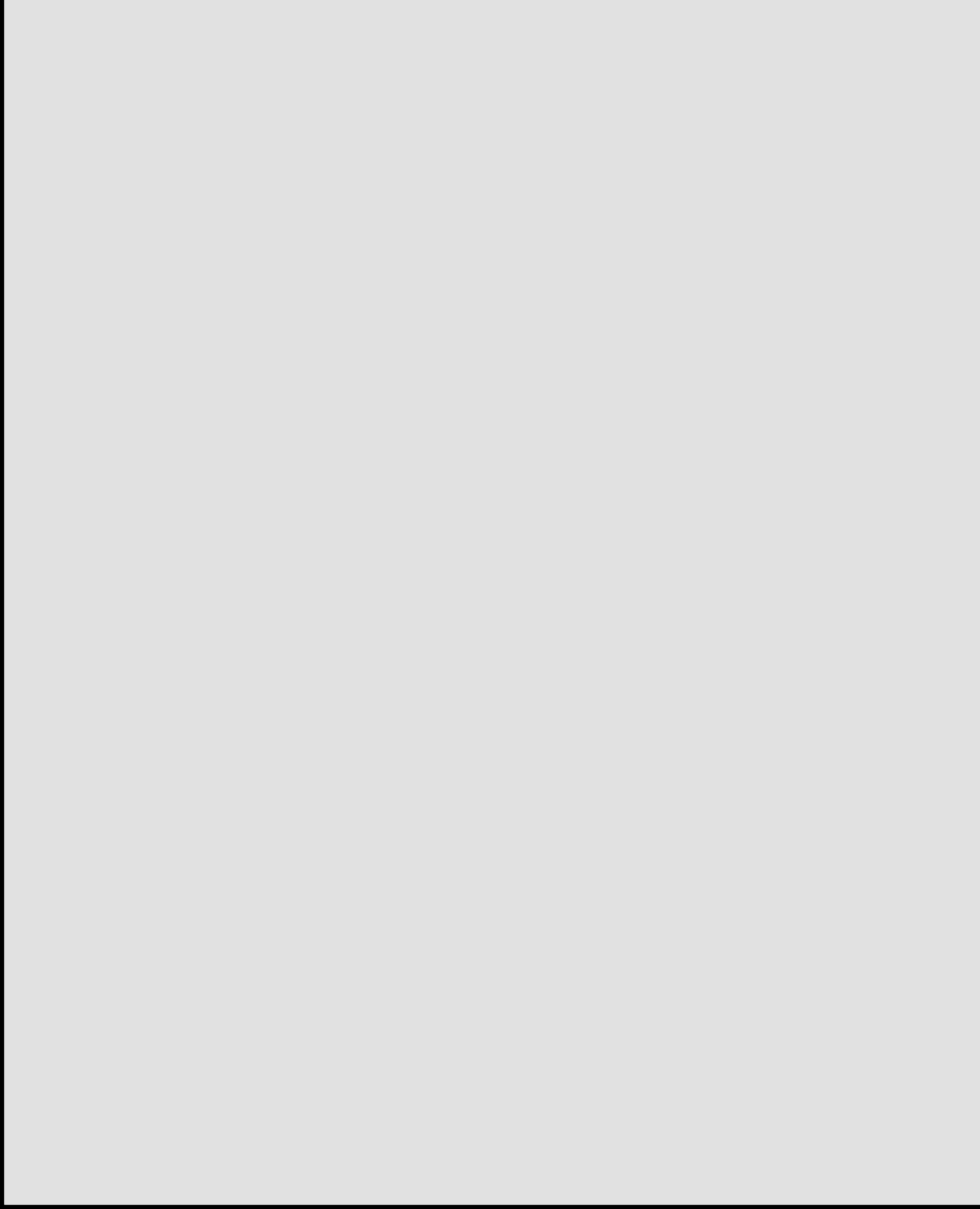
Language Café

Learning a language is all about practice, and there are plenty of ways to improve your skills while at Bristol.

From Autumn 2019, the **Accommodation Office** team will run a weekly Language Café. This will be a great opportunity to practise your language skills, meet new people and get involved in the global community here in Bristol.

Accommodation Office

Many students can learn a modern language as part of their course, and the levels range from beginner to advanced. Find out more online:



Transport and travel

Travel within Bristol

B
The bus services in Bristol run frequently Monday to Saturday, with a reduced service on Sundays. **First** is currently the main bus company operating in Bristol. You can download the First Bus app to buy cheaper tickets with your University student card.

You can buy your ticket on the bus with cash or contactless card payment, or in advance using the app. You can only get on or off a bus at a designated bus stop. When your bus is approaching, you should hold your arm out to let the driver know you want to get on. Some buses don't tell you when the next bus stop is approaching, so pay attention. You must press the stop button to stop the bus.

If you live in University accommodation, you might receive a **free** for the U1/U2 bus service.

T
Taxis are a good – if expensive – way to travel around the city late at night or when it is not convenient to get a bus. **Black Cab** is a taxi firm based in Bristol, and you can ring them to book a taxi on **0117 925 1111**. If you find yourself without money in an emergency, you can give the taxi firm your University of Bristol UCard and pay the fare later.

G
Bristol is a compact city and it is easy to travel around on foot or by **bike**. If you cycle, you must use lights after dark and ride on the left side of the road, and you should also wear a helmet and invest in a secure lock.

Travel within the UK

C
Travelling by coach (long distance bus) is cheaper than train travel, but takes longer. Bristol is a useful base for travelling by coach, offering direct connections to London, Birmingham, Manchester, Scotland and Cardiff.


If you are aged 16 to 26 you can buy a Young Person's Coachcard to get a $\frac{1}{3}$ discount on coach travel with **National Express**, the main coach operator of Bristol Coach Station. This currently costs £12.50 for a year or £30 for three years.

If you have a TOTUM student discount card, you are entitled to a 10% discount with **Bluestar**, a popular budget coach operator.

R
The UK has a very good rail network. If you are aged 16 to 30 you can buy a **Young Person's Railcard** that will save you $\frac{1}{3}$ on your rail fares. On UK trains, you generally must buy a ticket before boarding.

Support directory

There is plenty of support available at Bristol. Some of these services might be new to you, so we have created this directory to explain what the services are, who they are for, where to find them and whether they are free.


You might feel a bit nervous about using these services, but remember that all staff are familiar with a range of student concerns and are here to help. You shouldn't hesitate to seek advice, no matter how small the issue. If you aren't sure where to go or who to ask, you can visit the  and they can direct you to the correct team to help. Almost all services are free and available to all students.

The Information Point is on the ground floor of 5 Tyndall Avenue, on the main campus and can be contacted in person, by phone or email.



“

I signed up for a peer mentor who is a third-year student from my course. She told me what to take note of for the course and offers me guidance whenever I need it.

 (BSc Psychology)
Malaysia

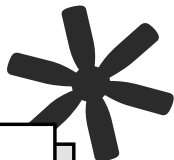


If you need some extra support, we provide a variety of help. From Student Wellbeing Advisers to the Students' Health Service and from study support resources to your subject librarian, there is always someone available.

Health and wellbeing

Code	Description	Location	Availability
66 6h 6d 6n	Courses to develop your academic language and literacy, equipping you with skills that complement and enhance your studies	6h 6d 6n	Free and available to most students
6A	Information, advice and guidance on University policies, processes and procedures (including appeals, extenuating circumstances, changing course, and disciplinary action)	6h 6p	Free to all students
6W 6ia (PASS)	Weekly student-led study sessions where you can ask questions about course material and student life	6h 6p	Free, available to undergraduates on participating subjects
6B (undergraduate or postgraduate taught students) 6p (research students)	Questions about your course, help with academic or personal development, and advice on your studies	You will be given these contact details at the start of your course but speak to your school if you don't have them.	Free to all students
6S	Workshops and tutorials covering topics like critical writing, academic reading, projects and dissertations, presentation skills, group work and revision techniques		

Code	Description	Location	Availability
6p 6e	Confidential advice and study support for disabled students, including those with: dyslexia, ongoing health and mental health conditions, attention deficit conditions, Asperger syndrome/autism, visual or hearing impairments, and mobility difficulties	6h 6e	Free to all students
6h 6p	A welcoming space for people of any faith and none to drop in for a chat, a coffee, a quiet room or to talk to a chaplain about any issues you are facing. The website offers information about worship centres and organisations in Bristol for all faith communities	6h 6p	Free to all students
6h 6p	A fellow student usually taking a similar subject who can help as you are adjusting to Bristol, listen when you need to talk and answer any questions you have about your course or university life	6h 6p	Free First-year undergraduate students only
6e 6p	Confidential, individual and group support from qualified counsellors, offering a reflective and accepting space	6h 6p	Free to all students
6h 6p	Support with health issues (physical and mental)	6h 6p	See page 13
6h 6e	Each Residential Village has a Residential Life team based in the village's Student Support Centre. They offer 24-hour advice and support on any issues you are facing, seven days a week	6h 6e	All students living in a University residence, at any level of study
6h 6e	Professional help and guidance if you are experiencing challenges or want extra support	6h 6e	Free to all students




ID	Name	Description	Cost
1001	Accommodation	For questions about University-allocated accommodation, or help finding private accommodation, as well as advice about life in rented accommodation, including budgeting and UK housing law	Free to all students
1002	(BDC)	Training, events and opportunities to support your development and enhance your experience, including connecting with the research community in the PGR Hub in Senate House	Free Postgraduate research students only
1003	Extracurricular courses		






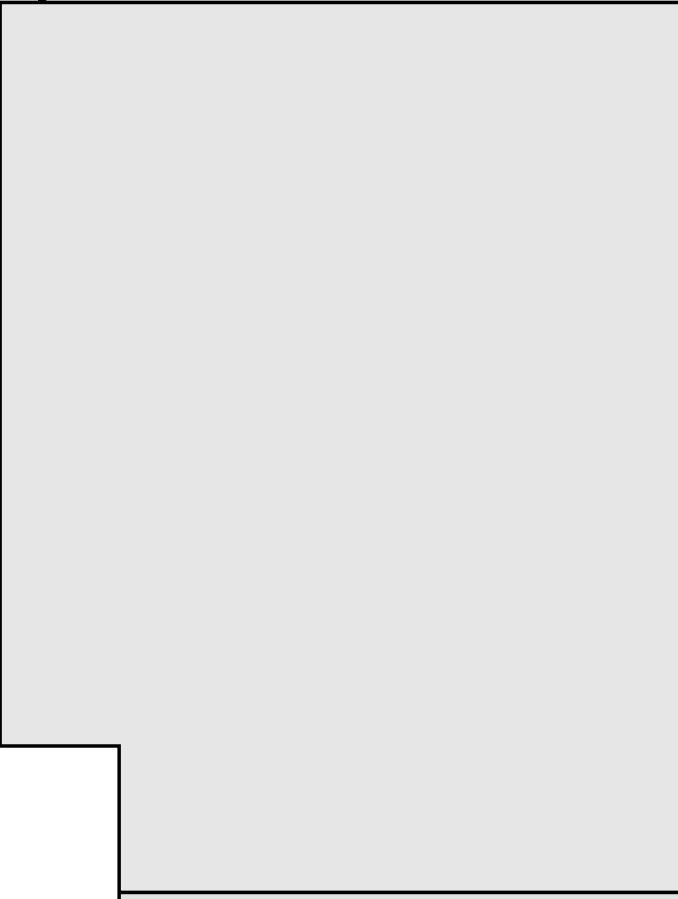
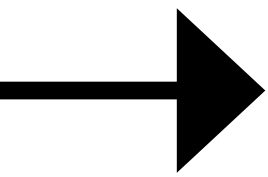
If you need all or part of this publication in an alternative format, please contact us.

Tel: 4(100
Email: 

This handbook contains information for students planning to start university in autumn 2019. We have made every effort to ensure all details are correct at the time of going to press (August 2019). However, since this information is subject to change, check the University's website for the latest updates:

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