

**find
your
BRISTOL**



**Welcome guide for
new postgraduates
2019**

**Essential information about
Welcome Week and beyond**



Congratulations!

Checklist: things to do before you get here

By Saturday 14 September

- Upload a photo for your student card (see page 3)
- Register online (from Wednesday 4 September – see page 2) and print out your Certificate of Registration

Getting ready

- Check out our new students webpages – bristol.ac.uk/find-your-bristol – and your school webpages for the latest information
- Provide the Income Office with evidence of sponsorship (if applicable) (pages 10-11)
- Register with the Students' Health Service as soon as you know your Bristol address (see page 9)
- Get vaccinated if necessary (see page 9)
- Get up to speed with information from your faculty/school and follow any instruction
- If you're an international student, make sure you've completed any necessary tasks (see page 4)
- Think about buying a sports activity pass
- Share your stories – #WeAreBristolUni – and join our Facebook group for new students starting in 2019
[facebook.com/groups/BristolOfficialWelcome2019](https://www.facebook.com/groups/BristolOfficialWelcome2019)

Much of the information in this guide is aimed at new postgraduates starting at the beginning of the academic year. If you are starting your studies later, your faculty office or school will be able to provide you with additional advice – see page 13.

Key dates 2019/2020

Academic year

Monday 23 September 2019 to Friday 12 June 2020

This may vary according to your programme of study.

Arrivals day

This may vary according to your programme – please refer to your faculty/school information.

Teaching blocks

On some taught programmes, teaching is delivered in two teaching blocks, each followed by an exam and marking period. Please check with your school whether the teaching on your programme follows this pattern.

Teaching block 1:

Monday 30 September to Friday 20 December 2019

Teaching block 2:

Monday 27 January to Thursday 7 May 2020

Disability Services

We support students with a range of disabilities, learning difficulties and other health and mental health conditions. If you have not already been in contact, please get in touch with us now to avoid any delay accessing support.

bristol.ac.uk/disability-services

find your BRISTOL

Welcome

from Professor Sarah Purdy,
Pro Vice-Chancellor for
Student Experience



Congratulations on getting your place at the University of Bristol. We're delighted that you'll be joining our community of postgraduate students and look forward to welcoming you to our University during Welcome Week, 23 to 27 September 2019.

Starting postgraduate life is an exciting time of development and opportunity. Bristol might be new to you, with lots to explore. Perhaps you completed your undergraduate programme here and have decided to stay to do a postgraduate programme. You may be managing postgraduate study and work at the same time or studying remotely. Maybe you are joining us from overseas and the whole of the UK is a new experience! Whatever your circumstances, you're joining an inspiring and supportive academic community in a friendly and dynamic city, well-known for its creativity and culture.

We are proud of the experience that we offer our students with research-rich and innovative education delivered across all our programmes. Life as a postgraduate student can be different from undergraduate life in many ways. You may find yourself following your own specialist fields of study and building your own community of academics from different disciplines, both at Bristol and other universities. While this is exciting, with so much on offer, postgraduate life can bring challenges – personal as well as academic. Your wellbeing is very important to us and it's just as important to take time out for yourself as it is to study. As you know, at University, there are many social, cultural and leisure activities to get involved with, and we also provide a range of resources to support you academically.

We encourage you to build your community from the outset – support from fellow postgrads is second to none. You can do this by joining Bristol Students' Union postgraduate network, which hosts lots of events and activities dedicated to postgraduates – bristolsu.org.uk/groups/bristol-su-postgraduate-network. If you are a postgraduate researcher, you will become part of Bristol Doctoral College, and can benefit from the PGR hub – a space dedicated to the development and wellbeing of our postgraduate research community – bristol.ac.uk/bdc.

There's more information about how we support you on pages 8-9 of this guide as well as our website – bristol.ac.uk/students/wellbeing.

From the moment you arrive to the day you complete your postgraduate qualification, you're an important part of the University and the city. By the time you leave with a postgraduate qualification from the University of Bristol, you'll be well-equipped for life beyond education. This is the next step of that journey.

We are look forward to welcoming you the University of Bristol in September.

Professor Sarah Purdy

Contents

Registration	2
Student card	3
International students	4
Supporting your studies	5
Welcome Week activities	6
Wellbeing at Bristol	8
Tuition fees	10
Travel	12
Useful contact details	13

Information Point

Our friendly team is on hand to answer your questions about university life and help you find your way around.
info-point@bristol.ac.uk

Registration

Online registration is open from 4 to 14 September: bristol.ac.uk/students/new/register



Get registered

Once you've completed your registration, you'll be an official member of the University of Bristol. The registration process has two stages: Step 1: before you arrive, you need to register online*; Step 2: when you get here, you complete the process in person at your registration event.

Find out where to register

- If you're a taught postgraduate, check your Welcome Week timetable at bristol.ac.uk/students/new/timetables
- If you're a postgraduate research student, please check the information at bristol.ac.uk/students/new/register

Register online

You can register online from Wednesday 4 September; you need to complete this by Saturday 14 September.

How to register online

- Go to bristol.ac.uk/studentinfo/new.
- Log in using your family name, your date of birth and your student number (printed at the top of your offer document/letter from your faculty/school).
- Check that all your information is correct and amend if necessary.
- Decide who will be your emergency contact and enter their details.
- Confirm that you accept the conditions of our Student Agreement.
- Create a password for your University computer and IT account. It's important to remember your password as it gives you access to University email and all the IT systems that you'll need. Until you are confident you can remember it, you can write it down, but make sure you keep it secure.
- Print your Certificate of Registration (and your Document Checklist if you are prompted to by the system).

Please refer to the help notes as you go through online registration or contact your Faculty Office if you have any queries (see page 13).

Document Checklist

If a Document Checklist is available for you to print at the end of online registration, please do print and bring it with you, and all the supporting documentation listed on it, to your Document Checks. bristol.ac.uk/students/new/register/document-checks

**If you can't register online before you arrive because you don't have access to a computer, there will be staff at registration who will help you.*

Pre-sessional programmes

Students who attended a pre-sessional English programme and have emailed evidence of their new visa application to Student Visa Services (svs-reg@bristol.ac.uk) do not need to attend the Documents Checks and can go directly to register in person.

Certificate of Registration

Your Certificate of Registration contains important information about your University computer and library accounts. It also gives you a link to information about accessing your University email account, Student Info (see below) and other online services. You will usually be able to access most of these within 15 minutes of completing online registration.

Student Info – your online facility

You can see most of the information that we hold centrally about you online via *Student Info*. Please check this on a regular basis during your studies and update your details, such as your home or local address, when necessary. You can also check:

- unit information (for students on taught modular programmes)
- your Personal Tutor's or Supervisor's details
- your personal exam timetable (where applicable)
- exam results.

Your preferred name

The full name you gave when you applied to the University will be used for all official purposes, such as academic transcripts and degree certificates. For other less formal documents, such as your student ID card – your UCard – and school lists, only your first forename and family name will be printed. You can enter a preferred forename in the personal details section during online registration, and we will use this on your UCard and on informal lists.

Register in person during Welcome Week

- Postgraduate taught students – check your Welcome Week timetable for details of registration. Go to bristol.ac.uk/students/new/timetables.
- Postgraduate research students – please check the information at bristol.ac.uk/students/new/register.
- Attend registration at the time specified, bringing your Certificate of Registration, and collect your student ID (known as a UCard). If you have a Document Checklist, attend the Document Checks beforehand.

Document Checks

For some students we need to see original documents before registration. If a Document Checklist was produced for you during online registration, you must complete your Document Checks before registering.

bristol.ac.uk/students/new/register/document-checks

If you have a Tier 4 Student Visa you need to collect your Biometric Residence Permit (BRP) card. The BRP card is proof of your immigration permission to be in the UK as a Tier 4 Student.

bristol.ac.uk/directory/visas/tier-4/biometric

Please arrive at least 30 minutes before your registration slot and bring a printed copy of your Certificate of Registration, Document Checklist and any other documents listed on the checklist. These may include:

- Passport
- BRP Card (if you have already collected it)
- ATAS certificate (if required)
- Your boarding card/flight details if you travelled via the Republic of Ireland or are a national of Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA and entered the UK via an eGate at the port of entry (instead of seeing a Border Officer to have your visa stamped)
- If you have made a recent visa application in the UK, your visa application document checklist or other proof of visa application submission.

find your UCARD



Your student ID

When you arrive, you will collect your University of Bristol student card – UCard – with your photo on. This is valid for the duration of your programme so keep it safe and carry it with you on campus.

Your UCard provides:

- proof that you are one of our students
- membership to our libraries
- access to our buildings
- access to sports facilities (if you have paid for an activity pass)
- student discounts for some shops and leisure activities.

Already got a UCard?

If you are currently completing another University of Bristol course (like our pre-sessional English Language programmes) and already have a valid UCard, you don't need to upload another photo, unless you want to. You must take your current UCard with you when you register.

Register online and upload your photo by 14 September for your UCard to be ready when you arrive.

Collecting your UCard

You will be able to collect your UCard at registration. Details on where to register are in your Welcome Week timetable.

Replacement cards

If your UCard is lost, stolen or damaged, you can request a replacement from our Card Services Department. This will cost £10.

What you need to do

Before you arrive:

- Register online by 14 September at bristol.ac.uk/studentinfo/new – have your student number to hand.
- Upload a recent passport-style photo of yourself at bristol.ac.uk/cardservices/newstudents by Saturday 14 September.

If you upload your photo after 14 September, you might not be able to collect your UCard at registration and you'll also have to queue – so it's worth doing before you get here. If you can't upload an image, you can arrange for your photo to be taken when you arrive. Staff at registration will explain what you need to do and where to go to get your card. The dates stated in this UCard section are for students whose programme starts at the beginning of the academic year (23 September). If your programme starts on another date, either earlier or later, you may be given different dates for online registration. Check information provided by your faculty/school.

International students



Supporting your studies



Pre-arrival information

You can find full pre-arrival information, including essential information about immigration, travel to Bristol and welcome arrangements, as well as information about living and studying in the UK. bristol.ac.uk/students/new/new-international

Student Visa Services

Student Visa Advisers can provide immigration advice and guidance before and during your studies. bristol.ac.uk/directory/visas

Non-EU students – all visa holders

We hold a UKVI Tier 4 Sponsor Licence and must comply with general and specific sponsor duties. You can find details of these duties on the government website at www.gov.uk/government/publications/sponsor-a-tier-4-student-guidance-for-educators.

If you need a visa to study in the UK, you will need a Confirmation of Acceptance for Studies (CAS) and will need to apply for a Tier 4 Student Visa. For guidance, please see bristol.ac.uk/directory/visas. Once your visa is granted, you will be issued a one-month entry visa sticker in your passport (so you can travel to the UK), along with a letter confirming the length and conditions of your visa. When you arrive, you can collect your BRP. You won't be able to register for your course unless you have a valid visa. bristol.ac.uk/directory/visas/tier-4/biometric

What you need to do

Before you leave home:

- Get any necessary student visa or entry clearance to study in the UK
- If you are arriving on 20, 21 or 22 September, check the details of how to travel to our University at bristol.ac.uk/students/new/new-international
- Check ukcisa.org.uk for useful tips and advice about living and studying in the UK
- Remember to carry your Confirmation of Acceptance for Studies (CAS) email with you to show to immigration authorities when you arrive.

Find out more on our website for new students: bristol.ac.uk/find-your-bristol

Welcome and arrivals

If you're an international student arriving on Friday 20, Saturday 21 or Sunday 22 September, our student ambassadors will be there to greet you and provide advice at: Heathrow Airport; Bristol International Airport; Bristol Coach Station; and Temple Meads Rail Station.

International Welcome Lounge

Our International Welcome Lounge is a place for you to make new friends, obtain a bank letter, get help finding private accommodation and find out about the activities and trips organised by our International Office. You can also get in touch with other Bristol students from your own country to help you to settle into life in the UK. Find us at the Centre for English Language and Foundation Studies reception in Bristol Students' Union (4th Floor, Richmond Building).

Opening times:

10 am to 4 pm
Monday 9 to Friday 13 September
Monday 16 to Friday 27 September

Bristol International Students Centre (BISC)

BISC is a registered charity with a Christian ethos supporting international students of all faiths and none. They organise a lot of activities, and run trips and tours throughout the academic year. bisc.org.uk

Registering with the police

Certain nationalities need to register with the police within seven days of arrival in the UK. You can check the yellow entry vignette (yellow sticker) in your passport to see if you need to do this or check the UKVI webpage: www.gov.uk/register-with-the-police/who-needs-to-register. If you do need to register, you must follow the instructions on our website: bristol.ac.uk/directory/visas/tier-4/registering-with-the-police.

The International Welcome Lounge is open Monday to Friday, from 10 am to 4 pm, during most of September.

Bristol Doctoral College for postgraduate research students

As a postgraduate research student (PGR), you are automatically a member of our Bristol Doctoral College (BDC) which provides a wide range of support, including a Personal and Professional Development programme, community-building events for networking, and collaborative events to help throughout your research degree. You can also use the PGR Hub to connect with fellow research students from across the University. bristol.ac.uk/doctoral-college/current-research-students

Study spaces

Our numerous libraries and study centres cover different subject areas and all have extended opening hours during assessment periods. We also have open access study spaces for students around campus, including cafés and common rooms. bristol.ac.uk/library/locations-opening

You can access:

- large collections of online resources, journals, databases, ebooks, print books, archives and special collections;
- over 3,000 study places;
- support with information and study skills, finding resources, evaluation and referencing;
- special facilities and services for users with disabilities and for those who have additional support requirements or difficulty accessing the libraries.

Sources of study help, advice and general information

Library staff in all libraries will be happy to help with any queries. Specialist subject support is available from our dedicated team of Subject Librarians. bristol.ac.uk/library

Study Skills

Our Study Skills service will help you develop the best possible ways of studying, managing your time, taking notes and using your feedback. bristol.ac.uk/studyskills

Personal Development Planning (PDP)

Using our Bristol Skills Framework, we can help you reflect on your skills and achievements and plan for your future. bristol.ac.uk/students/study/pdp

IT Services

We provide computing facilities including printing, photocopying and scanning, and over 2,300 public computers available across the campus and in halls of residence, with some open 24 hours a day.

Once you've registered online and have a university username and password, you can use a suite of tools and services to access:

- Eduroam wifi in all learning spaces and in our managed residences
- a University Office 365 account, including Outlook, OneDrive and other Office apps
- a dedicated IT service desk for all your computing queries
- free student laptop and mobile clinic
- online lecture recordings.

MyBristol – your University portal

MyBristol gives you personalised access to important web-based tools and services such as email, online learning, Remote Desktop and Student Info.

Once you have completed online registration you can use it to:

- access your email;
- pay your tuition fees online;
- view your timetable;
- find information about your course;
- read important announcements.

To log-in, go to bristol.ac.uk/mybristol.

IT Service Desk in Beacon House

Telephone: +44 (0)117 428 2100
Email: service-desk@bristol.ac.uk
bristol.ac.uk/it-services

Using your own computer

- You can bring your own device and connect it to our network to use the internet and a wide range of online services.
- Install Microsoft Office for free on your own device.

What you need to do

During Welcome Week:

- Log into MyBristol (bristol.ac.uk/mybristol) to access your University email account and other online services
- Visit the library website and explore our collections
- Find and visit your nearest library and attend your library induction.

Please ask your school for details of any organised library tours.

Welcome Week activities



find your FACULTY

Our academic schools are grouped in six faculties: Arts; Engineering; Health Sciences; Life Sciences; Science; Social Sciences and Law. Within each school are individual departments.

You can find contact details for the Faculty Offices on page 13. If you're not sure which faculty you're in, check the A-Z list of courses at bristol.ac.uk/students/new/contacts.

University Welcome Ceremony

Join us to celebrate the start of your postgraduate university life at Bristol. Postgraduate taught students are invited to a University Welcome Ceremony – a special event where senior academics and Bristol Students' Union Elected Officers will welcome you to our community. For further details check your Welcome Week timetable. bristol.ac.uk/students/new/timetables

The Bristol Doctoral College also coordinates a celebratory event for all new postgraduate research students. The Researcher Inauguration will be held on 7 October in the special surroundings of the Great Hall of Wills Memorial Building. Further details will be sent to all postgraduate researchers in due course and will also be available on our web pages. bristol.ac.uk/doctors-college

Welcome and induction events

Your faculty and/or school will send you details of any welcome events that have been arranged. If you are a taught postgraduate student, then check your Welcome Week timetable. For postgraduate research students, keep in touch with the Bristol Doctoral College for updates. You can also find social events taking place during Welcome Week through Bristol SU.

Initial meeting with your Personal Tutor or Supervisor

Please check with your school what arrangements have been made for you to meet your Personal Tutor or Supervisor. Postgraduate research students meet with their supervisor(s) soon after arrival and will agree how to make best use of our Skills Training and Review system (STaR) for:

- Planning your research objectives;
- Recording and managing supervision meetings;
- Planning and mapping your professional development;
- Completing formal progress monitoring requirements.

STaR can be accessed at bristol.ac.uk/doctors-college/star.

Bristol Students' Union (Bristol SU)

Our Students' Union plays a key role in student life. It is open to all students and aims to ensure that you have the best possible experience here at Bristol. Check the website regularly so that you can take advantage of all that Bristol SU has to offer, including:

- clubs and societies;
- social activities;
- live music and comedy;
- advice and support on academic and personal issues;
- volunteering programmes;
- skills development;
- training to become a Course Representative.

Visit bristolsu.org.uk/welcome for their full Welcome Week programme.

Bristol SU also has an elected full-time Postgraduate Education Officer who represents all Postgraduate students in the University to improve your student experience.

Bristol Students' Union Welcome Fair

Don't miss the Bristol SU Welcome Fair, from 11 am to 5 pm on Friday 27 September at Clifton Downs. The Downs will be transformed into a festival arena with student societies, sports clubs, local businesses and University services. This is your chance to sign up to a wide range of activities, pick up useful information and take advantage of special offers and freebies! There will also be food stalls and entertainment to enjoy throughout the day. The fair is only open to students, so make sure you have your UCard or acceptance letter with you.

The fair opens an hour earlier for students with accessibility requirements. If you would like to come along at this time, please email bristolsu-justask@bristol.ac.uk by Monday 23 September with details of any support you may need. If you can't make the fair you can still sign up for clubs and societies and find out more about Bristol SU at bristolsu.org.uk or at other events during the week.

Bristol SU Postgraduate Network

Led by students, this network is a must for all postgraduates in our University. The network seeks to develop an active, strong and vibrant postgraduate community. You can meet the Network at a Welcome Mingle during Welcome Week (details on the SU website) and even stand to be a committee member in the first term elections. As a postgraduate, you will automatically become a member of the network so you can keep up-to-date with the latest news and events, meet other postgrads and get involved in our thriving postgraduate community.

bristolsu.org.uk/groups/bristol-su-postgraduate-network

Social activities

There are lots of opportunities to meet other new students during Welcome Week, so look out for details of events and activities organised by:

- your academic school;
 - your residence (if applicable);
 - Bristol SU (for details of events, including those aimed specifically at postgraduates);
 - student clubs and societies;
 - religious groups.
- bristol.ac.uk/students/new

Music auditions

Do you want to join one of our instrumental or choral groups? Check out the options at bristol.ac.uk/music/performance/calling-all-musicians. Four groups are holding auditions during Welcome Week:

- University Symphony Orchestra;
- University Chamber Orchestra;
- University Chamber Choir;
- University Singers.

You can sign up for a slot at the Department of Music at the start of Welcome Week. Auditions will take place at the Victoria Rooms during the Thursday, Friday and Saturday of Welcome Week. They are only held once a year so if you're interested, don't miss out. If your school commitments mean you can't attend the scheduled audition sessions, contact the Department of Music (music-resources@bristol.ac.uk, +44 (0)117 331 4044), who may be able to arrange an alternative audition slot for you.

Sustainability

Sustainability is part of everything we do at Bristol: our research, teaching, buildings and the student experience. You can take part in a whole host of activities to develop your skills during your time at Bristol. Bristol SU also runs sustainability events both during Welcome Week and throughout the year, offering the chance to get involved in volunteering and campaigning.

bristol.ac.uk/green

What you need to do

Before you arrive

- Postgraduate taught students – check your Welcome Week timetable for details of all the events you need to attend bristol.ac.uk/students/new/timetables
- Postgraduate research students – visit the Bristol Doctoral College website. bristol.ac.uk/bdc

During Welcome Week (23-27 September)

Welcome Week is full of events we've organised to introduce you to life at Bristol. They will provide important information and will help you to settle in, meet people and find out how things work. During this week, you need to:

- attend registration at the time specified, bringing your Certificate of Registration along with you. If you have a Document Checklist, attend the Document Checks beforehand
- attend your University Welcome Ceremony, if applicable
- find out about Welcome Week activities organised by your academic school and go to as many as you can
- meet your Personal Tutor or Supervisor
- find out about Bristol SU's Postgraduate Network: bristolsu.org.uk/groups/bristol-su-postgraduate-network.

Take part and sign up...
Visit Bristol SU's website for the welcome programme;
Attend Bristol SU's Fair on Clifton Downs on Friday 27 September;
Sign up for a music audition slot, early in the week, at the Victoria Rooms.

find your RHYTHM

Wellbeing at Bristol

Being at university can be exciting, but there may be times when the demands of studying or life in general are challenging. It can be difficult being away from home, family and friends, but at Bristol you are not alone; we are here to help. bristol.ac.uk/wellbeing

Support in schools

Your personal tutor will provide academic guidance and personal support, and can refer you to other University services when you need them. At the start of your course you will be assigned a personal tutor for the entirety of your degree with whom you can meet and discuss matters related to your studies. Personal tutors are supported by Senior Tutors who provide additional support for issues affecting academic work.

You will also have access to a wide range of online resources to support your studies: bristol.ac.uk/students/study
Bristol Students' Union's Just Ask service is another source of academic support: bristolsu.org.uk/justask

Looking after yourself

Learning to manage your own wellbeing is a crucial part of university life. We will help you to develop these skills through direct and online resources, and will put you in touch with the right support when you need it.

Residential Life team

Each of our Residential Villages has a pastoral team of full-time staff on-hand to help. Our well-trained and experienced Residential Life teams encourage community building, provide pastoral care and are equipped to identify and support vulnerable students.
bristol.ac.uk/students/wellbeing/services/residential-life-service

Student Wellbeing Service

This team works alongside your academic tutor to ensure you have everything you need while studying with us. Our wellbeing advisers can help you look after yourself and are specially trained to give you support if you need it. They can point you to our Student Services across the University, including guidance from our Careers and Employability Team. bristol.ac.uk/students/wellbeing/services/student-wellbeing-service

Student Counselling Service

As well as helping you access local NHS services, our Student Counselling service provides group and individual counselling. bristol.ac.uk/student-counselling

Healthy studying: relaxation spaces, mindfulness and creative activities offered by our libraries.
bristol.ac.uk/wellbeing

Nightline

Our confidential night-time support service for students is open every evening during term time. The volunteers are there to listen to your concerns and worries, whatever they may be, by phone or instant messaging. bristol.nightline.ac.uk

Faith and spirituality

The Multifaith Chaplaincy offers confidential pastoral and spiritual support, religious information and advice, regular events and a welcoming space for all faiths and none.
bristol.ac.uk/multifaith-chaplaincy

Disability Services

We support students with a range of disabilities, learning difficulties and other health and mental health conditions. Our advisers can tell you about the many support options available, such as mentoring, study skills and adjustments to teaching and exams. We'll work with you and your academic department to help you get the most out of your time at Bristol. Contact us for confidential advice, information and guidance as well as study-related support for disabled students. Telephone: +44 (0)117 331 0444
Email: disability-services@bristol.ac.uk
bristol.ac.uk/disability-services

Big White Wall

This is a free online service, with a range of resources to help you cope with all the challenges of student life. You can take courses on positive thinking, problem solving or managing anxiety, and read guides on how to relax. You'll have the added support of Big White Wall's anonymous peer community, with trained Big White Wall Guides online 24/7. bristol.ac.uk/students/wellbeing/contacts/big-white-wall

Getting involved

We want you to keep healthy and enjoy every aspect of university life. You can explore a range of health and sports facilities and clubs, and take part in opportunities beyond your studies. There is also a huge array of societies and volunteering activities on offer, helping you build your community from the moment you arrive. bristol.ac.uk/sport/activities/campus
bristolsu.org.uk

Our health is influenced by the environment we live, work and play in. Many people come here to study and find they never leave. It's easy to get to nearby countryside around the South West, and the city is full of restorative green spaces for you to enjoy.
bristol.ac.uk/city

The Students' Health Service

The Students' Health Service is part of the National Health Service (NHS) and offers a full General Practitioner (GP) service for students and their dependants who live within the practice area. This area includes all our residences and the local area around them. The practice team comprises 14 GPs, six nurse prescribers, two practice nurses and three pharmacists.

The Students' Health Service will arrange vaccination sessions at the beginning of term for any newly registered patients who have been unable to arrange vaccination before they arrive. For further details please visit bristol.ac.uk/students-health or contact the Reception Desk. If you register with another practice, please discuss immunisation with them.

Registering with the Students' Health Service

Please register online using the secure link at bristol.ac.uk/students-health. If you register in advance, and your Bristol address lies within the practice area, you will be able to start using the service as soon as you arrive.

The Students' Health Service can't register you without a Bristol address, so please wait until you have this before completing your online registration. If your Bristol address lies outside the service's practice area, you can find details of local GP services on the NHS Choices website at nhs.uk.

Registering with a doctor

If you don't register with the Students' Health Service, make sure you register with a local GP in Bristol for medical care while you are at university. We encourage our students with existing mental health and ongoing health conditions to let us know as soon as possible so we can help you with the right support from the beginning.

Bristol SU Living Room
This is your own space – a bright and comfy living room in the heart of our Clifton Campus. Take some time out to relax and socialise during the day.
bristolsu.org.uk/bristolsulivingroom

What you need to do

Before you arrive:

- Check your medical history and immunisation records, and bring these with you if possible
- Get your immunisation against meningitis (the MenACWY vaccine) and/or your MMR vaccine, if you haven't had these already
- Check whether you'll be living in the practice area covered by the Students' Health Service – and if you are, you can register online at bristol.ac.uk/students-health. If not, then, register with a local doctor: www.nhs.uk
- If you're already registered and are starting a further programme of study, let the Students' Health Service know by 31 August if you want to continue your registration.
NB: You must still live within the practice area to continue.

Contacts and opening hours

If you need to see a doctor when you arrive in Bristol, you can contact the Students' Health Service on (0117) 330 2720 or visit the practice at Hampton House during normal opening hours (see below). For urgent medical attention outside these hours, dial 111 to contact NHS 111.

Opening hours

Monday 8:45 am - 7:45 pm
Tuesday 8:45 am - 5:30 pm
Wednesday 8:45 am - 5:30 pm
Thursday 8:45 am - 7:45 pm
Friday 8:45 am - 5:30 pm
Saturday 9 am - 12 noon

Address

Hampton House
St Michael's Hill
Bristol BS6 6AU

Meningitis

There has been a small increase in the rate of meningococcal meningitis and septicaemia in recent years, with a particular increase in cases of the meningitis W strain. It is still an uncommon condition but young people attending higher education for the first time, especially when living in shared accommodation, are at a greater risk of infection, particularly in their first term. We will give you information about the symptoms of meningitis when you arrive.

If you're coming to university for the first time, contact your GP to have the Men ACWY vaccine, ideally at least two weeks before the start of the academic year. This vaccine protects against meningitis C and meningitis W. It does not protect against meningitis B but a separate Men B vaccine can be obtained privately. If you can't arrange to be immunised in your home area, your new Bristol GP can give you the vaccination when you arrive.

MMR (measles, mumps and rubella)

During the last few years several universities, including Bristol, have seen an increase in cases of mumps and measles among students. These can be debilitating illnesses in young people, with possible risk of complications. UK government advice is that all those entering higher education should have had two immunisations against measles, mumps and rubella (known as MMR).

If you are unable to be immunised in your home area, your new Bristol GP can carry them out on your arrival. If you register with another Bristol medical practice, please discuss immunisation with them.

International Students

If you are coming to Bristol as an International Student, please bring with you details of immunisations, medical history, allergies and any current medication. If you are on medication, check it is available in the UK.

Tuition fees



What you need to do

Before you arrive:

- Select your preferred payment option and make arrangements to pay your tuition fees
- If you are a UK/EU student and your fees are being paid by a sponsor, please provide evidence to the Income Office as soon as possible.

Notes:

- Students who have received confirmation from a UK Research Council or from the Student Funding Office that their fees are being paid from another source don't need to do anything further
- To pay by instalments you must set up your payment plan, via the Fees and Funding channel in your MyBristol portal, by 14 October
- If you are an International student and a sponsor is paying your fees, please either: bring your letter to your Document Checks event and we will collect it from you in person; or send a copy to international-partnerships@bristol.ac.uk by 4 October 2019.

Tuition fees

Fees are due on or before 24 October unless you have arranged a payment plan to pay by instalments (see Payment Options).

Invoices and receipts

These will be available to view and print from the Fees and Funding channel in your MyBristol portal (see page 5). Receipts for payments made by cash will be issued at the time of payment.

Fee amounts

The full annual tuition fee due for the 2019/20 session was set out in your offer document. Information about instalment payments can be found at bristol.ac.uk/fees-funding/tuition-fees/payment.

Payment arrangements

Students receiving funding from a UK Research Council (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC)

If your tuition fees are being paid by a UK Research Council, you don't need to do anything further because your tuition fees will be paid direct to the University by the Research Council.

Students receiving funding from University sources

If you have received written or email confirmation from the Student Funding Office that your full tuition fees are being paid from a recognised source (University Postgraduate Scholarship or special departmental funding), the Student Funding Office will liaise with the Income Office regarding payment of your fees and you don't need to do anything further.

If you are receiving partial funding towards your tuition fees, you are responsible for paying the balance. You can pay this balance in a single payment or in two instalments, as described on the next page, but you should quote only the amount of the fee for which you are liable.

If you are receiving a University of Bristol International Scholarship and have had a confirmation email, the International Partnerships team will liaise with the Income Office regarding payment of your fees and you don't need to do anything further.

Other sponsored students

Payment is due in full within 30 days of receipt of our invoice. The University will continue to recognise an organisation as your sponsor only if payments are made promptly. If you experience problems with your expected sponsorship arrangements, you become responsible for the payment of your own fees.

Home/EU students

If your tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, you need to provide evidence of sponsorship with a copy of the sponsorship confirmation document or a completed sponsorship authorisation form.

bristol.ac.uk/fees-funding/tuition-fees

Please make sure that the form is signed by an authorised representative of the organisation and return it to the Income Office as soon as possible, or during Welcome Week. Your sponsor will be invoiced following your registration.

International students (non-EU)

If your tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, you need to provide evidence to the International Partnerships team by 4 October 2019. Send a copy of your sponsor letter to international-partnerships@bristol.ac.uk or we will collect it from you in person at your Document Checks event. For more details visit our International Sponsored students page. bristol.ac.uk/fees-funding/advice/international-sponsored

PGCE students

UK and EU students are eligible for a tuition fee loan of £9,250 from the Student Loans Company (SLC) to cover their tuition fees (see www.gov.uk/student-finance). If you have applied for a loan your fees will be paid direct to the University by the SLC. If you have not taken out a loan, please follow the instructions for self-funding students.

Self-funding students

Please think about what type of payment plan you wish to create and select one of the payment options listed below. To pay by instalments, please set up a Direct Debit payment plan by 14 October or a recurring card payment plan by 23 October.

Payment options

- By direct debit or credit/debit card (full payment or two instalments: 50 per cent each due on 24 October and 24 January). To make a payment or set up future recurring payments go to the Fees and Funding channel on your MyBristol portal. You will need to register online and then wait until the next working day before you can pay or set up your payment plan.
- By cheque, sterling bank draft, bank transfer or cash (full payment only).

Difficulties in paying fees

We have clear procedures for dealing with late or non-payment of fees as set out in the Student Fees section of the Rules and Regulations for Students.

bristol.ac.uk/secretary/studentrulesregs

If you do experience difficulty paying your fees, please seek help early on. In the case of initial delays to payments, contact the Income Office in the first instance. You can also speak to your Personal Tutor or Supervisor, or to the Advice and Representation team in the Students' Union. We will be sympathetic and assist where we can, but in the event of non-payment we may have to apply sanctions ranging from an administration fee or interest charges to, in extreme cases, exclusion from the University.

Need help?

For queries about student funding, contact the Student Funding Office. For queries about your tuition fees or payment arrangements, contact the Income Office.

If our staff need to contact you about any financial matters, they will do so confidentially, to your University email address in the first instance, and will expect you to react promptly so that we can resolve any problems as soon as possible.

Maintenance and bursary payments for holders of studentships or scholarships

If you are due to receive maintenance funding towards living costs as part of your studentship or scholarship, full details, including payment arrangements, will be set out in an email from the Student Funding Office.

All maintenance payments made through the University will be paid quarterly on 1 October, 1 January, 1 April and 1 July (or subsequent working day where the first falls on a weekend or bank holiday). Students starting outside these dates will receive a pro rata payment in the first instance and will then be brought in line with the regular quarterly payment schedule.

International student bursaries

Payments will be made direct to your nominated UK bank account. Please make sure you provide your UK bank details on your MyBristol portal as soon as you have them.

find
your
WAY

The Income Office, 5 Tyndall Avenue

- Pay tuition, accommodation and bench fees
- Pick up Channel Islands grant cheques
- Collect refunds
- General enquiries about fees and payments

Telephone: +44 (0)117 954 6371 / 954 6372 / 954 6373
Email: student-fees@bristol.ac.uk

The Student Funding Office, 5 Tyndall Avenue

- Information on bursaries and scholarships
- Advice on UK government support, including loans, grants and discretionary hardship funds
- Advice on University Hardship Funds
- Getting a University signatory for Professional and Career Development Loans (PCDLs)
- Emergency short-term loans
- Advice on budgeting
- Financial advice about withdrawal, suspension or transfer

Telephone: +44 (0)117 428 2944
Email: student-funding@bristol.ac.uk

Travel



Useful travel information

Plan your journey with Travelwest: travelwest.info

Walking

Our main campus is within easy walking distance of the city centre, Bristol Temple Meads train station and our residences. Visit walkit.com to plan getting about on foot.

Cycling

Bristol is a cycling city despite the hills! Bringing your own bike to Bristol or buying one while you're here means you can enjoy getting out and about independently and is a great way to enjoy our city. We support cycling in a number of ways, from free cycle training to regular free bike clinics throughout the academic year, to keep your bike in tune, and there are plenty of cycle parking facilities. We run clinics during Welcome Week. bristol.ac.uk/cycling

Keep up to date with cycling events and initiatives by joining the University Bicycle User Group (TUB-BUG) mailing list. bristol.ac.uk/bike-users | betterbybike.info

Bus/coach

University of Bristol Students' Union Bristol and the University campus are well served by fast and frequent bus services. There are buses from our Clifton Campus to the city centre, Bristol Temple Meads train station, the Stoke Bishop halls of residence (North Village) and other popular areas.

Undergraduate students living in University-allocated accommodation receive a free bus pass for unlimited term-time travel on the Bristol Unibus U1 Service (Stoke Bishop halls of residence (North Village) to

What you need to do

Before you arrive:

- Download the First Bus app to your phone for the Bristol Unibus U1/U2 services to access the cheapest First bus fares across the city – just search 'First Bus' in your app store. U2 passes will be disseminated to University of Bristol Langford Vet School students on arrival at the University.

City Centre, via the Clifton Campus). University of Bristol Langford Vet School students receive a free bus pass for unlimited travel on the Bristol Unibus U2 service (Clifton Campus to Langford Campus). All other students can purchase a Bristol Unibus pass or buy individual tickets on board the bus for both Unibus services. bristol.ac.uk/buses

Bristol Unibus: bristolunibus.com
First Bus travel planner: firstgroup.com/journey-planner
Megabus: megabus.com
National Express Coaches: nationalexpress.com
Park and Ride: travelwest.info/parkandride
Bristol Flyer: flyer.bristolairport.co.uk
Bristol MetroBus: travelwest.info/metrobus

Trains

Bristol is the regional capital of the South West with good intercity rail connections. It has two major train stations: Bristol Temple Meads and Bristol Parkway. Our campus is also served by a suburban rail line with stations at nearby Clifton Down and Redland. You can get a third off rail fares with a 16-25 Railcard, also available to full-time mature students. Go to 16-25railcard.co.uk to find out more. Other useful links: | bristol.ac.uk/trains | www.gwr.com
Severn Beach line: travelwest.info/rail/severn-beach-line

Taxis

Bristol has several taxi and private vehicle hire firms. There are also several taxi ranks in the centre of Bristol.

Cars

Don't bring a car to Bristol! There's no parking on campus during working hours, and all on-street parking in and around the campus is subject to residential permits, meters and time limits. Parking at our residences is only available in exceptional circumstances and you have to have a permit.

A great alternative to bringing your own car is joining one of Bristol's car clubs. These have pay-as-you-go cars located on streets all over the city (and elsewhere in the UK). You can use car club cars whenever you want, for as long as you want. That's got to be better! bristol.ac.uk/carclub

However, if you have a mobility impairment and require a parking permit on the Clifton Campus, you can apply for a parking permit at bristol.ac.uk/transportplan/car-parking/precinct/disabled-staff-and-student-parking.

find your OFFICE

Useful contact details

Bristol Students' Union

Richmond Building, 105 Queen's Road
Telephone: +44 (0)117 331 8600
Email: bristolsu@bristol.ac.uk
bristolsu.org.uk

Faculty offices

For queries about registration or your course contact your Faculty Office.

Arts

Telephone: +44 (0)117 428 2296
Email: artf-pgadmissions@bristol.ac.uk

Engineering

Telephone: +44 (0)117 331 5830
Email: feng-pgadmin@bristol.ac.uk

Health Sciences

Telephone: +44 (0)117 428 2752
Email: md-pgregistration@bristol.ac.uk

Life Sciences

Telephone: +44 (0)117 331 1534
Email: fls-pgenquiries@bristol.ac.uk

Science

Telephone: +44 (0)117 394 1263
Email: science-pg-admissions@bristol.ac.uk

Social Sciences and Law

Taught postgraduate students:

Telephone: +44 (0)117 331 0749
Email: fssl-pgt@bristol.ac.uk

Research postgraduate students:

Telephone: +44 (0)117 331 0759
Email: fssl-pgr@bristol.ac.uk

Other services

For other queries contact the relevant office:

Information Point

Telephone: +44 (0)117 428 3000
Email: info-point@bristol.ac.uk
bristol.ac.uk/students/information-point

Accommodation Office

For advice on both University and private accommodation throughout your time at Bristol. Telephone: +44 (0)117 954 6640
Email: accom-office@bristol.ac.uk
bristol.ac.uk/accommodation

Disability Services

For confidential advice, information and guidance as well as study-related support for disabled students. Telephone: +44 (0)117 331 0444
Email: disability-services@bristol.ac.uk
bristol.ac.uk/disability-services

Income Office

Telephone: +44 (0)117 954 6372
Email: student-fees@bristol.ac.uk

Student Visa Services

bristol.ac.uk/directory/visas

IT Service Desk

For any questions, problems or requests relating to IT services in the University. Telephone: +44 (0)117 428 2100
Email: service-desk@bristol.ac.uk
bristol.ac.uk/it-services

Student Funding Office

Telephone: +44 (0)117 428 2944
Email: student-funding@bristol.ac.uk
bristol.ac.uk/fees-funding

Admissions Office

For general enquiries about postgraduate admissions. Telephone: +44 (0)117 428 3392
Email: choosebristol-pg@bristol.ac.uk

Bristol Doctoral College

Telephone: +44 (0)117 428 3063
Email: doctoral-college@bristol.ac.uk
bristol.ac.uk/doctoral-college

Welcome Helpdesks

Our main Welcome Helpdesk will be outside Hawthorns on Woodland Road in the heart of our campus. There are more helpdesks outside Beacon House, in the Priory Road Complex and the Richmond Building (see opening times below). Student helpers will be happy to direct you or to help with any questions you may have about Welcome Week activities and student life.

Opening times:

- #1 Hawthorns
- #2 Beacon House
- #3 Priory Road Complex
- #4 Richmond Building

#	Sun 22	Mon 23/ Tue 24	Wed 25/ Thurs 26
1	10 am to 4 pm	9.30 am to 5 pm	10 am to 4 pm
2	Closed	9.30 am to 5 pm	10 am to 4 pm
3	Closed	9.30 am to 5 pm	10 am to 4 pm
4	10 am to 4 pm	9.30 am to 5 pm	10 am to 4 pm

Eligible to vote?

You need to register in order to vote in European, UK and local elections and referenda. If you are eligible to vote, you can, as a student, register at both your term-time address and your vacation address. Your vote matters, so make sure your name appears on the electoral register. You can register as soon as you have moved into your term-time accommodation. You'll need your National Insurance Number and it only takes a few minutes. www.gov.uk/register-to-vote

Get connected

Join our Facebook group just for new students to find out about student life in Bristol and start making contacts before you even get here.

facebook.com/groups/BristolOfficialWelcome2019

Alternative format

If you need part or all of this booklet in an alternative format, eg in Braille, in larger print or on tape, please contact:

External Relations
University of Bristol
31 Great George Street
Bristol BS1 5DQ
Tel: +44 (0)117 428 2426
Email: marketing-team@bristol.ac.uk

 [bristoluniversity](https://facebook.com/bristoluniversity)
 youtube.com/universityofbristol
 twitter.com/bristoluni
 instagram.com/universityofbristol
 linkedin.com/school/university-of-bristol

bristol.ac.uk/find-your-bristol

[#WeAreBristolUni](https://twitter.com/WeAreBristolUni)