Registration Guide for New Postgraduates

Essential information:
- before you arrive
- after you arrive
- about Welcome Week

Autumn 2015
Checklist Welcome

Checklist of things to do before you arrive

By Saturday 12 September:
- Upload an electronic photo for your student card (see page 2)
- Complete online registration (this opens on Wednesday 2 September – see page 3)

Before you arrive:
- Provide the Income Office with evidence of sponsorship (if applicable) (see pages 10-11)
- Apply and pay online for an activity pass (optional) (see page 7)
- Register for the Fresh Sport weekend (optional) (see page 7)
- If you wish to register with the Students’ Health Service complete the online registration template as soon as you know your Bristol address (see page 8)
- Obtain any necessary vaccinations (see page 8)
- Read all the documentation from your faculty and school and action any additional instructions
- Keep checking the website for new students – bristol.ac.uk/newstudents/
- International students: complete any necessary actions (see page 5)

Disability Services
If you have not already notified the University of a disability (including dyslexia), please do so as soon as possible to ensure that any support needs can be identified and appropriate provision discussed well before the start of term, both for Welcome Week activities and for your subsequent studies and examinations. Contact details for Disability Services can be found on page 13.

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:
Academic Registry
Senate House
Tyndall Avenue
Bristol BS8 1TH
Telephone: +44 (0)117 331 7185
Email: academic-registry@bristol.ac.uk

Welcome from the Pro Vice-Chancellor for Education
Welcome to our vibrant postgraduate community and to a wonderful city. We believe that this University is a special place – academically distinguished, culturally rich and diverse, and providing a supportive framework within which we expect you to thrive as an active independent learner.

During your time with us at the University of Bristol we aim to give you:
- the knowledge to inspire, by ensuring that your curriculum is shaped by the very latest thinking, and by developing you as a researcher in your own right, fostering highly sought-after skills that will equip you for your chosen career;
- the opportunities to engage in real-world projects, by working in partnership with business, government and the community sectors or by engaging in a rich programme of volunteering activities and student-led societies;
- the programme to innovate by exposing you to both disciplinary depth and numerous opportunities to expand your horizons through multi-disciplinary activities and programmes;
- the support you need to flourish: we expect the best for and from our students, and we ensure that you are supported – socially, culturally, pastorally and financially – so that you can be genuinely exploratory and innovative in a safe environment during your time at university.

I am confident that you will find that the academics that you come into contact with are not just leading experts, passionate about their subject, but also people who care about teaching. It is this commitment to their field plus their expertise in teaching which our students continually highlight as the best thing about their time at university.

This booklet provides important information about various things you need to do before and shortly after you arrive. It also outlines some of the opportunities you will have during the introductory period to meet people and discover more about postgraduate life at the University. As you will see, the introductory programme includes the Welcome Fair organised by the Students’ Union, which will give you an insight into the many clubs and activities that are available to you: I encourage you to explore all that is on offer.

Please do read through this booklet carefully and deal with all the matters mentioned on the checklist on the previous page by the specified dates, as this will avoid delays when you get here.

We hope that you are looking forward to joining us and are relishing the prospect of living and working in a city and university that offer you exceptional scope for achievement, enrichment and enjoyment.

With very best wishes

Professor Judith Squires
Pro Vice-Chancellor for Education

Please retain this booklet and refer to it throughout Welcome Week.

Key dates 2015/16

Academic year
Monday 21 September 2015 to Friday 10 June 2016

Arrival day
This may vary according to your programme of study – please refer to your faculty/school information. The moving-in dates for students in most University allocated residences are Saturday 19 and Sunday 20 September 2015.

Welcome Week
Monday 21 to Friday 25 September 2015

Teaching Blocks
On some taught programmes teaching is delivered in two teaching blocks, each followed by an examination and marking period. You should check with your school whether the teaching on your particular programme follows this pattern.
Teaching Block 1 (TB1): Monday 28 September to Friday 18 December 2015
Teaching Block 2 (TB2): Monday 25 January to Friday 6 May 2016

Vacations
Christmas vacation: Monday 21 December 2015 to Friday 8 January 2016
Easter vacation: Monday 21 March to Friday 8 April 2016
Summer vacation: Monday 13 June to Friday 16 September 2016
Your student card

When you arrive, you will be issued with a University of Bristol student card – your UCARD – bearing your photograph. This is valid for the duration of your programme of study and should be kept securely. You must carry it whenever you are on the University precinct, and you should show it to any member of University staff on request.

The UCARD serves the following functions:

- Proof that you are a registered student of the University of Bristol.
- University Library membership.
- Access to University buildings including libraries and computer rooms.
- Access to University sports facilities.
- Student discounts for some shops and leisure activities.

Uploading a photo

In order for your UCARD to be ready for you to collect when you arrive you will need to upload a recent electronic passport style photo of yourself. Please submit your photo as soon as possible, but no later than Saturday 12 September.

Note 1: Photos uploaded after Saturday 12 September will be processed, but it may not be possible to produce these cards in time for collection at the faculty/school registration events.

Note 2: If you have any problems obtaining or uploading an electronic image, you can arrange for your photo to be taken and your card produced when you arrive, but this is a longer process and you might experience some delay.

Collecting your UCARD

Cards will be issued at your faculty/school registration event. If you were unable for any reason to upload a suitable image by the specified deadline you will be referred to Card Services. Staff at your faculty/school registration event will explain what you need to do and where to go to obtain your card.

Exceptions

Different arrangements for photo capture and card distribution may apply to students on certain programmes. Please check your faculty/school information.

Access to buildings

If you require access to University buildings outside the standard hours (8am-6pm, Monday to Friday), or to biometric-controlled areas, you should contact your local UCARD administrator – see bristol.ac.uk/cardservices/newstudents, read the guidance and follow the instructions carefully. For identity checking purposes you will be asked to type in your family name, your date of birth and your student number (printed at the top of the offer document from your faculty/school).

Online registration

All students are required to register online before arrival at the University. Online registration for new postgraduate students opens on Wednesday 2 September, and you are asked to:

- complete this process by Saturday 12 September
- print out your Certificate of Registration and keep it securely
- print out your Pre-registration Checklist (applies to international students only).

You will be guided through a series of screens and asked to confirm that:

- your programme of study details and your personal details (including your full name, as on your passport) are correct
- you have read the Student Agreement and agree to abide by all the rules and regulations of the University.

Instructions for online registration

- Go to bristol.ac.uk/studentinfo/new
- Log in using your family name, your date of birth and student number (printed at the top of the offer document from your faculty/school).
- Check all the information provided and amend it if necessary
- Decide who to designate as your ‘emergency contact’ and enter their contact details
- Confirm your acceptance of the conditions outlined in the Student Agreement
- Create a password for your University computer account which complies with the specified format. This will be used to access most IT resources, so you will need to remember it. Until you are confident that you can remember it, you can write your password down, but make sure you keep it secure
- Print out your Certificate of Registration (and your Pre-registration Checklist, if applicable).

Please refer to the online help facility or contact your faculty office if you have any queries.

Pre-registration Checklist for international students paying fees at the ‘overseas’ rate

You will need to present this checklist, and all the supporting documentation listed on it, to International Office staff before you register with your faculty/school (see page 4).

Certificate of Registration

Your Certificate of Registration provides proof of online registration, and you should bring it with you when you attend your school/faculty registration to collect your UCARD and other documentation.

It also contains important information about your University computer and library accounts as well as providing a link to information on accessing your University email account, Student Info (see below) and to other online facilities. You will normally be able to access most University services within 15 minutes of completing the online registration process.

Student Info

Much of the information that the University holds centrally about you is accessible online via Student Info. During your studies you should check your Student Info screens regularly and record any changes, eg to your home or local address, as soon as they occur. You will also be able to check:

- unit information (for students on taught modular programmes)
- your Personal Tutor or Supervisor details
- personal examination timetable, where appropriate
- examination results.

Your preferred name

The full name you provided when you submitted your application to the University will be used by the University for all official purposes such as academic transcripts and degree certificates. For other less formal documents such as your UCARD and school lists only your first forename and family name will be printed. If you are not known by your first forename you may enter a ‘preferred forename’ in the personal details section during the online registration process, and this will be used instead of your first forename on your UCARD and on informal lists.

Action

Before you arrive:
- use the image upload system at bristol.ac.uk/cardservices/newstudents to submit a recent electronic photo of yourself as soon as possible, but no later than Saturday 12 September.

Students who already have a UCARD

If you are currently completing another University of Bristol programme of study and already hold a valid UCARD (eg students attending a pre-sessional English language programme or progressing from a Masters programme to a PhD) there is no need for you to upload another photo, unless you wish to do so. You should take your current UCARD with you when you register with your faculty/school and then visit Card Services to hand in your current card and obtain a new card showing details of your new programme.

Photos uploaded after Saturday 12 September will still be processed, but it may not be possible to produce these cards in time for collection at the faculty/school registration events.

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- your programme of study details and your personal details (including your full name, as on your passport) are correct
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- Log in using your family name, your date of birth and student number (printed at the top of the offer document from your faculty/school).
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Action

Between 2 and 12 September:
- register online
- make a note of your new password and keep it secure, until you have memorised it
- print out your Certificate of Registration
- international students: print out your Pre-registration Checklist.

Note: The dates quoted above are for students whose programme starts at the beginning of the academic year (21 September). If your programme starts on some other date, either earlier or later, you may be given different dates for online registration. Please refer to your faculty/school documentation.
Registration and induction arrangements

International students

Action
Before you leave home:
- Obtain any necessary student visa/entry clearance to study in the UK
- Check the website for international students for up-to-date information: bristol.ac.uk/international-office
- If you are arriving on 18, 19 or 20 September, check the details of the ‘meet and greet’ service at bristol.ac.uk/international-office/new-students
- Remember to carry with you your Confirmation of Acceptance for Studies (CAS) email to show to immigration authorities when you arrive.

During Welcome Week:
- Attend Welcome Lounge
- Attend International Students’ Welcome Fair on Wednesday 23 September
- Attend as many of the other Welcome Programme events as possible (check the website for up-to-date information).

Pre-registration checks for international students

Date and venue for all faculties:
- Monday 21 September, Reception Room, Wills Memorial Building, Queen’s Road, Bristol

Times for each faculty:
- Arts: 10am-1:30pm
- Biomedical Sciences: 9-10am
- Engineering: 9-11am
- Health Sciences: 8:30-10am
- Science: 11am-1pm
- Social Sciences & Law: 8:30am-4pm

- Passport
- BRP card (if you have one)
- Copy of ATAS certificate (if appropriate).

Welcome and induction events
- Please refer to information provided by your faculty and/or school for details of any induction events and welcome parties that they have arranged.
- 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 will be introduced to the STAR (Skills Training and Review) online tool – the University’s system for recording and managing supervisor meetings.

International Advice and Support
- International Student Advisers are available to provide advice and help before and during your studies, so please contact them if you have any queries:
  - Email: cs-ast@bristol.ac.uk
  - Telephone from outside the UK: +44 117 331 8572
  - Fax: +44 117 331 8556
  - bristol.ac.uk/international-office/contact
- They will arrange welcome events for new students and a social programme throughout the year.

Pre-arrival information
- There is full pre-arrival information on the website. This provides essential information about immigration, travel to Bristol and welcome arrangements, as well as general information about living and studying in the UK: bristol.ac.uk/international-office/new-students.

Meet and Greet service
- International students arriving on Friday 18, Saturday 19 or Sunday 20 September may use the ‘meet and greet’ service operating at four different arrival points including Bristol International Airport. For full details of this service please see bristol.ac.uk/international-office/new-students.

Tier 4 Student visa-holders
- The University of Bristol holds a UKVI (United Kingdom Visa and Immigration) Tier 4 Sponsor Licence. We are required to comply with the Tier 4 Guidance general and specific sponsor duties, details of which can be found on the government website at.gov.uk/government/publications/sponsoro-tier-4-student-guidance-for-educators.

If you require a Tier 4 Student visa to study in the UK you should have already been issued with a Confirmation of Acceptance for Studies (CAS) and applied for a visa. You should have been issued with a visa valid for one month enabling you to travel to the UK, accompanied by a letter confirming the length and conditions of your visa. On arrival in the UK you will need to collect a Biometric Residence Permit (BRP) which will be issued to you when you attend the pre-registration checks, if you have requested for the card to be sent to the University. Alternatively, you will need to collect your BRP from the Post Office. You will not be able to register for your course unless you have a valid visa.

For more information about Tier 4 visas visit bristol.ac.uk/international-office/visas-immigration.
**Student life**

**Activity pass and Fresh Sport**

**Action**

**During Welcome Week:**
- visit the Bristol SU Welcome Fair on the Bristol Harbourside on Friday 25 September
- if you wish to audition for any of the four music groups listed, visit the Victoria Rooms early in the week to sign up for an orchestra and/or choir audition slot, and then attend your audition(s) later in the week (Thursday/Friday/Saturday).

**Note:** If your school commitments make it impossible for you to attend any of the scheduled audition sessions, contact the Department of Music (music-resources@bristol.ac.uk; telephone 0117 331 4044), as they may be able to arrange an alternative audition slot for you.

**Bristol SU Welcome Fair**

On Friday 25 September (11am-5pm), the Students’ Union will host the Welcome Fair on the Bristol Harbourside. Millennium Square, Waterfront Square and the Amphitheatre will be transformed into a bustling market place, with stalls set up by student societies, sports clubs, the University and local businesses keen to promote themselves to students. There will also be food stalls and a programme of entertainments throughout the day.

This is your opportunity to discover what the Students’ Union can do for you, to choose and sign up to a wide range of activities, pick up useful information about academic support and take advantage of special offers. It also gives you the chance to explore one of the most popular and vibrant areas of Bristol. If you are unable to attend the Fair you can sign up for clubs and societies and find out more about the Students’ Union on their website: bristolsu.org.uk.

The Welcome Fair will open at 10am for students with accessibility requirements, if you would like to attend at this time, please email bristolsu-justask@bristol.ac.uk by Saturday 19 September with details of any support you may need.

**Bristol SU Welcome Fair**

On Friday 25 September (11am-5pm), the Students’ Union will host the Welcome Fair on the Bristol Harbourside. Millennium Square, Waterfront Square and the Amphitheatre will be transformed into a bustling market place, with stalls set up by student societies, sports clubs, the University and local businesses keen to promote themselves to students. There will also be food stalls and a programme of entertainments throughout the day.

This is your opportunity to discover what the Students’ Union can do for you, to choose and sign up to a wide range of activities, pick up useful information about academic support and take advantage of special offers. It also gives you the chance to explore one of the most popular and vibrant areas of Bristol. If you are unable to attend the Fair you can sign up for clubs and societies and find out more about the Students’ Union on their website: bristolsu.org.uk.

The Welcome Fair will open at 10am for students with accessibility requirements, if you would like to attend at this time, please email bristolsu-justask@bristol.ac.uk by Saturday 19 September with details of any support you may need.

**Music auditions**

Information about the University’s various instrumental and choral groups is given in the ‘Calling all Musicians’ leaflet produced by the Department of Music (available at bristol.ac.uk/music/unimusicmaking).

Four of these groups hold their auditions during Welcome Week:
- University Symphony Orchestra
- University Chamber Orchestra
- University Choir
- University Singers.

If you wish to join one of these groups, you will need to go to the Victoria Rooms (Department of Music) early on in Welcome Week to sign up for an audition slot. The auditions will take place at the Victoria Rooms during the Thursday, Friday and Saturday of Welcome Week, and decisions will be announced the following Tuesday. At your audition you will be asked to perform a short piece of your own choosing and to take a sight-reading test. The piece should be chosen with a view to showing off both technical proficiency and tone quality. Please note that this is your only chance to audition for the whole year.

**Social activities**

There will be many opportunities to get to know your fellow students during Welcome Week, so look out for details of events and activities organised by:
- your academic school
- your residence (if appropriate)
- the Students’ Union – see bristolsu.org.uk for details of events, including those aimed specifically at postgraduate students
- student clubs and societies
- religious groups.

**Sport for all**

The University works in partnership with the University of Bristol Students’ Union to provide a wide range of facilities and activities for sport at all levels. There are over 50 different clubs to choose from, covering both team and individual sports, but you don’t have to join a club to be able to use the sports facilities.

**Get Active at Bristol SU**

There are over 65 sporting clubs and societies you can join through Bristol SU. All are student run and offer a huge range of activities and membership prices. Simply join through bristolsu.org.uk/activities/societies/clubs.

If you do not want to join a sports club but still want to keep fit, Bristol SU offer a range of exciting opportunities to ensure you get the full experience while you are here at Bristol. Fit & Fabulous, a varied programme of exercise classes, activities and sport sessions is open to all those who identify as women. You may want to enter a team into one of the Intramural leagues participating at a fun, recreational level with your new friends. Intramural sports teams are generally made up of students from different halls of residence, academic faculty, societies, clubs and groups of friends. Bristol SU offers a wide variety of activities where you can try something new, get back into sport or just have fun. To find out more go to bristolsu.org.uk/activities/sports.

**The activity pass**

There are four membership packages which cover both peak and off-peak times. Full details of these packages, the facilities and the range of activities promoting health and fitness are provided in the Sport, Exercise and Health brochure (available at bristol.ac.uk/sport/facilities).

**Additional fees are payable for most courses, activities and specialised classes such as Pilates, entry to the indoor and outdoor tennis courts at the Coombe Dingle Sports Complex and services such as physiotherapy and massage.**

**Applying for an activity pass**

To buy an activity pass please apply and pay online, preferably before the start of term, at bristol.ac.uk/sport/memberships/student.

You will be recorded accordingly (see page 2), and you will need to present your UCard each time you use sports facilities.

You will not be issued with a separate sports card. Memberships are valid for one academic year only. Students spending time out in industry will have their sports pass extended for the period they are away.

Please refer to the membership terms and conditions for further information on refunds and usage.

**Students who have purchased an off-peak membership package may upgrade to peak membership later on; students who have purchased a peak membership package may not subsequently downgrade to off-peak membership. Further information on the peak and off-peak membership packages is available at bristol.ac.uk/sport/memberships/student.**

**Fresh Sport**

Fresh Sport is a great way to get involved in sport: you can join a club or simply have a go at something new. Fresh Sport gives you a first taste of sport at the University of Bristol. Look out for sessions taking place on Saturday 26 and Sunday 27 September. If you would like to sign up in advance go to bristol.ac.uk/fresh-sport and enter the relevant information, preferably before the start of term. All University sport clubs will be ready to greet you at the Bristol SU Welcome Fair on Friday 25 September at the Harbourside.

**Activity pass charges**

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<th>Service</th>
<th>Development</th>
<th>Activities</th>
<th>Gym (residences)</th>
<th>Facility Access</th>
<th>BUCS payment</th>
<th>Classes*</th>
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**Membership times**

**Peak:**
- Monday to Friday: 7am-10pm
- Off-peak: Monday to Friday: 7am-3.30pm*

**Peak & Off-peak:** Saturday: 8am-8pm;
- Sunday: 8am-10pm*

* excluding use of Sports Hall and Studios on Wednesday afternoons in term time, which are reserved for club training.

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**Activity pass and Fresh Sport**

**Action**

**Before you arrive:**
- if you wish to buy an activity pass, make your online application and payment, preferably before the start of term, at bristol.ac.uk/sport/memberships/student.
- for your first taste of sport at the University, sign up for the Fresh Sport weekend at bristol.ac.uk/fresh-sport preferably before the start of term.
Action
Before you arrive:
- check your medical history and immunisation records (and bring details with you, if possible)
- arrange immunisation with meningitis ACWY and MMR vaccines, if necessary
- check whether you will be living in the practice area covered by the Students’ Health Service
- if you intend to register with the Students’ Health Service, as soon as you know your Bristol address, go to the Students’ Health Service’s secure link on bristol.ac.uk/newstudents, or use the QR code above, and complete the registration template.

Note: Students who are already registered with the Students’ Health Service, eg those who are starting a further programme of study, should notify the Service before 30 September if they wish to continue their registration, provided that they remain resident within the practice area.

Registering with a doctor
It is important that you register with a local GP (General Practice) service in Bristol for medical care whilst you are at university. Please do not wait until you fall ill, as this may delay your access to care.

The Students’ Health Service is part of the National Health Service (NHS) and offers a full GP service for all University of Bristol students and their dependants who live within the practice area. This area includes all University Halls of Residence, City Centre living residences, University Student Houses and the local area around them. The practice team is made up of ten doctors (GPs), four nurse practitioners and three practice nurses.

How to register with the Students’ Health Service
Please register by using the secure link on bristol.ac.uk/newstudents or via the QR code printed above. You will not be registered as a new patient until you are resident in Bristol. Providing that you have registered online in advance, and your Bristol address lies in the practice area, you will be able to start using the service as soon as you arrive. Further information about the practice area is available from bristol.ac.uk/students-health/about-us. Please note that the Students’ Health Service cannot register you without a Bristol address, so please wait until you have this before completing your online registration.

All information entered online is confidential to the Students’ Health Service and is not divulged to anyone without your permission. Further information about the Service is available at bristol.ac.uk/students-health.

If your Bristol address lies outside the Service’s practice area you can obtain details of GP services local to you where you will be living from the NHS Choices website nhs.uk.

Contact details
If on arrival in Bristol you need to see a doctor, you may contact the Students’ Health Service on (0117) 330 2720 or visit the practice premises at Hampton House (building reference 77 on the University precinct map) during normal opening hours (see below). For urgent medical attention outside these hours, please telephone (0117) 330 2721 or dial 111 to contact NHS 111.

Opening hours
Monday: 8.45am-7.45pm
Tuesday: 8.45am-5.30pm
Wednesday: 8.45am-5.30pm
Thursday: 8.45am-7.45pm
Friday: 8.45am-5.30pm
Saturday: 9am-12noon

Infected diseases

Meningitis
Meningitis is still a rare disease, but it can progress rapidly and can, in some cases, be fatal. Students in the following groups are known to be at higher risk of meningitis than the general population, particularly during their first few weeks at university:• first-year students of any age• other students under 25 years of age• students of any age who have had their spleen removed.

From August 2015 the NHS will provide Immunisation against ACWY strains of the disease. Please ensure that you arrange vaccination before you arrive at University so that you are protected on arrival. A vaccine can also be obtained privately to protect against the B strain and you may wish to consider having two doses of this before you arrive. It is important to remain vigilant. You will be given information about the symptoms of meningitis when you arrive.

Mumps and Measles
In recent years there has been a significant increase in the number of mumps and measles cases occurring in university students. Those who have not had these diseases or not received the MMR vaccine will be vulnerable to infection. Mumps and measles can be serious diseases, and even a mild case may disrupt studies for some time.

Study spaces
In addition to the University libraries – all of which are open to you and have extended opening hours during assessment periods – there are a variety of open access study spaces for students around the University, including cafes, common rooms and computer rooms.

Centrally located study spaces include the Senate House Study Centre and Hawkins Refectory and Study Lounge, but many more can be found through the Student Study Spaces website at bristol.ac.uk/study-spaces.

University libraries
Nine libraries covering different subject areas:
• Arts and Social Sciences Library
• Biological Sciences Library
• Chemistry Library
• Education Library
• Medical Library (Including Dentistry)
• Physics Library
• Queen’s Building Library (Engineering, Mathematics, Computer Science)
• Veterinary Sciences Library (at Langford)
• Wills Memorial Library (Law, Earth Sciences, Geographical Sciences)

Library services
• Large collections of online resources, journals, databases, ebooks, print books, archives and special collections
• 24-hour access to electronic resources, including journals and databases, and the library catalogue • Short loan collections containing key reading material • Over 2,800 study places • Support with information skills, including retrieval, evaluation and referencing • Special facilities and services for disabled users and for those who have additional support requirements or difficulties accessing the libraries

IT services
• Computing facilities, including printing, photocopying and scanning facilities, and over 2,000 public computers. These are located in academic schools, libraries and Halls of Residence, and in the Computer Centre (open 24 hours a day, seven days a week) in the heart of the University precinct • Wi-Fi in all learning spaces and in all study-bedrooms in University-managed residences • Wired internet connections in all residences • Your own University Google ‘email for life’ account plus Google apps, giving you access to considerable storage and collaboration tools • A dedicated IT service desk for all your queries regarding computing at the University • Online advice and support for your personal computer queries and mobile needs plus a dedicated student laptop and mobile clinic

MyBristol – the University portal bristol.ac.uk/mybristol
Provides personalised access to web-based tools and services such as email, Blackboard, Remote Desktop and Student Info. Once you have registered online you can use MyBristol to:• access your email• pay your tuition fees online• view your timetable• see information about your programme of study• read important announcements.

If you visit MyBristol using a smartphone you will see mobile-enabled content.

Sources of help, advice and general information
• Library staff in all libraries• IT Service Desk in the Computer Centre: Telephone: +44 (0)117 928 7870 Email: service-desk@bristol.ac.uk
• Library website and social media: bristol.ac.uk/library Twitter: @BristolUniLib Facebook: BristolUniLib
• IT Service Desk in the Computer Centre: Telephone: +44 (0)117 928 7870 Email: service-desk@bristol.ac.uk
• Library website and social media: bristol.ac.uk/library Twitter: @BristolUniLib Facebook: BristolUniLib
• IT Service Desk in the Computer Centre: Telephone: +44 (0)117 928 7870 Email: service-desk@bristol.ac.uk
• Library website and social media: bristol.ac.uk/library Twitter: @BristolUniLib Facebook: BristolUniLib

Using your own computer
While not essential, it is useful to have your own computer when you come to University. Please bear in mind the following points:
• Most University computers use the Windows operating system, but you can bring your own laptop, tablet or smartphone and connect it to the University network to access the internet and services such as email.
• Consider what hardware or software will be useful for your programme of study, eg whether you will need a powerful Windows computer for project work.
• Microsoft Office software is useful for producing assignments in a standard format and is available free for personal use whilst a student at the University.

University of Bristol
University of Bristol
University of Bristol
Tuition fees

General
Tuition fees are due on the first day of your programme of study. All students must, within 30 days of the due date, either pay their tuition fees in full or have already arranged with the Income Office to pay by instalments.

Invoices and receipts
Invoices and receipts will be available to view and print from the Fees and Funding channel in your MyBristol portal (see page 9). Receipts for payments made by cash will be issued at the time of payment.

Fee amounts
The full annual tuition fee due for the 2015/16 session was set out in your offer document. Information about instalment payments can be found on the University’s website 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, then you need do nothing: your tuition fees will be paid direct to the University by the Research Council.

Debt
Students receiving funding from University sources
If you have received written or email confirmation from the Student Funding Office that their fees are being paid by a recognised source (University Postgraduate Scholarship or special departmental funding), then you need do nothing: the Student Funding Office will liaise with the Income Office regarding payment of your fees.

If you are receiving partial funding towards your tuition fees, you are responsible for paying the balance. You may 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.

Other sponsored students
Students whose tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, should provide the Income Office with evidence of this sponsorship in the form of a copy of the sponsorship confirmation document or a completed sponsorship authorisation form – available at bristol.ac.uk/fees-funding/tuition-fees/payment. Please ensure that the form is signed by an authorised representative of the organisation, and return it to the Income Office as soon as possible, or hand it in to the Income Office during Welcome Week. Your sponsor will be invoiced following your registration.

Payment is due in full within 30 days of receipt of the University 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 ultimately become responsible for the payment of your own fees.

PGCE students
UK and EU students are eligible for a tuition fee loan of £9,000 from the Student Loans Company (SLC) to cover their tuition fees (see gov.uk/student-finance). If you have applied for a loan you need do nothing further: your fees will be paid direct to the University by the SLC. If you have not taken out a loan, please follow the instructions on the next page for self-funding students.

PGCE students from the UK are also eligible for a partially means-tested maintenance loan and may be eligible for a means-tested maintenance (or special support) grant, depending upon their household income. The amount also depends on whether you are from England, Wales, Northern Ireland or Scotland.

Some PGCE students may be eligible to receive a University of Bristol bursary. Please read the eligibility criteria and the full terms and conditions at bristol.ac.uk/fees-funding/postgraduate/pgce. The deadline for applications for the PGCE bursary is Tuesday 1 September.

Self-funding students
Please select one of the payment options listed below. If you wish to pay by instalments, please set up your payment plan by 14 October.

Payment options
Pay online (preferred option)
By direct debit or credit/debit card (full payment or two instalments calculated on the basis of 50% of the loan due on 24 October and 24 January)
To make a payment or set up future recurring payments go to the Fees and Funding channel in 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.

Other payment options
By cheque, sterling bank draft, bank transfer or cash (full payment only)

Full information on all payment options can be found at bristol.ac.uk/fees-funding/tuition-fees/payment.

General financial matters
Difficulties in paying fees
The University has clear procedures for dealing with late or non-payment of fees. These are set out in the Student Fees section of the Rules and Regulations for Students available on the University’s website at bristol.ac.uk/secretary/studentrulesreg.

If you encounter difficulties over payment of your fees, seek help at an early stage. In the case of initial delays to payments, you should contact the Income Office in the first instance. You may also wish to speak to your Personal Tutor or Supervisor, or to the Advice and Representation team in the Students’ Union.

The University will be sympathetic and assist where it can, but in the event of non-payment the University may apply sanctions ranging from the imposition of an administration fee or interest charges to, in extreme cases, exclusion from the University.

In the case of ongoing financial hardship, or if you have any queries regarding student funding, you should contact the Student Funding Office.

Querries
If you have any queries about your tuition fees or payment arrangements, please contact staff in the Income Office. If, once you have started your studies, staff need to contact you regarding any financial matter, they will do so confidentially, by email to your University email address in the first instance, and will expect you to react promptly to enable any problems to be resolved as soon as possible.

Useful contact information

Income Office, Senate House, Tyndall Avenue, Bristol BS8 1TH:
Collection of tuition and accommodation fee payments
Issue of invoices
Payment of refunds
General fee and payment enquiries
Telephone: +44 (0)117 954 6372, +44 (0)117 954 6373 or +44 (0)117 954 6371
Email: student-fees@bristol.ac.uk

Student Funding Office, Senate House, Tyndall Avenue, Bristol BS8 1TH:
Information on bursaries, scholarships and studentships
Issue of studentship and scholarship payments
Advice on University hardship funds
University signatory for professional and career development loans (PDCls)
Emergency short-term loans
Advice on budgeting
Financial advice regarding withdrawal, suspension or transfer
Telephone: +44 (0)117 331 7972
Email: student-funding@bristol.ac.uk

Action

Before you arrive:

Select your preferred payment option and make arrangements for paying your tuition fees
If your fees are being paid by a sponsor, please provide evidence to the Income Office as soon as possible.

Note 1: 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 need do nothing.

Note 2: If you wish to pay by instalments you will need to set up your payment plan, via the Fees and Funding channel in your MyBristol portal, by 14 October.

Maintenance 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 into line with the regular quarterly payment schedule.
Travel

Useful contact details

Bristol University Students’ Union
Richmond Building, Queen’s Road
Telephone: +44 (0)117 954 5800
Email: bristol-su-pgnetwork@bristol.ac.uk
bristol-su.org.uk

Other services
For other queries contact the relevant office:
Accommodation Office
For advice on both on-campus 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
Fax: +44 (0)117 331 0456
Email: disability-services@bristol.ac.uk
bristol.ac.uk/disability-services

Income Office (see page 10)
Telephone: +44 (0)117 954 6372
Email: student-fees@bristol.ac.uk

International Advice and Support (see page 5)
Telephone: +44 (0)117 331 8572
Email: os-ist@bristol.ac.uk
bristol.ac.uk/international-office

IT Service Desk (see page 9)
For any questions, problems or requests relating to IT services in the University
Telephone: +44 (0)117 928 7870
email: service-desk@bristol.ac.uk
bristol.ac.uk/itservices

Student Funding Office (see page 10)
Telephone: +44 (0)117 331 7972
Email: student-funding@bristol.ac.uk
bristol.ac.uk/fees-funding

Before you arrive:
- print off travel maps from bristol.ac.uk/maps and bring them with you.

Useful travel information
- Journey planning
  Travelwest: travelwest.info
- Walking
  Walkit.com: walkit.com
- Cycling
  University cycling page: bristol.ac.uk/cycling
  Better by Bike: betterbybike.info
- Bus/Coach
  University bus page: bristol.ac.uk/traains
  Bristol Flyer: flyer.bristolairport.co.uk
  Park and Ride: travelwest.info/parkandride
  National Express coaches: nationalexpress.com
  Megabus: uk.megabus.com
- Train
  University train page: bristol.ac.uk/trains
  Severn Beach line: travelwest.info/severnbeachline
  16-25 Railcard: 16-25railcard.co.uk
- Car Clubs
  University car club page: bristol.ac.uk/carclub

Walking
The University’s main precinct is within easy walking distance of the city centre, Bristol Temple Meads train station and the various residences.

Cycling
Bring your bike to Bristol or buy a new/second-hand bike and enjoy a quick, convenient and enjoyable way to explore the city. The University runs numerous initiatives to support and encourage cycling, from free cycle training to a free cycle clinic to keep your bike in tune, and there are plenty of cycle parking facilities. The cycle clinic will be open during Welcome Week, from Monday to Friday (11am-2pm), located outside The Hawthorns, on Woodland Road.

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

Buses
Bristol and the University precinct are well served by bus services. There are buses from the University precinct to the city centre, Bristol Temple Meads train station, the Stoke Bishop Halls of Residence and other popular areas you are likely to want to travel to.

Bus passes can be purchased from The Hawthorns reception or individual tickets can be bought on board the bus. For more information visit bristol.ac.uk/buses.

Trains
Bristol is the regional capital of the South West and has good intercity rail connections. It has two major train stations, Bristol Temple Meads and Bristol Parkway.

Benefit from a third off rail fares with a 16-25 Rail Card (available to full-time mature students too): 16-25railcard.co.uk.

Faculty offices
For queries about registration contact your faculty office:
- Arts
  Graduate School of Arts and Humanities 7 Woodland Road
  Telephone: +44 (0)117 928 8897
  Email: art-gs@bristol.ac.uk
- Engineering
  Graduate Education Team
  Queen’s Building, Room 1.43
  Telephone: +44 (0)117 954 5130
  or +44 (0)117 331 5834
  Email: fant-pg@bristol.ac.uk
- Biomedical Sciences
  Medical Sciences Building, Room D28
  Telephone: +44 (0)117 331 1535
  Email: fbs-pgsadmissions@bristol.ac.uk
- Health Sciences
  Senate House, 1st floor
  Telephone: +44 (0)117 331 6624
  Email: fohs-pgsadmissions@bristol.ac.uk
- Science
  Royal Fort House
  Telephone: +44 (0)117 928 8209
  Email: science-pg-admissions@bristol.ac.uk
- Social Sciences and Law
  Senate House, 1st floor
  Telephone: +44 (0)117 928 9952
  or +44 (0)117 331 7261
  Email: fsdl-pgsadmin@bristol.ac.uk

Student support at Bristol
All postgraduate students are allocated either a personal tutor (taught students) or a supervisor (research students) who will provide academic guidance and advice. The Students’ Union advice and support service, Just Ask, also deals with a wide range of general student concerns, see bristol-su.org.uk/justask. Specialist support can be accessed through the University Student Services, see bristol.ac.uk/currentstudents.

School offices
For queries about your programme of study contact your faculty office in the first instance, except for students in Social Sciences and Law, who should contact their school office, as listed below:
- Economics, Finance and Management
  Email: etfim-pgadmissions@bristol.ac.uk

Education
PGCE programmes:
- Email: ed-pgce@bristol.ac.uk
- All other programmes:
  Email: ed-masters-admissions@bristol.ac.uk
  Email: ed-phd@bristol.ac.uk
- Email: ed-edinburgh@bristol.ac.uk

Geographical Sciences
Email: science-pg-admissions@bristol.ac.uk

Law
Email: law-pg-admissions@bristol.ac.uk

Policy Studies
Email: sps-pgadmissions@bristol.ac.uk

Sociology, Politics and International Studies
- Masters programmes:
  Email: sps-macquarier@bristol.ac.uk
  PhD programmes:
  Email: sps-phd@bristol.ac.uk

Bristol Doctoral College (BDC)
The BDC acts as a hub of information and guidance for all postgraduate research students (PGRs) and their supervisors. It organises a range of university-wide seminars, workshops and engagement events for doctoral researchers. The BDC also oversees the University’s central personal and professional development programme for PGRs which includes a large number of skills training activities, alongside resources and initiatives to support your health and well-being. Follow and like the BDC on Twitter and Facebook to keep up with the latest events and opportunities. For more information visit: bristol.ac.uk/doctoral-college; Twitter: @BristolD; Facebook: BristolDoctoralCollege.