Registration Guide for New Undergraduates

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

Class of 2015
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) and print your certificate of registration

Before you arrive:
- Start preparing for university-level study – see bristol.ac.uk/newstudents/getting-started
- Apply and pay online for an activity pass (optional) (see page 6)
- Register for the Fresh Sport weekend (optional) (see page 6)
- 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 school and action any additional instructions
- Keep checking the website for new students – bristol.ac.uk/newstudents – and your school website for up-to-date information
- If you have not already notified the Disabilities Services can be found as possible to ensure that any 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.

Welcome from the Pro Vice-Chancellor for Education
Welcome to the University of Bristol. I am delighted that you have chosen to study with us. 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. We are looking forward to welcoming you to our community of scholars and to supporting you as you embark on your chosen course.

This booklet gives you information about various tasks we ask you to complete before you arrive. Please read this information, and other information provided by your academic school, and deal with the matters mentioned on the checklist on the previous page by the specified dates. This will help avoid delays when you get here and aid your transition into University life.

The booklet also gives you information about Welcome Week for new students. During this week you will be able to settle in and start finding your way around, deal with essential administrative matters, attend a range of preparatory sessions for your studies and find out what the Students’ Union has to offer.

The first few days at University can be slightly scary as well as exciting. You will encounter lots of new people, places and experiences. Please bear in mind two thoughts: firstly, what seems strange at first will soon become familiar and secondly, while some new students may appear confident on the outside, they probably are not.

Throughout your time at Bristol we will be working in partnership with you to ensure that you are supported to flourish, realising your academic and personal potential in an intellectually challenging, culturally supportive environment. Your engagement with your studies is crucial to your partnership with the University. We offer you a curriculum informed by the latest research, a variety of learning resources (including face-to-face teaching, library and online resources) and committed staff. You will be expected to show initiative, problem-solve and explore your subject for yourself, perhaps spending 40 hours or more a week on study, with support and guidance from our academic staff. We can give you pointers, we can provide reading lists, we can provoke, challenge and hopefully inspire you – but ultimately what you achieve will depend upon you taking ownership of your learning. We work on the assumption that you will be fascinated by your discipline, reading beyond the requirements for your course, spending time in private study and research, and using this amazing opportunity to develop your thinking and understanding of the subjects you are studying. You may never get another chance to do this until you retire, so do make the best of it. You will also find that active independent learning is a skill that will not only ensure your success at university but stand you in good stead in your future career. We look forward to you joining us in the autumn. Bristol is a wonderfully vibrant city that offers a fantastic range of social and cultural activities. The University itself, with its strong academic reputation and culturally diverse population, offers great opportunities for those who aspire to be the leaders of their generation, whatever their field of study. We hope that you will take full advantage of all that is on offer.

Welcome to the class of 2015!

Professor Judith Squires
Pro Vice-Chancellor for Education

Welcome Helpdesk
Maps of the University precinct can be downloaded or printed from bristol.ac.uk/maps but if you need directions to a particular building when you arrive please visit the Welcome Helpdesk, located outside the Hawthorns on Woodland Road, in the centre of the precinct. This will be open throughout Welcome Week (Sunday to Friday, 10am-5pm). Student helpers will be happy to direct you or to deal with any other queries you may have about Welcome Week activities or student matters in general, referring you to the most appropriate office.

Key dates 2015/16
Academic year: Monday 21 September 2015 to Friday 18 December 2015
Moving-in dates for students in University allocated residences: Saturday 19 and Sunday 20 September 2015
Welcome Week: Monday 21 to Friday 25 September 2015
Teaching Blocks: Teaching is delivered in two teaching blocks, each followed by an examination
Teaching Block 1 (TB1): Monday 28 September to Friday 18 December 2015
Teaching Block 2 (TB2): Monday 25 January to Friday 6 May 2016
Exams: Christmas vacation: Monday 21 December 2015 to Friday 1 January 2016
Easter vacation: Monday 21 March to Friday 8 April 2016
Summer vacation: Monday 21 September 2015 to Friday 10 June 2016
Dear student,

Your vote matters. Make sure you’re in!

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 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 will need your National Insurance number to register and the process only takes five minutes. For more information go to gov.uk/yourvotematters.

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Pro Vice-Chancellor for Education

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

Before you arrive:

- Use the image upload system at bristol.ac.uk/cardservices/newsstudents to submit a recent electronic photo of yourself as soon as possible, but no later than Saturday 12 September.

Note 1: 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 registration.

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. Staff at registration will explain what you need to do to obtain your card.

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 within 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 (if you have paid for an activity pass)
- 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. You will need to complete online registration by this date to confirm the name you wish to appear on your card (see page 3). Please visit the Card Services website at bristol.ac.uk/cardservices/newsstudents, read the guidance and follow the instructions carefully.

Obtaining a replacement card

If your UCard is lost, stolen or damaged, you should request a replacement card from Card Services. There will be a £10 administration charge.

For identity checking purposes you will be asked to type in your family name, your date of birth and either your student number (included on your VIP page) or your UCAS personal ID.

Photos uploaded after 12 September will still be processed, but we cannot guarantee that your UCard will be ready for collection at the start of term. 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 registration on Tuesday 22 September (details of your registration event can be found on your Welcome Week timetable, see page 4). If you were unable for any reason to upload a suitable image by the specified deadline you can have your photo taken and your card produced after you have completed the registration process. Staff at registration will explain what you need to do and where to go to obtain your card.

Instructions for online registration

- Go to bristol.ac.uk/studentinfo/new
- Log in using your family name, your date of birth and either your student number (included on your VIP page) or your UCAS personal ID
- Check all the information provided and amend it if necessary
- Decide who to designate as your 'emergency contact' and enter their contact details
- Confirm 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 it is important 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).

Pre-registration Checklist for EU and international students

You will need to present this checklist, and all the supporting documentation listed on it, to International Office staff immediately before registration (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 registration on Tuesday 22 September 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
- your Personal Tutor details
- personal examination timetable
- examination results.

Please refer to the online help facility or contact your faculty office if you have any queries (see page 13).

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) 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 on 22 September and obtain a new card showing details of your new programme.

Online registration

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

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

During Welcome Week:

- bring your Certificate of Registration (and your Pre-registration Checklist, and supporting documentation, if applicable) to registration on 22 September.

Note: If you are unable to register online before arrival because you do not have access to computing facilities, you should report to the Help Desk when arriving at the Wills Memorial Building for registration.

Your preferred name

The full name you provided when you submitted your application to the University (or to UCAS) 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 class 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.
Welcome Week activities

Induction and Welcome presentations
All new undergraduate students are invited to attend an entertaining survival guide to university life. The presentation is delivered by UniSmart, and covers a range of topics designed to help you manage and make the most of your student experience. These presentations will take place on Sunday 21 September in the Anson Rooms, Richmond Building, home of the Bristol Students’ Union.

All students living in University Residences will be formally welcomed by their Warden and introduced to the range of support available in their residence and across the University. Students living in the private sector will be invited to a similar presentation during Welcome Week.

Individual academic schools organise a full programme of welcome and induction activities for new students. These will be shown on your Welcome Week timetable (available at bristol.ac.uk/newsstudents/arrival/welcome-timetables). Please refer to any additional documentation sent to you by your school(s) and check the relevant school website(s) for up-to-date information. There will also be opportunities for you to meet your Personal Tutor.

Registration
All new undergraduate students are required to attend registration on Tuesday 22 September in the Wills Memorial Building. Full details are provided in the registration section of the website for new students: bristol.ac.uk/newsstudents.

Space is limited, so please attend at the time specified for your programme, and not before. Make sure you bring your Certificate of Registration (see page 11).

At the registration desk you will be asked to show your Certificate of Registration, you will then be able to collect your UCAS and pick up a copy of the Student Handbook, your faculty handbook and other documentation. Please note there is no need to show any documentation from the Student Loans Company.

Pre-registration checks for EU and international students
All EU and international students will need to report to a separate office in the Wills Memorial Building before going to register.

International students will also be able to collect the Biometric Residence Permit card (BRP), which is your Tier 4 Student Visa.

Please aim to arrive 30 minutes before your registration slot and take your Pre-registration Checklist and the following documents:
• Certificate of Registration
• Original examination certificates and transcripts, including English language test scores, for all qualifications shown on the checklist (translations of any not written in English)
• A complete set of photocopies of all certificates and translations

International students please also take the following documents:
• Passport (or national ID card)
• UK ID card (if you have one)
• Copy of ATAS certification (if appropriate)

International students
Several events, including a drop-in Welcome Fair, are arranged specifically for international students (see page 7).

European Green Capital 2015 – Green Events
Bristol is European Green Capital 2015, which offers you an opportunity to take part in a host of additional activities. Join Bristol SU’s Get Green events in Welcome Week and throughout the year. See the Whole Earth exhibition during Welcome Week or follow the campus Whole Earth trail. Please take the online Sustainability Literacy Test and if you have an open unit think about taking the Sustainability Open Unit (UNIV1001). Visit bristol.ac.uk/green-capital for more information.

Bristol SU Welcome Fair
On Friday 25 September (11am-4pm), the Students’ Union will host the Bristol SU 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 11am for students with accessibility requirements. If you would like to attend at this time, please email bristolsu-justask@bristol.ac.uk by Friday 19 September with details of any support you may need.

Peer mentoring
The University’s peer mentoring scheme is organised by the Student Navigation Network. All new first year students who request it are put in touch with a mentor who has already studied at the University for at least one year. Mentors can:
• help you find your way around
• help you decide which clubs, societies and social activities to get involved in
• give tips on your course
• direct you towards sources of information and support across the University and the Students’ Union

You will receive an email telling you more about the scheme and how to get involved. You can find out more at bristol.ac.uk/student-navigation-network.

Mature students
Mature students (those aged 21 or over) will be invited to a special welcome and induction event on Monday morning, and to one of two optional study skills updating sessions (Monday afternoon or Friday morning). Mature students are also invited to a Welcome Coffee morning on Thursday 17 September, the week before term starts. This is an opportunity to meet other mature undergraduates as well as the Mature and Part-time students’ Advisor and Mature Student Advocates.

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 Chamber 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. If you wish to audition for any of the 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).

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 residence
• your academic school(s)
• the Students’ Union
• student clubs and societies
• religious groups.

Student life

Bristol SU
bristolsu.org.uk

The University of Bristol Students’ Union plays a key role in student life. Its main aim is to ensure that you have the best possible experience at university. Bristol SU is open to all students. Please check the website regularly for details of events so that you can take advantage of all that Bristol SU has to offer:
• 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 Rep.
Activity pass and Fresh Sport

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.

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 bristolsu.ac.uk/sport/memberships/student. Your UCARD will be encoded 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 bristolsu.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.

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-as@bristol.ac.uk
Telephone from outside the UK: +44 117 331 8572
Fax: +44 117 331 8556
bristol.ac.uk/international-office/contact

They also 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 and from the UK, University, sign up for the Fresh Sport Welcome Fair on Wednesday 23 September, check the details of the ‘meet and greet’ service at 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 different arrival points including Bristol International Airport. For full details of this service please see bristol.ac.uk/international-office/new-students.

Activities for new international students
• The International Welcome Lounge on the 4th floor in the Richmond building will be open to students from 10am – 4pm Monday to Friday from 7 to 25 September. It is a place to relax (with free refreshments) and a central point of information where you can have your questions answered. This is also your opportunity to collect a bank letter and to meet student ambassadors and other new students.

• International Students’ Welcome Fair, Wednesday 23 September, 1-2.30pm, Great Hall, Wills Memorial Building – come and meet student services staff in an informal setting with refreshments.

• Welcome Programme of events open to all students. Please see the website for details of welcome events, dates and times: bristol.ac.uk/international-office/new-students.

Contacting a current student
If you would like to contact a current Bristol student who comes from your country, please attend our Welcome Lounge on arrival, details below, or join our facebook page BUsBristol.

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/sponsor-a-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.

Activity pass charges

| Service          | Price (50 sessions) | Price (185 sessions) | Price (185 sessions) | Payment by
|------------------|---------------------|----------------------|----------------------|--------------|
| Active Swim      | £40                 | £110                 | £150                 | online, credit card or cash
| Gym (residences) | £50                 | £130                 | £180                 | online, credit card or cash
| Access           | £20                 | £50                  | £70                  | cash only
| BUCS payment     | discount available  | discount available   | discount available   | cash only
| Gym classes*     | discount available  | discount available   | discount available   | cash only
| Off-peak gym     | discount available  | discount available   | discount available   | cash only
| Peak gym         | discount available  | discount available   | discount available   | cash only

Payment by
- £150 Cash only
- £200 Cash only, cash refund
- £200 Card only, cash refund
- £305 Card only, cash refund

* Active Swim includes classes in the pool only.
Active Swim gives you access to the pool at peak and off-peak times.

Membership times

- Peak: Monday to Friday: 7am-10pm
- Off-peak: Monday to Friday: 7am-3.30pm
- Peak & Off-peak: Saturday: 8am-9pm; 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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• Welcome Programme of events open to all students. Please see the website for details of welcome events, dates and times: 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)

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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 bristolsu.ac.uk/sport/memberships/student
- for your first taste of sport at the University, sign up for the Fresh Sport Welcome Fair on bristol.ac.uk/fresh-sport preferably before the start of term.

Before you leave home:
- obtain any necessary student visa/entry clearance to study in the UK by checking the website for international students for up-to-date information: bristol.ac.uk/international-office
- if you are arriving on 16, 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.
Students’ Health Service

Action
Before you arrive:
- check your medical history and immunisation records (and bring details with you, if possible)
- arrange immunisation with meningitis A+C+WY, 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/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 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

Infectious 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.

Studys spaces
In addition to the University libraries – all of which are open to you and have extended opening hours during assessment periods – there is 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 Hawthorns 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 and social media: bristol.ac.uk/it-services Twitter: @BristolUniIT
- Student study spaces: bristol.ac.uk/study-spaces

Action
During Welcome Week:
- if you have not already done so, log into MyBristol (bristol.ac.uk/mybristol) to gain access to online services and your University email account
- visit the library website, explore the collections, follow the library on Twitter, like the library on Facebook and find and visit your nearest library and attend your scheduled library induction.

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

Immunisation
Please check your immunisation records and, if necessary, arrange for your immunisation against these diseases to be completed before you arrive at university:
- Meningitis: ACWY strains
- Mumps and Measles: MMR vaccine (two doses)

The Students’ Health Service will be arranging immunisation sessions during Welcome Week for any newly registered students who are unable to arrange immunisation before they arrive. For further details please visit the website or contact the Reception Desk. If you register with another Bristol medical practice, please discuss immunisation with them.

Supporting your studies
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: bristol.ac.uk/software
- An external USB hard drive is useful for making back-up copies of your data.
Tuition fees

Useful contact information

- **Income Office, Senate House, Tyndall Avenue, Bristol BS8 1TH:**
  - Collection of tuition and accommodation fee payments
  - Issue of invoices
  - Issue of Welsh and Irish local authority and Channel Islands grant cheques
  - 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 fee waivers
  - Advice on UK government support, including loans, grants and discretionary hardship funds
  - Advice on University Hardship Funds
  - University signatory for Professional and Career Development Loans (PCLDs)
  - 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

**General**

Tuition fees are due on the first day of your programme of study. If you are taking out a full tuition fee loan from the UK government, your fees will be paid by the Student Loans Company direct to the University. All other 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 (see ‘Payment options’ section).

Different arrangements apply to students from different parts of the world and students taking certain programmes. Please read this section carefully and follow the instructions appropriate to your particular circumstances.

**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**

Details of fees for the 2015/16 session can be found on the University’s website at bristol.ac.uk/fees-funding/tuition-fees/prospective-ug. If you are studying for a second degree, you will not be eligible for a tuition fee loan.

**Payment arrangements**

UK and EU students in receipt of financial support from the UK government

If you have applied for the full tuition fee loan of £9,000, you need do nothing further – the Student Loans Company (SLC) will pay the full tuition fee direct to the University.

If you receive any funding from the Student Awards Agency for Scotland (SAAS), you must provide the Income Office with a copy of your Financial Notification letter so that your records can be updated.

Self-financing UK and EU students

If you have decided not to apply for a tuition fee loan, or have applied for a partial loan only, you will need to arrange to pay the full tuition fees, or the balance, yourself (see ‘Payment options’ section).

All international (non-EU) students

Please read ‘Payment options’ section.

Students from the Channel Islands and Isle of Man

Special fee rates and support arrangements apply to island residents. If you are receiving any tuition fee support from one of these authorities, please provide the Income Office with a copy of your support notification. If you are self-financing, please read the ‘Payment options’ section.

Sponsored students

Students whose tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, should provide evidence by supplying the Income Office with a copy of the sponsorship confirmation document or by completing a sponsorship authorisation form (available at bristol.ac.uk/fees-funding/tuition-fees/payment). Please ensure that the document is signed by an authorised representative of the organisation, and send 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.

Payment options

**Payment online (preferred option)**

- **By direct debit or credit/debit card** (full payment or two instalments calculated on the basis of 50%/50% 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**

- **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/studentrulesregs.

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 Hall Warden, 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.

**Queries**

If you have any queries about your tuition fees or payment arrangements, please contact staff in the Income Office. If you are a UK/EU student and you made a late application for student support, or if there is a delay with your student support application which may affect your tuition fee loan application, please contact the Income Office.

If, once you have started your studies, staff need to contact you about any financial matter, they will do so promptly, or if there is a delay, you can contact the Income Office. If you have any queries about your student funding, you should contact the Student Funding Office.

In the case of ongoing financial hardship, the University may apply sanctions ranging from the imposition of an administration fee or interest charges to, in extreme cases, exclusion from the University.

**Payment arrangements for student financial support**

- **UK students in receipt of government maintenance grants and loans**
  - Payments will be made direct to your bank account in September, January and April.

- **UK students in receipt of University of Bristol scholarships and bursaries**
  - Payments will be made direct to your bank account, normally in December, March and May.

- **Other grants**
  - Some grants, such as departmental bursaries, disability grants and support grants from Wales, Scotland and the Channel Islands, will be paid by cheque. These may be collected from the Income Office in Senate House between 9am and 5pm on weekdays. You will need to present your UCAS to collect such grants.
  - You should direct any queries about your student loan to gov.uk/student-finance.

**Note 1:** This section does not apply to UK/EU students in receipt of a loan for the full tuition fee of £9,000; such students need take no action.

**Action**

**Before you arrive:**

- select your preferred payment option and payment method

**If you wish to pay by instalments, set up your recurring payment plan from the Fees and Funding channel in your MyBristol portal by 14 October. (You will need to register online and then wait until the next working day before you can set up your payment plan.)**

**If your fees are being paid by a sponsor, please complete and return a sponsorship authorisation form, which can be downloaded from bristol.ac.uk/fees-funding/tuition-fees/payment, or provide other evidence to the Income Office.**

**If you are receiving tuition fee support from SAAS or from Channel Islands/Isle of Man authorities, please send a copy of your Financial Notification letter to the Income Office.**
Travel

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
- Bristol.ac.uk/buses
- Bristol Flyer: flyer.bristolairport.co.uk
- Park and Ride: travelwest.info/parcandride
- National Express coaches: nationalexpress.com
- Megabus: megabus.com

Car Clubs
- University is joining one of Bristol's car clubs whenever you want, for as little as £5 per day.

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 Railcard (available to full-time mature students too): 16-25railcard.co.uk.

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

Cars
- You are advised not to bring a car with you to Bristol. Students are not permitted to park in the University precinct during working hours, and the majority of on-street parking in and around the precinct is subject to residential permits, meters and time limits. Parking facilities at halls of residence are extremely limited, and are subject to local rules. If you are allocated accommodation you must not park your car on the accommodation site unless you have been issued with a permit. Permits will be issued only in exceptional circumstances. Students with mobility impairments may apply to Security Services for a parking permit.

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.

Undergraduate students living in University allocated accommodation will receive a bus pass for unlimited travel on the Wessex 16 service. All other students who may purchase bus passes from The Hawthorns reception or buy individual tickets on board the bus. For more information visit bristol.ac.uk/buses.

Faculty offices
- For queries about registration or your programme of study contact your faculty office:
  - Arts
    - 71 Cotham Hill
    - Telephone: +44 (0)117 331 0506
    - Email: arts@office@bristol.ac.uk
  - Engineering
    - Queen's Building
    - Telephone: +44 (0)117 331 5830
    - Email: engf-office@bristol.ac.uk
  - Biomedical Sciences
    - Medical Sciences Building, Room D29
    - Telephone: +44 (0)117 331 1533
    - Email: bios-uginquires@bristol.ac.uk
  - Health Sciences
    - Senate House
    - For medical students:
      - Telephone: +44 (0)117 331 6827
      - Email: medadmin-11@bristol.ac.uk
    - For dental students:
      - Telephone: +44 (0)117 331 6827
      - Email: med-dentregistration@bristol.ac.uk
    - For Veterinary students:
      - Telephone: +44 (0)117 331 6824
      - Email: med-dentregistration@bristol.ac.uk
    - For Veterinary and Anatomical Science students:
      - Telephone: +44 (0)117 928 8334
      - Email: student-admin-southwell@bristol.ac.uk
  - Science
    - Royal Fort House
    - Telephone: +44 (0)117 928 9957
    - Email: sci-ug@office@bristol.ac.uk
  - Social Sciences and Law
    - Senate House
    - Telephone: +44 (0)117 928 9953
    - Email: ssf-ugadmin@bristol.ac.uk

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

Other services
- For other queries contact the relevant office:
  - Accommodation Office
    - For advice on both University and private accommodation throughout your time at Bristol
    - Telephone: +44 (0)117 954 6464
    - 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
  - IT Service Desk
    - 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/it-services
  - Student Funding Office
    - For financial aid and bursaries
    - Telephone: +44 (0)117 331 7972
    - Email: student-funding@bristol.ac.uk
    - bristol.ac.uk/fees-funding
  - Undergraduate Admissions Office
    - For general queries about admissions
    - Telephone: +44 (0)117 928 9000
    - Email: ug-admissions@bristol.ac.uk

Website for new students
- This website contains important additional information so please check it regularly:
  - Welcome Week timetables for each programme of study, including specific times for registration
  - Information about getting started with your studies
  - General articles about University life
  - Advice from the Students’ Union
  - Reminders about tasks to complete before you arrive
  - A calendar of social events
  - Other important announcements.

bristol.ac.uk/newstudents

This website will be updated regularly until mid-October.

Please also check your school(s) website for information specific to your programme of study.

Student support at Bristol
- All undergraduate students are allocated a personal tutor who will provide academic guidance and advice. If you are living in University accommodation you will also be supported by a pastoral team comprising a Wardens, Deputy Wardens, and Senior Residents, who live either in or near to your accommodation. Additionally, you can opt into the Student Navigation Network’s peer mentoring scheme (see page 5). For a wide range of general student concerns you can contact the Students’ Union’s advice and support service, Just Ask (see bristolsu.org.uk/justask). Specialist support can be accessed through the various University Student Services (see bristol.ac.uk/currentstudents).