Registration Guide for New Postgraduates

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

Class of 2017
Checklist of things to do before you arrive

By Saturday 9 September:
1. Upload a photo for your student card (see page 2)
2. Register online (this opens on Wednesday 30 August – see page 3)

Before you arrive:
3. Provide the Income Office with evidence of sponsorship (if applicable) (see pages 10-11)
4. Apply and pay for an activity pass (optional) (see page 7)
5. Register for Fresh Sport (optional) (see page 7)
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)
7. Obtain any necessary vaccinations (see page 8)
8. Read all the information from your faculty and school and action any additional instructions
9. Keep checking the web pages for new students – bristol.ac.uk/new-postgraduates – and your school web pages for up-to-date information
10. International students: complete any necessary actions (see page 5)
11. Connect with the University social media accounts at bristol.ac.uk/connect

Student support at Bristol

Looking after yourself and managing your studies is essential for a happy and productive postgraduate life but sometimes you might need extra support. At Bristol you can access support and services on everything from training and development to student life and wellbeing. You will be allocated a personal tutor or supervisor who will provide academic guidance and advice. The Student Union’s Just Ask service is also a great source of support for academic issues, see bristolsu.org.uk/justask. Residents in University accommodation have access to a pastoral team of staff and senior students who live either in or near to your accommodation. You also have access to a range of specialist services such as our Multifaith Chaplaincy, Disability Services, Students’ Health Service (see page 8) and Student Counselling Service, visit bristol.ac.uk/students/wellbeing.

Disability Services

If you have not already told the University about a disability including; mental health difficulties, autism spectrum conditions, such as Asperger Syndrome, dyslexia, dyspraxia, an attention deficit condition, sight or hearing impairments, mobility difficulties or medical conditions such as chronic fatigue or epilepsy, please do now to ensure that any support needs can be identified. Contact details for Disability Services are on page 13.

Welcome from the Pro Vice-Chancellor for Education

Welcome to the University of Bristol. You will be joining an exciting and supportive postgraduate learning community.

We are proud to offer research-rich, innovative and inclusive education across all our programmes, giving you a challenging as well as a life-enhancing experience. During your time with us at the University of Bristol we will develop you as a critical thinker, and as a researcher in your own right, fostering highly sought-after skills that will equip you for your chosen career.

The richness of our postgraduate learning community explains why we produce some of the most employable graduates in the UK and are a top 3 most targeted university by employers in 2016.

Throughout your time with us we will be seeking your views via surveys and our course reps systems. Your feedback influences our teaching: we listen and respond.

Your wellbeing is also important to us, so personalised support will always be available via a comprehensive package of progress monitoring and specialist student support.

We are located at the heart of a creative, dynamic and vibrant city – which offers a wealth of possibilities and experiences. There are endless opportunities to take part in social and sporting activities, and to volunteer in community programmes. Bristol Students’ Union helps to run over 260 societies and 60 sports clubs and was awarded the 2016 Queens Award for Voluntary Service for outstanding work in the community. We hope that you will take full advantage of all that is on offer.

We look forward to welcoming you.

Professor Judith Squires
Pro Vice-Chancellor for Education

Key dates 2017/18

Academic year
Monday 18 September 2017 to Friday 9 June 2018 – please note this may vary according to your programme of study.

Arrival day
This may vary according to your programme of study – please refer to your faculty/school information.

Welcome Week
Monday 18 to Friday 22 September 2017

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 programme follows this pattern.

Much of the information in the guide is aimed at new postgraduate students starting at the beginning of the academic year. If you are starting your studies later in the academic year, please follow the general instructions in the relevant sections of this guide. Your faculty office or school will provide you with any additional guidance.
Your student card
When you arrive, you will be given a University of Bristol student card – your UCard – with your photo on. 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 campus, and you should show it to University staff on request.

The UCard serves the following functions:
- Proof that you are a registered student at the University.
- University Library membership.
- Access to University buildings.
- Access to University sports facilities (if you have paid for an activity pass).
- Student discounts for some shops and leisure activities.

Uploading a photo
For your UCard to be ready to collect when you arrive you must upload a recent electronic passport style photo of yourself. Please upload your photo as soon as possible, but no later than Saturday 9 September.

Note 1: Photos uploaded after Saturday 9 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.

Second: If you have any problems obtaining or uploading an image, you can arrange for your photo to be taken when you arrive. Staff at your faculty/school registration event will explain what you need to do.

Photos uploaded after Saturday 9 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 a photo, you can arrange for your photo to be taken 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. If you were unable for any reason to upload a suitable image by the specified deadline, staff at your faculty/school registration will explain what you need to do and where to go to get your card.

Exceptions
Different arrangements for photo capture and the collection of cards may apply to students on certain programmes. Please check your faculty/school information.

Access to buildings
If you need 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/card/services/currentstudents.

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

Online registration
All students must register online before arrival at the University. You can register online from Wednesday 30 August, and must:
- Complete this process by Saturday 9 September.
- Print your Certificate of Registration and keep it securely.
- Print your Pre-registration Checklist if the system creates one for you.

Instructions for online registration
Go to bristol.ac.uk/studentinfo/newregistration.
- 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 and amend it if necessary.
- Enter the details of your ‘emergency contact’.
- Confirm your acceptance of the conditions outlined in the Student Agreement.
- Create a password for your University computer account. 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 your Certificate of Registration and your Pre-registration Checklist, if applicable.

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

The system creates a pre-registration checklist for international students if the system produces one for you. If the system creates a pre-registration checklist for international students if the system creates a pre-registration checklist for international students.

Your Certificate of Registration provides proof of online registration, and you must bring it with you when you attend your faculty/school registration to collect your UCard.

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 usually be able to access most University services within 15 minutes of completing online registration.

Student Info
Much of the information that the University holds centrally about you is accessible online to you via Student Info. During your studies you should check your Student Info screens regularly and update your details, eg your home or local address, when necessary. You will also be able to check:
- Unit information (for students on taught modular programmes).
- Your Personal Tutor or Supervisor details.
- Personal exam timetable, where appropriate.
- Exam results.

Your preferred name
The full name you provided when you submitted your application to the University will be used for all official purposes such as academic transcripts and degree certificates. For other less formal documents such as your 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 online registration, and this will be used instead of your first forename on your UCard and on informal lists.

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. You will be able to collect a new UCard on another date, which will be confirmed with you at registration (see page 4).
Registration and induction arrangements

International students

Action

During Welcome Week:
- international students: complete your pre-registration checks, and bring all the necessary documents
- postgraduate taught students – check your Welcome Week timetable for details of all the events you need to attend. Go to bristol.ac.uk/new-postgraduates.
- attend your faculty/school registration event at the specified time, bring your Certificate of Registration, and collect your UCard.
- attend your induction events
- make contact with your Personal Tutor or Supervisor.

Postgraduate taught students

Check the events you need to attend in your Welcome Week timetable at bristol.ac.uk/new-postgraduates.

Faculty registration

You must attend your faculty/school registration and bring a printed copy of your Certificate of Registration with you. For further details please check the information sent by your Faculty/School.

Postgraduate taught students check your Welcome Week timetable at bristol.ac.uk/new-postgraduates. You will be able to collect your UCard and faculty documentation at registration.

International Students

Pre-Registration Checks

Most international students need to attend a pre-registration check in the Wills Memorial Building before faculty registration on Monday 18 September. This is where you will have your passport and visa checked, along with any relevant qualifications. This is also where you will collect your Biometric Residence Permit card (BRP), if you requested for it to be sent to the University. The BRP card is your Tier 4 visa. After these checks you will be able to register. Please aim to arrive at least 30 minutes before your registration slot and bring the following documents:
- Pre-registration checklist
- Certificate of Registration
- Original examination certificates and transcripts, including English language test scores, for all qualifications shown on the checklist (including translations of any not written in English)
- Passport
- BRP card (if you collected it from the Post Office)
- Copy of ATAS certificate (if appropriate).

Welcome Ceremony

Postgraduate taught students are invited to attend a Welcome Ceremony to celebrate the start of your studies. At this official welcome to the University community the key speakers will be senior academics and Bristol Students’ Union Sabbatical Officers. For further details check your Welcome Week timetable at bristol.ac.uk/new-postgraduates.

Postgraduate research students are invited to attend a Welcome Ceremony to celebrate the start of your studies. The Bristol Doctoral College organizes a celebratory event for all new research students, to be held in the reception rooms of the Wills Memorial Building. Full details will be sent to all new postgraduate research students soon.

Welcome and induction events

Your faculty and/or school will send you details of any welcome events 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 must meet with their supervisor(s) soon after arrival and will agree how to make best use of STaR, the University’s Skills Training and Review system for:
- Planning your research objectives
- Recording and managing supervision meetings
- Planning and mapping your professional development
- Completing formal progress monitoring requirements.

International Student Visa Advice and Compliance

International Student Visa Advisers are available to provide immigration advice and guidance before and during your studies, you can find more information at bristol.ac.uk/directory/visas.

Pre-arrival information

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

Airport and coach station pickup

International students arriving on Friday 15, Saturday 16 or Sunday 17 September may use the arrival service operating at four different locations including Bristol International Airport. For full details see bristol.ac.uk/new-postgraduates.

Non-EU students – all visa holders

The University of Bristol holds a UKVI Tier 4 Sponsor Licence and we are required to comply with the Tier 4 Sponsor Guidance general and specific sponsor duties. Details of our sponsorship duties can be found on the government website at gov.uk/government/publications/sponsor-a-tier-4-student-guidance-for-educators.

If you need 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.

For further information about BRPs visit gov.uk/government/publications/biometric-residence-permits-overseas-applicant-and-sponsor-information.

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/directory/visas.

Action

Before you leave home:
- get 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 15, 16 or 17 September, check the details of the pick-up service at bristol.ac.uk/new-postgraduates
- remember to carry your Confirmation of Acceptance for Studies (CAS) email with you to show to immigration authorities when you arrive in the UK.

During Welcome Week:
- visit the Welcome Lounge
- attend as many of the Welcome events as possible (check the website for up-to-date information).

Pre-sessional programmes

Students who attended a pre-sessional English programme and submitted a visa application through the International Student Visa Advice and Compliance Team don’t need to attend the pre-registration checks and can go directly to their faculty/school for registration.

University of Bristol
Student life

Action
During Welcome Week:
- visit the Bristol SU Fair on Clifton Downs on Friday 22 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.

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 Students’ Union Fair
On Friday 22 September (11am-5pm), the Students’ Union will host the Fair on Clifton Downs. The Downs will be transformed into a bustling market place, with stalls set up by student societies, sports clubs, the University and local businesses. There will be food stalls and entertainment throughout the day.

This is your opportunity to sign up to a wide range of activities, pick up useful information and take advantage of special offers. 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 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 Monday 18 September with details of any support you may need.

Social activities
There are lots of opportunities to meet other new students during Welcome Week, so look out for details of events and activities organised by:
- your academic school
- your residence (if appropriate)
- the Students’ Union – see bristolsu.org.uk/welcome for details of events, including those aimed specifically at postgraduate students
- student clubs and societies
- religious groups.

Find further events information at bristol.ac.uk/new-postgraduates.

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

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

To join one of these groups, you will need to go to the Victoria Rooms (Department of Music) early 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. At your audition you will be asked to perform a short piece of your choice and to take a sight-reading test. The piece should show your technical proficiency and tone quality. Please note that this is your only chance to audition for the whole year.

Postgraduate Research Students
The Bristol Doctoral College (BDC) fosters a vibrant research community through a wide range of collaborative events, interactive workshops and engagement opportunities designed for doctoral researchers. Annual highlights include the Three-Minute Thesis competition and Research without Borders, a showcase and celebration of postgraduate research excellence. See page 13 for more information on the BDC.

Sustainability in Bristol
Bristol was awarded European Green Capital 2015, for celebrating the fun in living sustainably. You have an opportunity to take part in additional activities to develop your skills during your time at Bristol.

Join Bristol SU’s sustainability events in Welcome Week and throughout the year and get involved in volunteering and campaigning. Visit bristol.ac.uk/green and bristolsu.org.uk/sustainability.

Sport for all
The University works in partnership with the University of Bristol Students’ Union (SU) to provide a wide range of facilities and activities for sport at all levels. There are over 60 different clubs to choose from, covering both team and individual sports. All are student run and offer a huge range of activities and membership prices. To join visit bristolsu.org.uk/activities/societies. However you don’t have to join a club to be able to use the sports facilities.

Try something new
If you do not want to join a sports club but still want to keep fit, the University and Bristol SU offer a range of opportunities to ensure you get the full experience while you are here at Bristol. 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.

For those who identify as women, Bristol SU offers a varied programme of exercise classes, activities and sport sessions. To find out more go to bristolsu.org.uk/sports-societies.

The activity pass
There are various membership packages which cover both peak and off-peak times. Full details of these packages, the facilities and the range of health and fitness activities are provided in the University and Bristol SU Sports brochure (available at bristolsu.org.uk/sport).

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.

Activity pass and sport

Action
Before you arrive:
- to buy an activity pass, apply and pay online, preferably before the start of term, at bristol.ac.uk/sport/memberships/student.

Being active
The University offers lots of opportunities to help you stay healthy and incorporate physical activity into everyday life, look out for the events and activities during the year.

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 activities 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.

You will automatically become a member of the Bristol SU Postgraduate Network, which gives you the opportunity to meet, network and socialise with other postgraduate students. For more information please visit bristolsu.org.uk/pgnetwork.

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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 twelve doctors (GPs), six nurse prescribers and a practice nurse.

How to register with the Students’ Health Service

To register you must have an address which lies in the practice area, check the practice area at bristol.ac.uk/students-health/about-us. To start using the service as soon as you arrive, when you know your Bristol address register using the secure link at bristol.ac.uk/new-postgraduates. You will not be able to register with the service until you have a Bristol address and you will not be registered as a patient until you are resident in Bristol.

All information entered online is confidential to the Students’ Health Service and is not shared with anyone without your permission. More 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 find 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 can contact the Students’ Health Service on (0117) 330 2720 or visit the practice premises at Hampton House (building reference 77 on the University campus map) during normal opening hours (see bristol.ac.uk/students-health/about-us). For urgent medical attention outside these hours, telephone (0117) 330 2721 or dial 111 to contact NHS 111.

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.

The NHS will provide immunisation against ACWY strains of the disease to eligible patients. 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 at University. 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 two doses of 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 open access study spaces for students around the University, including cafes, common rooms and computer rooms.

Centrally located study spaces can be found through the Student Study Spaces website at bristol.ac.uk/students/study-spaces.

University libraries

There are nine libraries covering different subject areas, find out more at bristol.ac.uk/library/locations-opening.

Library services

- Large collections of online resources, journals, databases, ebooks, print books, archives and special collections
- Over 3,000 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 2,300 public computers. You can find these in academic schools, study centres, libraries and halls of residence. Some are open 24 hours a day, seven days a week, in the heart of the University campus
- Will in all learning spaces and study-bedrooms in University-managed residences
- Wired internet connections in all residences
- Access to a suite of tools, including a University email account, personal file storage and much more
- A dedicated IT service desk for all your queries about computing at the University
- Online advice and support for your personal computer queries and mobile needs plus a free student laptop and mobile clinic

MyBristol – the University portal

Provides personalised access to web-based tools and services such as email, online learning, 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.

You can access MyBristol on a smartphone too.

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: bristol.ac.uk/library
- IT Services website: bristol.ac.uk/it-services
- Student study spaces: bristol.ac.uk/students/study-spaces

Postgraduate Research Students

The postgraduate research information hub is a useful resource, see bristol.ac.uk/doctoral-college/info for more information.

Immunisation

Please ensure that you are fully immunized against the following infectious diseases before you arrive at university:

- Meningitis: ACWY strains
- Mumps and measles: MMR vaccine (two doses).

The Students’ Health Service will be arranging vaccination sessions at the beginning of term for any newly registered patients who are unable to arrange vaccination 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.

Students’ Health Service

Supporting your studies

Action

Before you arrive:

- check your medical history and immunisation records (and bring details with you, if possible)
- arrange immunisation with meningitis group ACWY and/or 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 their secure link on bristol.ac.uk/new-postgraduates and complete their patient registration template.

Note: If you are already registered with the Students’ Health Service, eg you are starting a further programme of study and still remain resident within the practice area, you should notify the Service before 30 September if you study and still remain resident within.

During Welcome Week:

- log into MyBristol (bristol.ac.uk/mybristol) to gain access to online services and your University email account
- visit the library website and explore the collections
- find and visit your nearest library and attend your library induction.
Tuition fees

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 2017/18 session was set out in your offer document. Information about instalment payments can be found at bristol.ac.uk/fees-funding/tuition-fees/payment.

Payment arrangements

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

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

Students receiving funding from University sources

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

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

Other sponsored students

Students whose tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, must provide evidence of sponsorship with a copy of the sponsorship confirmation document or a completed sponsorship authorisation form – available at bristol.ac.uk/fees-funding/tuition-fees. 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 £9,250 from the Student Loans Company (SLC) to cover their tuition fees (see gov.uk/student-finance). If you have applied for a loan your fees will be paid direct to the University by the SLC. If you have not taken out a loan, please follow the instructions on the next page for self-funding students.

Self-funding students

Please select one of the payment options listed below. To pay by instalments, please set up your payment plan by 14 October.

Payment options

Paying 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 on your MyBristol portal. You will need to register online and then wait until the next working day before you can pay or set up your payment plan.

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.

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 at bristol.ac.uk/secretary/studentrulesregs.

If you have difficulty paying 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.

Queriest

If you have any queries about your tuition fees or payment arrangements, please contact 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

Email: student-fees@bristol.ac.uk

Student Funding Office, Senate House, Tyndall Avenue, Bristol BS8 1TH:
- Information on bursaries, scholarships and studentships
- Payment of studentship and scholarship awards
- Advice on University Hardship Funds
- University signatory for Professional and Career Development Loans (PCDLs)
- 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

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 in line with the regular quarterly payment schedule.

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 don’t need to do anything further.

Note 2: To pay by instalments, you must set up your payment plan, via the Fees and Funding channel in your MyBristol portal, by 14 October.
Useful travel information

**Journey planning**
- [Travelwest: travelwest.info](http://travelwest.info)
- [Walkit.com](http://walkit.com)
- [Better by Bike: betterbybike.info](http://betterbybike.info)
- Bristol's University bus and cycling pages: [bristol.ac.uk/trains](http://bristol.ac.uk/trains) and [bristol.ac.uk/cycling](http://bristol.ac.uk/cycling)

**Walking**
- Bristol University campus is within easy walking distance of the city centre. Bristol Temple Meads train station and the various residences.

**Buses**
- Bristol and the University campus are well served by bus services. There are buses from the University campus 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 for the Bristol UniBus Service (Stoke Bishop Halls of Residence to City Centre, via the University) can be purchased, or individual tickets can be bought on board the bus. For more information visit [bristol.ac.uk/buses](http://bristol.ac.uk/buses).

**Cycling**
- Cycling is a great alternative to bringing a car to university. Bristol has several taxi and private hire taxi firms. There are also several taxi ranks in the centre of Bristol.
- 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](http://16-25railcard.co.uk).

**Taxis**
- Bristol has several taxi and private hire taxi firms. For more information visit [bristol.ac.uk/taxis](http://bristol.ac.uk/taxis).

**Cars**
- Students should not bring a car to Bristol. Students must not park in the University campus during working hours, and all on-street parking in and around the campus is subject to residential permits, meters and time limits. There is very little parking at the residences for which a permit must be purchased and which will only be issued in exceptional circumstances. Students with mobility impairments can apply to Security Services for a parking permit.
- A great alternative to bringing a car to university is joining one of Bristol’s car clubs. These have pay-as-you-go cars located on streets all over Bristol (and elsewhere in the UK). You can use car club cars whenever you want, for as long as you want. For more information visit [bristol.ac.uk/carclub](http://bristol.ac.uk/carclub).

**Schools**
- For queries about registration contact your school office:
  - **Arts**: [postgradmissionsoffice@bristol.ac.uk](mailto:postgradmissionsoffice@bristol.ac.uk)
  - **Engineering**: [graduate tuition office: engineering@bristol.ac.uk](mailto:graduate tuition office: engineering@bristol.ac.uk)
  - **Biomedical Sciences**: [pgadmisions@bristol.ac.uk](mailto:pgadmisions@bristol.ac.uk)
  - **Health Sciences**: [science-admissions@bristol.ac.uk](mailto:science-admissions@bristol.ac.uk)
  - **Social Sciences and Law**: [soclawadmissions@bristol.ac.uk](mailto:soclawadmissions@bristol.ac.uk)
  - **Law**: [lawpgadmisions@bristol.ac.uk](mailto:lawpgadmisions@bristol.ac.uk)
  - **All other programmes**: [pgadmisions@bristol.ac.uk](mailto:pgadmisions@bristol.ac.uk)

**Other services**
- For other queries contact the relevant office:
  - **Accommodation Office**: For advice on University and private accommodation throughout your time at Bristol [bristol.ac.uk/accommodation](http://bristol.ac.uk/accommodation)
  - **Disability Services**: For confidential advice, information and guidance as well as study-related support for disabled students [bristol.ac.uk/disability-services](http://bristol.ac.uk/disability-services)
  - **Student Funding Office**: For any questions, problems or requests relating to student finance in the University [bristol.ac.uk/student-funding](http://bristol.ac.uk/student-funding)
  - **IT Service Desk**: For any queries, problems or requests relating to IT services in the University [bristol.ac.uk/services](http://bristol.ac.uk/services)

**Doctoral College (BDC)**
- The BDC acts as a hub of information and guidance for all postgraduate research students (PGRs) and their supervisors. They also:
  - Organise university-wide seminars, workshops and engagement events for doctoral researchers;
  - Oversee the University’s central Personal and Professional Development Programme for PGRs;
  - Promote resources and initiatives to support your health and well-being.
- For more information visit [bristol.ac.uk/doctoral-college](http://bristol.ac.uk/doctoral-college) and email: [doctoral-college@bristol.ac.uk](mailto:doctoral-college@bristol.ac.uk)

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 and the process only takes a few minutes. Go to [gov.uk/register-to-vote](http://gov.uk/register-to-vote) to register.
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