Registration Guide for New Undergraduates

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

Class of 2017
Checklist Welcome
before you arrive
Checklist of things to do

Academic

Key dates 2017/18

Disabled Services

Before you arrive:

Welcome from the
Pro Vice-Chancellor for Education

Welcome to the University of Bristol. You will be joining an exciting and supportive 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. This year we are introducing Bristol Futures, an ambitious initiative designed with employers, alumni and students and built around three personal development pathways – Innovation & Enterprise, Global Citizenship, and Sustainable Futures. Engagement with these pathways will not only develop your employability-related skills but also help you to become a socially and globally responsible citizen.

The priorities and content of your university experience will be agreed in partnership. 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 well-being is also important to us, so personalised support will always be available via a comprehensive package of progress monitoring, tutor support, peer mentoring and wellbeing advisors.

We are located at the heart of a creative, dynamic and vibrant city – which offers a wealth of possibilities and experience. 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. Formal recognition of your curricular and extra-curricular achievements is realised through our Bristol PLUS Award.

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

We look forward to welcoming you in the autumn and hope that you will take full advantage of all that is on offer.

Professor Judith Squires
Pro Vice-Chancellor for Education

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 Helpdesk

If you need directions or have a query please visit the Helpdesk, located outside the Hawthorns on Woodland Road, in the centre of the campus. This will be open throughout Welcome Week (Sunday to Friday, 10am–5pm). Student helpers will be happy to direct you or help you with any other queries you may have about Welcome Week activities or student matters in general, signposting you to the most appropriate office.

Checklist things to do before you arrive

By Saturday 9 September:

- Upload a photo for your student card (see page 2)
- Register online (this opens on Monday 4 September – see page 3) and print your certificate of registration

Before you arrive:

- Start preparing for university life – see bristol.ac.uk/new-undergraduates
- Apply and pay for an activity pass (optional) (see page 6)
- Register for Fresh Sport (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 information from your school and action any additional instructions
- Keep checking the web pages for new students – bristol.ac.uk/new-undergraduates – and your school web pages for up-to-date information
- International students: complete any necessary actions (see pages 4 and 7)
- 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 student life but sometimes you might need extra support. At Bristol you can access support and services on everything from studying and exams to relationships and student life. You will be allocated a personal tutor who will provide academic guidance and advice. The Student Union’s Just Ask service is also a great source of support for academic issues (visit bristol.ac.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 and we run a peer mentoring scheme (see page 5) for first year students. 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 (visit bristol.ac.uk/students/wellbeing).

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Student Support

Welcome Helpdesk

Maps
Maps of the University campus can be downloaded or printed from bristol.ac.uk/maps

Connect with us
Follow us on social media for news and events:
- bristoluniversity
- @BristolUni
- universityofbristol

Keep this guide to use in Welcome Week

University of Bristol
Student card

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 course and should be kept securely. You must carry it whenever you are within the University campus, 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 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 registration.

Note 2: If you have any problems obtaining or uploading an image, you can arrange for your photo to be taken when you arrive. Staff at registration will explain what you need to do.

Collecting your UCard
Cards will be issued at registration on Tuesday 19 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 before registration you can have your photo taken and your card produced after you have completed the registration processes, but this is a longer process and you might experience some delay. Staff at registration will explain what you need to do and where to go to get your card.

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. Online registration for new undergraduate students opens on Monday 4 September, and you are asked to:
- complete this process by 9 September
- print your Certificate of Registration and keep it securely
- print your Pre-registration Checklist (applies to EU and international students only).

Instructions for online registration
- Go to bristol.ac.uk/studentinfo/newstudents
- Log in using your family name, your date of birth and either your student number (included on our emails sent from 17 August 2017) or your UCAS personal ID
- 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 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 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 (see page 13).

Pre-registration Checklist for EU and international students
Bring this checklist, and all the supporting documentation listed on it, to staff immediately before registration (see page 4).

Certificate of Registration
Your Certificate of Registration provides proof of online registration, and you must bring it with you when you attend registration on Tuesday 19 September to collect your UCard (see page 4).

It also contains important information about your University computer and library accounts as well as 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
- your Personal Tutor details
- personal exam timetable
- exam results.

Your preferred name
The full name you provided when you submitted your application to the University (or to UCAS) will be used 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 online registration, and this will be used instead of your first forename on your UCard and on informal lists.

Action
Before you arrive:
- upload a recent photo of yourself at bristol.ac.uk/cardservices/newstudents 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 registration.

Note 2: If you have any problems obtaining or uploading an image, you can arrange for your photo to be taken when you arrive. Staff at registration will explain what you need to do.

Online registration

Action
Between 4 and 9 September:
- register online
- make a note of your new password and keep it secure, until you have memorised it
- print your Certificate of Registration
- EU and international students only: print your Pre-registration Checklist.

During Welcome Week:
- bring your Certificate of Registration (and your Pre-registration Checklist, and supporting documentation, if applicable) to registration on 19 September.

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

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 20 September. You will be able to collect a new UCard on another date, which will be confirmed with you at registration (see page 4).
Welcome Week activities

Welcome Week (18-22 September)
You can find information on all the events you need to attend in your Welcome Week timetable at bristol.ac.uk/new-undergraduates.

Induction and Welcome presentations
You are required to attend an entertaining presentation from UniSmart, which covers a range of topics designed as a ‘survival guide’ to help you manage and make the most of your student experience. Your specific presentation slot will be provided in your Residence welcome timetable.

If you are living in University Residences you will be welcomed by your Warden and introduced to the range of support available. Students living in the private sector will be invited to a similar presentation during Welcome Week.

School activities
Individual academic schools organise welcome and induction activities. You should refer to any additional documentation sent from your school(s) and check the relevant school web pages for up-to-date information. There will also be opportunities for you to meet your Personal Tutor.

Welcome Ceremony
You are invited to attend a Welcome Ceremony to celebrate the start of your university life. At this official welcome to the University community the key speakers will be senior academics and Bristol Students’ Union Sabbatical Officers.

Registration
You must attend registration on Tuesday 19 September in the Wills Memorial Building. Full details can be found on the website for new students: bristol.ac.uk/new-undergraduates.

Bristol Students’ Union Fair
On Friday 22 September (11am-4pm), the Students’ Union will host the Bristol SU 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 residence
- your academic school(s)
- the Students’ Union – see bristolsu.org.uk/welcome for details of events
- student clubs and societies
- religious groups.

International students
Several events are arranged specifically for international students (see page 7).

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 Students’ Union 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.

You will receive an email telling you more about the scheme and how to get involved.

Mature students
Mature students (those aged 21 or over) will be invited to an optional induction event on Monday morning, and to one of two optional study skills sessions (Monday afternoon or Friday morning). Mature students are also invited to a coffee morning and optional campus tour on Thursday 14 September, the week before term starts. These events offer opportunities to meet other new mature undergraduates as well as the Mature Students’ Adviser and some of our current mature students.

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 bristolac.uk/music/music-making).

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

Join to 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.

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 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.

Faculties
The University’s academic schools are grouped within six faculties: Arts; Biomedical Sciences; Engineering; Health Sciences; Science; Social Sciences & Law.

Contact details for the Faculty Offices are on page 13. To find out which faculty you are in, please check the A-Z list of courses at bristol.ac.uk/new-undergraduates.

During Welcome Week:
- attend the welcome session and UniSmart presentation, together with any workshops organised by the Warden responsible for your residence
- attend registration at the time specified, bringing your Certificate of Registration (and, for all EU and international students, attend the pre-registration checks beforehand)
- attend all other activities organised by your academic school(s).

Note: If you are unable to register online or print your Certificate of Registration 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.
Activity pass and sport

International students

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.

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 of Bristol SU offers 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 of Bristol and Bristol SU Sports brochure (available at bristol.ac.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. 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.

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

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 about 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-undergraduates.

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-undergraduates.

Contacting a current student
If you would like to contact a current Bristol student who comes from your country, visit our Welcome Lounge on arrival, details below.

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 4 to 22 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 meet student ambassadors and other new students.
- Welcome Programme of events open to all students. For details of events, dates and times go to bristol.ac.uk/new-undergraduates.

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 sponsorhip 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 websites for international students for up-to-date information: bristol.ac.uk/new-undergraduates.
- If you are arriving on 15, 16 or 17 September, check the details of the pick-up service at bristol.ac.uk/new-undergraduates.
- remember to carry your Confirmation of Acceptance for Studies (CAS) email with you to show to immigration authorities when you arrive.

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

Before I came to University
I had never touched a Water polo ball. In my second year I decided to try a new sport, and in my third year I ventured into goalkeeping, with things taking off from there. In my fourth year I was lucky enough to become a member of the Performance Squad and I had the best season ever, successfully competing at the top level of the National League and the British Championships.”
Laure Phlanaris
Water polo club

‘Due to sustaining an injury just before starting University, the volunteer scheme meant that I could still be actively engaged in sport, whilst improving my career prospects. I’m considering becoming a teacher and so working on activities like the Festival of School Sport has given me great organisation and communication skills…”
James Moulder
BA Ancient History

“You’ll never leave a sports session wishing you hadn’t gone.”
Alex Belfield
Aerospace Engineering

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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 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-undergraduates and complete your patient registration template.

Note: If you are already registered with the Students’ Health Service, eg you are starting a further programme of study, you should notify the Service at least 30 September if you wish to continue your registration, if you 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 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-undergraduates. 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 you where you will be living from the NHS Choices website nhs.uk.

Contact details
If on arrival in Bristol you need to see a doctor, you can contact the Students’ Health Service on 0117 300 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) 300 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. It is important to remain vigilant. You will be given information about the symptoms of meningitis when you arrive.

Mumps and Measles
Mumps and Measles cases occur 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.

Centralised 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 2,900 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 in all 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

Supporting your studies

Action

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.

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

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 online services.
• Consider what hardware or software will be useful for your course, 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.

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

• Online advice and support for your personal computer queries and mobile needs plus a free student laptop and mobile clinic
• Online lecture recording available

MyBristol – the University portal
bristol.ac.uk/mybristol
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 course
• read important announcements.

You can access MyBristol on a smartphone too.

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.

Student health app
Download the free expert self care student health app at expertselfcare.com/health-apps/esc-student

University of Bristol
Tuition fees

General

Tuition fees are due on the first day of your course. 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 courses. 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.

Fees amounts

Details of fees for the 2017/18 session can be found on the University’s website at bristol.ac.uk/ug-tuition-fees. 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 received 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 to the Income Office (available on the University’s website at bristol.ac.uk/secretary/studentrulesreg). If you encounter difficulties over payment of your fees, seek help at an early stage. In the case of initial delays to payments, you should contact the Income Office as soon as possible, or hard 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

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

• 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 on the University’s website at bristol.ac.uk/secretary/studentrulesreg. If you have any queries regarding your student loan, you should contact the Student Funding Office.

General action

Before you arrive:

• send a copy of your Financial Notification letter to the Income Office.

If you are receiving any tuition fee or payment arrangements, please contact staff in the Income Office.

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).

Note 1: This section does not apply to UK/EU students in receipt of a loan for the full tuition fee of £9,250: such students don’t need to take any action.

Payment arrangements for student financial support

UK students in receipt of government maintenance loans and supplementary grants

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

Please refer to the Fees and Funding channel in your MyBristol portal (see page 9) for information on payment dates.

Other grants

Some grants, such as departmental bursaries, disability grants and support grants from Wales, Ireland and the Channel Islands, will be paid by cheque. These may be collected from the Income Office in Senate House between 9am and 4.30pm on weekdays. You will need to present your UCash to collect such grants.

You should direct any queries about your student loan to gov.uk/student-finance.
Walking
The University’s main campus is within easy walking distance of the city centre, Bristol Temple Meads train station and the various residences.

Cycling
Bring your bike to Bristol or buy a new/ second-hand bike and enjoy a quick, convenient and low-cost way to explore the city. We support cycling in numerous ways, from free cycle training to a free cycle clinic to keep your bike in tune, and there are plenty of cycle parking facilities. There will be cycle clinics during Welcome Week – visit bristol.ac.uk/cycling for details.

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

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

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

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

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 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.

Faculty offices
For queries about registration or your course contact your faculty office:

- Arts
  Telephone: +44 (0)117 331 8405
  Email: artf-ugoffice@bristol.ac.uk
- Engineering
  Telephone: +44 (0)117 331 5830
  Email: engf-office@bristol.ac.uk
- Biomedical Sciences
  Telephone: +44 (0)117 331 1533
  Email: fbs-ugqueries@bristol.ac.uk
- Health Sciences
  For medical students:
  Telephone: +44 (0)117 331 6827
  Email: med-dentregistration@bristol.ac.uk
  For dental students:
  Telephone: +44 (0)117 342 4500
  Email: med-dentregistration@bristol.ac.uk
  For Veterinary Science and Veterinary Nursing students:
  Telephone: +44 (0)117 928 9645
  Email: vet-student-admin@bristol.ac.uk
- For Gateway courses and Anatomy students:
  Telephone: +44 (0)117 928 8334
  Email: Student-admin-southwell@bristol.ac.uk

University of Bristol

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

Travel

Useful travel information
Journey planning
- Travelwest: travelwest.info
- Walking: Walkit.com: walkit.com
- Pilot: Bristol.ac.uk/pilots
- Cue: Bristol.ac.uk/cycling
- Better by Bike: betterbybike.info

Walking
- Bristol: Bristol.ac.uk/walking
- Car Clubs: Bristol.ac.uk/carclub
- Buses: Bristol.ac.uk/transport
- Bristol Flyer: flyer.bristolairportct.co.uk
- Park and Ride: travelwest.info/parkandride
- National Express coaches: nationalexpress.com
- Park and Ride: Bristol.ac.uk/parkandride
- Megabus: travelwest.info/parkandride
- Travelwest: travelwest.info
- Walkit.com: walkit.com
- Better by Bike: betterbybike.info

Buses
Buses serve the University campus and 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.

Undergraduate students living in University allocated accommodation will receive a bus pass for unlimited travel on the Bristol UniBus Service (Stoke Bishop Halls of Residence to City Centre, via the University). All other students can purchase a Bristol UniBus pass or buy individual tickets on board the bus. For more information visit bristol.ac.uk/transport.

Train
Bristol Temple Meads train station, 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.

Faculty offices
For queries about registration or your course contact your faculty office:

- Arts
  Telephone: +44 (0)117 331 8405
  Email: artf-ugoffice@bristol.ac.uk
- Engineering
  Telephone: +44 (0)117 331 5830
  Email: engf-office@bristol.ac.uk
- Biomedical Sciences
  Telephone: +44 (0)117 331 1533
  Email: fbs-ugqueries@bristol.ac.uk
- Health Sciences
  For medical students:
  Telephone: +44 (0)117 331 6827
  Email: med-dentregistration@bristol.ac.uk
  For dental students:
  Telephone: +44 (0)117 342 4500
  Email: med-dentregistration@bristol.ac.uk
  For Veterinary Science and Veterinary Nursing students:
  Telephone: +44 (0)117 928 9645
  Email: vet-student-admin@bristol.ac.uk
- For Gateway courses and Anatomy students:
  Telephone: +44 (0)117 928 8334
  Email: Student-admin-southwell@bristol.ac.uk

University of Bristol

Students’ Union
Richmond Building, Queen’s Road
Telephone: +44 (0)117 331 8600
Email: bristol@studentsunion.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)117 964 6640
  Email: accom-offices@bristol.ac.uk
  bristol.ac.uk/accommodation

- Disability Services
  For confidential advice, information and guidance as well as study-related support for disabled students
  Telephone: +44 (0)117 331 0444
  Fax: +44 (0)117 331 0456
  Email: disability-services@bristol.ac.uk
  bristol.ac.uk/disability-services

- Income Office (see page 13)
  Telephone: +44 (0)117 954 6372
  Email: student-fees@bristol.ac.uk

- International Student Visa Advice (see page 7)
  bristol.ac.uk/visas

- IT Service Desk (see page 9)
  For any questions, problems or requests relating to IT services in the University
  Telephone: +44 (0)117 928 7670
  Email: service-desk@bristol.ac.uk
  bristol.ac.uk/it-services

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

- Admissions Office
  For general queries about undergraduate admissions
  Telephone: +44 (0)117 928 9000
  Email: choose-ug@bristol.ac.uk

Web pages for new students
The web pages contain important additional information so please check them regularly:
- Welcome Week timetables for each course
- Information about getting started with your studies
- A start guide to University life
- Information from the Students’ Union
- Reminders about tasks to complete
- More events information
- Other important announcements.

bristol.ac.uk/new-undergraduates

Please also check your school(s) website for information specific to your course.

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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 gyu.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