

**find
your
BRISTOL**



Registration guide for new undergraduates

Class of 2018

Essential information about
Welcome Week and beyond

Congratulations!

Checklist: things to do before you get here

By Saturday 15 September

- Upload a photo for your student card (see page 3)
- Register online (from Wednesday 5 September – see page 2) and print out your Certificate of Registration

Getting ready

- Start preparing for university life – we've got tips and the latest information at bristol.ac.uk/new-undergraduates
- Register with the Students' Health Service as soon as you know your Bristol address (page 9)
- Get vaccinated if necessary (page 9)
- Read information from your school and follow any instructions
- If you're an international student, make sure you've completed any necessary tasks (see page 4)
- Think about buying a sports activity pass (see page 8)
- Share your stories and join us on social media at bristol.ac.uk/connect

Key dates 2018/2019

Academic year

Monday 24 September 2018 to Friday 14 June 2019

Moving in dates for students in University allocated residences

Friday 21, Saturday 22 and Sunday 23 September 2018

Welcome Week

Monday 24 to Friday 28 September 2018

Teaching blocks

Teaching is delivered in two blocks, each followed by an exam and marking period.

Teaching block 1: Monday 1 October to Friday 21 December 2018

Teaching block 2: Monday 28 January to Friday 10 May 2019

Vacation

Christmas: Monday 24 December 2018 to Friday 11 January 2019

Easter: Monday 8 to Friday 26 April 2019

Summer: Monday 17 June to Friday 20 September 2019

Disability Services

We support students with a range of disabilities, learning difficulties and other health and mental health conditions. Our advisers can tell you about the many support options available, such as mentoring, study skills and exam preparation. We'll work with you and your academic department to help you get the most out of your time at Bristol. bristol.ac.uk/disability-services

find your BRISTOL

Welcome

Welcome from Professor Judith Squires, Pro Vice-Chancellor for Education

Welcome to the University of Bristol.

You are joining an inspiring and supportive learning community. We are proud to offer research-rich, innovative and inclusive education across all our programmes, giving you a challenging and a life-enhancing experience.

To complement your academic education, our Bristol Futures educational programme includes three personal development pathways – Innovation and Enterprise, Global Citizenship and Sustainable Futures. Exploring these pathways will help you develop your skills for employability and to become a socially and globally responsible citizen. I hope that you will explore these opportunities, which will give you the chance to meet students beyond your subject area and acquire a rounded set of skills. The richness of our learning community is one of the reasons why we produce some of the most employable graduates in the UK.

Being at university is an exciting time, but it can also bring challenges – personal as well as academic. It can take a while to get used to studying independently and to living away from home, perhaps for the first time. Your wellbeing is very important to us, and it is just as important to take time out for yourself as it is to study hard. To help you with this, we offer a range of personalised support, from progress monitoring and personal tutors to peer mentoring and wellbeing advisors. We are also lucky to live in a green city, with plenty of parks and outside places in which to relax.

Bristol is a creative, dynamic and vibrant city, with a wealth of opportunities to take part in social and sporting activities, or to volunteer locally. Bristol Students' Union helps to run over 260 societies and 60 sports clubs and was awarded the 2016 Queen's Award for Voluntary Service for outstanding work in the community. Our Bristol PLUS Award formally recognises your academic and extra-curricular achievements, so do think about getting involved – it will give you an important balance to your studies.

We want to work in partnership with you to make sure that you and your fellow students have an outstanding university experience. Throughout your time at Bristol we will ask for your views through surveys and our course representatives system. Your feedback influences our teaching: we listen and respond.

We're looking forward to meeting you in the autumn and helping you to settle in, to challenge yourself, look after yourself and enjoy all that is on offer.



Judith
Pro Vice-Chancellor for Education

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Welcome Helpdesk

Our main Welcome Helpdesk will be outside Hawthorns on Woodland Road in the centre of our campus. This will be open throughout Welcome Week (10 am to 5 pm, Sunday to Friday). There are more helpdesks in Beacon House, the Priory Road Complex and the Richmond Building (10 am to 5 pm, Monday to Thursday). Student helpers will be happy to direct you or to help with any questions you may have about Welcome Week activities and student life.

Registration



Get registered

Once you've completed your registration, you'll be an official member of the University of Bristol. The registration process has two stages: Step 1: before you arrive, you need to register online*; Step 2: when you get here, you complete the process in person at your registration event (check your Welcome Week timetable for details – see bristol.ac.uk/new-undergraduates).

Online registration

You can register online from Wednesday 5 September; you need to complete this by Saturday 15 September.

How to register

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

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

Visit bristol.ac.uk/new-undergraduates for useful information to help you register and settle into university life.

Pre-registration Checklist

For some students we need to see original documents before registration. If the system creates a Pre-registration Checklist for you, please print out and bring this checklist, and all the supporting documentation listed on it, to your Pre-registration Checks. See bristol.ac.uk/students/new-undergraduates/registration.

Certificate of Registration

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

Student Info – your online facility

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

- unit information;
- your Personal Tutor's details;
- your personal exam timetable;
- exam results.

Your preferred name

The full name you gave when you applied 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 University student card and class lists, only your first forename and family name will be printed. You can enter a preferred forename in the personal details section during online registration, and we will use this on your student card and on informal lists.

**If you can't register online before you arrive because you don't have access to a computer, please report to the Help Desk in the Wills Memorial Building on 25 September.*

During Welcome Week

Bring your printed Certificate of Registration (and your Pre-registration Checklist, with supporting documentation if we've requested it) to registration. Your certificate provides proof of online registration, and you'll need it to collect your student ID (UCard). Please attend registration at the time specified in your Welcome Week timetable (not earlier, since space is limited). See bristol.ac.uk/new-undergraduates.

Pre-registration Checks

If a Pre-registration Checklist was provided for you during online registration, you need to attend the Pre-registration Checks before registering. See bristol.ac.uk/students/new-undergraduates/registration.

If you have a Tier 4 Student Visa and requested that your Biometric Residence Permit card (BRP) be sent to the University, you can collect this at the Pre-Registration Checks. The BRP card is your Tier 4 Student Visa. Alternatively, you will need to collect your BRP from the Post Office. For further information about BRPs visit www.gov.uk/biometric-residence-permits.

Please aim to arrive at least 30 minutes before your registration slot and bring a print out of your Certificate of Registration, Pre-registration Checklist and any documents we ask for on the checklist. These may include:

- original examination certificates and transcripts for previously achieved qualifications;
- English language certificates showing test scores;
- official translations of any documents not originally in English;
- passport;
- BRP Card (if you collected it from the Post Office);
- ATAS certificate (if required).

find your UCARD



What you need to do

Before you arrive:

- Register online between 5 and 15 September at bristol.ac.uk/studentinfo/new – have either your student number or your UCAS personal ID to hand.
- Upload a recent passport-style photo of yourself as soon as possible at bristol.ac.uk/cardservices/newstudents by Saturday 15 September.
- Print out your Certificate of Registration and (if applicable) Pre-registration Checklist.

If you upload your photo after 15 September you might not be able to collect your UCard at registration and you will also have to queue – so it's worth doing before you get here. If you can't upload an image, you can arrange for your photo to be taken when you arrive. Staff at registration will explain what you need to do.

If you don't register online by 15 September, we won't have the information we need to create your UCard in time for registration.

Your student ID

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

Your UCard provides:

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

Already got a UCard?

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

Collecting your UCard

You will receive your UCard at registration. Details of your registration event are in your Welcome Week timetable.

Replacement cards

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

International students



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, at bristol.ac.uk/new-undergraduates.

Student Visa Services

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

Non-EU students – all visa holders

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

If you need a 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 a visa valid for one month enabling you to travel to the UK, along with a letter confirming the length and conditions of your visa. You won't 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.

What you need to do

Before you leave home:

- Get any necessary student visa or entry clearance to study in the UK.
- If you are arriving on 21, 22 or 23 September, check the details of how to travel to our University at bristol.ac.uk/new-undergraduates.
- Check ukcisa.org.uk for useful tips and advice about living and studying in the UK.
- Remember to carry your Confirmation of Acceptance for Studies (CAS) email with you to show to immigration authorities when you arrive.

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

Supporting your studies



Bristol International Students Centre

This independent charity helps international students settle into life in Bristol. See bisc.org.uk.

Study spaces

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

You can access:

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

IT services

We provide computing facilities including printing, photocopying and scanning, and over 2,300 public computers, mostly running the Windows operating system. You can find these in academic schools, study centres, libraries and halls of residence, with some open 24 hours a day, seven days a week.

You can access:

- WiFi in all learning spaces and in all bedrooms in our managed residences;
- wired internet connections in all residences;
- a University email account and personal file storage;
- a dedicated IT service desk for all your computing queries;
- online advice and support for questions about your personal computer and mobile devices;
- free student laptop and mobile clinic;
- online lecture recordings.

MyBristol – your University portal

MyBristol gives you 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 it to:

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

To register, go to bristol.ac.uk/mybristol.

Sources of study help, advice and general information

Library staff in all libraries will be happy to help with any queries. You can also look online at bristol.ac.uk/library.

IT Service Desk in the Computer Centre

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

Using your own computer

- You can bring your own laptop, tablet or smartphone and connect it to our network to use the internet and a wide range of online services.
- Microsoft Office 365 software is available for free at bristol.ac.uk/software.

What you need to do

During Welcome Week:

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

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

Welcome Week activities



find your FACULTY

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

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

Moving in

If you are living in University-managed accommodation, your Residential Life team will welcome you and introduce you to the range of services and support available. If you are living in private housing, you will be invited to a similar presentation during Welcome Week.

School activities

Our academic schools organise a range of welcome and induction activities. Look out for information from your school(s) and check their webpages for up-to-date information. You will also be able to meet your Personal Tutor.

Welcome Ceremony

Join us to celebrate the start of your university life at Bristol. Senior academics and Bristol Students' Union Elected Officers will give you an official welcome to our community at this special ceremony in the grand surroundings of the Wills Memorial Building's Great Hall.

Bristol Students' Union (Bristol SU)

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

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

Bristol SU welcome programme

There's so much going on this week, from plant potting and film screenings to a range of social gatherings and other activities, including alcohol-free events.

Don't miss the Bristol SU Welcome Fair, from 11 am to 4 pm on Friday 28 September on Clifton Downs. The Downs will be transformed into a festival arena with student societies, sports clubs, local businesses and University services, with food stalls and entertainment throughout the day. This is your chance to sign up to a wide range of activities, pick up useful information and take advantage of special offers. The fair is only open to students, so make sure you have your UCard or acceptance letter with you.

The fair opens an hour earlier for students with accessibility requirements. If you would like to come along at this time, please email bristolsu-justask@bristol.ac.uk by Monday 24 September with details of any support you may need.

If you can't make the fair you can still sign up for clubs and societies and find out more about Bristol SU at bristolsu.org.uk.

Peer mentoring

Our Student Support team offers peer mentoring for first-year students. Mentors are current students who have already studied at the University for at least one year and can:

- answer general queries;
- help you find your way around;
- help you decide which clubs, societies and social activities to get involved in;
- give tips on your course (but not academic support);
- direct you towards sources of information and support across the University and Bristol SU.

We'll send you an email telling you more about the scheme and how to get involved.

Care leavers

If you have experience of being in care, Peer Support Adviser Maria Tottle offers support throughout the year. During the first two weeks of term you can meet Maria as well as other care leavers, followed by regular meet-ups. Contact care-leavers@bristol.ac.uk for more information.

Mature students

If you're aged 21 or over, we will invite you to an optional induction event on Monday 24 September, and to one of two optional study skills sessions (Monday afternoon or Friday morning). You're also invited to a coffee morning and campus tour on Thursday 20 September. At these events you can meet other mature undergraduates as well as the Mature Students' Adviser. You should have received an email with details about these events; if you didn't, or if you'd like more information, contact mature-students-adviser@bristol.ac.uk.

Music auditions

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

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

You can sign up for a slot at the Department of Music at the start of Welcome Week. Auditions will take place at the Victoria Rooms during the Thursday, Friday and Saturday of Welcome Week. They are only held once a year so if you're interested, don't miss out.

If your school commitments mean you can't attend the scheduled audition sessions, contact the Department of Music (music-resources@bristol.ac.uk, +44 (0)117 331 4044), who may be able to arrange an alternative audition slot for you.

Sustainability

Sustainability is part of everything we do at Bristol: our research, teaching, buildings and the student experience. You can take part in a whole host of fun activities to develop your skills during your time at Bristol. Bristol SU also runs sustainability events in Welcome Week and throughout the year, with the chance to get involved in volunteering and campaigning. Visit bristol.ac.uk/green and bristolsu.org.uk/sustainability to find out more.

What you need to do

Before you arrive

Check your Welcome Week timetable for details of all the events you need to attend: bristol.ac.uk/new-undergraduates

During Welcome Week (24-28 September)

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

During this week, you need to:

- take part in your residence's welcome events, including induction, workshops and activities;
- attend registration at the time specified;
- attend your Welcome Ceremony – details in your timetable;
- find out about your induction and activities organised by your academic school by downloading your Welcome Week timetable;
- visit the SU website (bristolsu.org.uk) to find out about all the activities and events on offer during this week.

What you could do

- Visit Bristol SU's website to find out more about their Welcome programme.
- Visit our website (bristol.ac.uk/find-your-bristol) to find out about Welcome Week events and activities.

find your RHYTHM

Wellbeing at Bristol

Coming to university can be challenging as well as exciting. We offer a range of services to support you in managing your health and wellbeing.

Support in schools

Your personal tutor will provide academic guidance and personal support, and can refer you to other University services when you need them. Bristol SU's Just Ask service (bristolsu.org.uk/justask) is also a great source of support for academic issues.

Student Wellbeing Service

This team works alongside your academic tutor to ensure you have everything you need while studying with us. They can help you look after yourself and are specially trained to give you support if you need it. They can point you to our Student Services across the University, including guidance from our Careers and Employability Team.

Discover Bristol

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

Counselling Service

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

Big White Wall

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

Nightline

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

Faith and spirituality

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

Being active

We want you to keep healthy and enjoy every aspect of university life. You can explore a range of health and sports facilities and clubs, and take part in opportunities beyond your studies. bristol.ac.uk/sport/activities/campus

week, in our Student Support Centres, which are centrally located in each of our three residential villages in Bristol.

These improvements to our residential communities are part of an institute-wide approach to wellbeing support and care. We work in close partnership with the new Student Wellbeing Advisers in schools, our Student Counselling Service, Sport, Exercise and Health, Bristol SU and other partners including the NHS, Public Health and national mental health and wellbeing charities. See bristol.ac.uk/students/wellbeing/our-approach

Students' Health Service

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

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

Registering with the Students' Health Service

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

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

Registering with a doctor

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

Relaxation space

Chill out in this dedicated space on the first floor of the Arts and Social Sciences Library, available daily during library opening hours. Here you can take time out from revising; flop on a floor pillow, ease into a comfy rocking chair and enjoy the views. bristol.ac.uk/library/accessibility-support/wellbeing

Contacts and opening hours

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

Opening hours

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

Address

Hampton House
St Michael's Hill
Bristol BS6 6AU

Meningitis

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

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

MMR (measles, mumps and rubella)

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

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

International Students

If you are coming to Bristol as an International Student, please bring with you details of immunisations, medical history, allergies and any current medication.

Student support in our residences

This year we are introducing a new, joined-up approach to pastoral care with a consistent support service in our residences and across our campus. Students in residences will have access to a pastoral team of full-time staff which includes Residential Experience Co-ordinators and Wellbeing Advisers who will organise community activities and provide one-to-one support. The team will provide expert help on a wide range of issues, including mental health and wellbeing, and will be there to support you at all times. A team of 120 Chief and Senior Residents also live in our residences, to provide a familiar face and peer support for you every day. You can get access to a variety of key support services round the clock, seven days a

What you need to do

Before you arrive:

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

Tuition fees

What you need to do

Before you arrive:

- Choose your payment option and payment method.
- If you want to pay by instalments, set up your recurring payment plan on the Fees and Funding channel in your MyBristol portal by 23 October (you will need to register online and then wait until the next working day before you can set up your payment plan).
- If a sponsor is paying your fees, please complete and return a sponsorship authorisation form (which you can download from bristol.ac.uk/fees-funding/tuition-fees) 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.

This section does not apply to UK/EU students who have a loan for the full tuition fee of £9,250: if that's you, you don't need to take any action.

Tuition fees

Tuition fees are due on 24 October, unless you have arranged a payment plan. If you are taking out a full tuition fee loan from the UK government, the Student Loans Company will pay your fees directly to the University.

All other students must either pay their tuition fees in full or have already arranged a standard payment plan. You can arrange to pay by instalments through a Financial Statement in the Fees and Funding channel within the MyBristol portal (see page 5), or with the Income Office.

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 that fit your circumstances.

Invoices and receipts

You will be able to view and print invoices and receipts by going to the Fees and Funding channel in your MyBristol portal. You will receive a receipt for cash payments at the time of payment.

Fee amounts

You can find details of fees for 2018/19 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 receiving financial support from the UK government

If you have applied for the full tuition fee loan of £9,250, you don't need to do anything further – the Student Loans Company will pay your full tuition fee directly to the University.

If you receive any funding from the Student Awards Agency for Scotland (SAAS), you need to provide the Income Office with a copy of your financial notification letter so that we can update your records.

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 opposite). All international (non-EU) students, please read this 'Payment options' section as well.

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 below.

Sponsored students

If your tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, you need to provide evidence to the Income Office: either 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 an authorised representative of the organisation signs the document, and send it to the Income Office as soon as possible, or hand it in during Welcome Week.

We will invoice your sponsor following your registration; payment is due in full within 30 days of receipt of the University invoice. We will recognise an organisation as your sponsor only if they make payments promptly; if you have problems with your sponsorship arrangements, you will ultimately become responsible for paying your own fees.

Payment options

To make a payment or set up future recurring payments, go to the Financial Statement in 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. Think about whether you want to pay by Direct Debit or recurring card payments before you create your payment plan.

You can pay tuition fees in full or in two instalments: 50 per cent due on 24 October and 50 per cent due on 24 January.

Similarly, you can pay accommodation fees in full or in three instalments: 40 per cent due on 24 October, 30 per cent due on 24 January and 30 per cent due on 24 April.

You can find full information on all other payment options at bristol.ac.uk/fees-funding/tuition-fees.

General financial matters

Difficulties in paying fees

We have clear procedures for dealing with late payment or non-payment of fees; these are set out in the Student Fees section of the Rules and Regulations for Students at bristol.ac.uk/secretary/student-rules-regs.

If you're having difficulty paying your fees, please ask for help as soon as possible: contact the Income Office in the first instance. You may also want to speak to your Personal Tutor, the Residential Life team, or the Advice and Representation team in the Students' Union. We will help you where we can, but in the event of non-payment the University may apply sanctions ranging from administration fees or interest charges to, in extreme cases, exclusion.

If you are having persistent financial hardship, you should contact the Student Funding Office.

Need help?

If you have any queries about your tuition fees or payment arrangements, please contact 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, the Income Office should be able to advise you.

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

Payment arrangements for student financial support

UK students with government maintenance loans and supplementary grants: payments will be made directly to your bank account in September, January and April.

UK students receiving University of Bristol scholarships and bursaries: please refer to the Fees and Funding channel in your MyBristol portal (see page 5) 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. You can collect these with your UCard from the Income Office in Senate House between 9 am and 4:30 pm on weekdays. If you have any questions about your student loan please go to www.gov.uk/student-finance.

find
your
WAY

The Income Office, Senate House

- Pay tuition, accommodation and bench fees
 - Pick up Channel Islands grant cheques
 - Collect refunds
 - General enquiries about fees and payments
- Telephone: +44 (0)117 954 6371, +44 (0)117 954 6372 or +44 (0)117 954 6373
Email: student-fees@bristol.ac.uk

The Student Funding Office, Senate House

- Information on bursaries and scholarships
 - Advice on UK government support, including loans, grants and discretionary hardship funds
 - Advice on University Hardship Funds
 - Getting a University signatory for Professional and Career Development Loans (PCDLs)
 - Emergency short-term loans
 - Advice on budgeting
 - Financial advice about withdrawal, suspension or transfer
- Telephone: +44 (0)117 331 7972
Email: student-funding@bristol.ac.uk

Travel



Useful travel information

Plan your journey with Travelwest:
travelwest.info

Walking

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

Cycling

Bristol is a cycling city despite the hills! Bringing your own bike to Bristol or buying one while you're here means you can enjoy getting out and about independently and is a great way to enjoy our city. We support cycling in a number of ways, from free cycle training to a free bike clinic to keep your bike in tune, and there are plenty of cycle parking facilities. We run clinics during Welcome Week – visit bristol.ac.uk/cycling for details. You can also hire a bike from Bristol SU's Balloon Bike scheme: bristolsu.org.uk/balloonbikes2016.

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

What you need to do

Before you arrive:

- Print off travel maps from bristol.ac.uk/maps and bring them with you.
- Download the First mTicket app to your phone so you're ready to ride the Bristol Unibus U1 service and access the cheapest First bus fares across the city – just search 'First mTickets' in your app store.

Bus/coach

Bristol and the University campus are well served by fast and frequent bus services. There are buses from our campus to the city centre, Bristol Temple Meads train station, the Stoke Bishop Halls of Residence and other popular areas. Undergraduate students living in University-allocated accommodation have a bus pass for unlimited term-time travel on the Bristol Unibus U1 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/buses.

Bristol Unibus: bristolunibus.com

First Bus travel planner: firstgroup.com/journey-planner

Megabus: megabus.com

National Express Coaches: nationalexpress.com

Park and Ride: travelwest.info/parkandride

Bristol Flyer: flyer.bristolairport.co.uk

Bristol MetroBus: travelwest.info/metrobus

Trains

Bristol is the regional capital of the South West and has good intercity rail connections. It has two major train stations: Bristol Temple Meads and Bristol Parkway. Our campus is also served by a suburban rail line with stations at nearby Clifton Down and Redland.

You can get a third off rail fares with a 16-25 Railcard, also available to full-time mature students. Go to 16-25railcard.co.uk to find out more. Other useful links: bristol.ac.uk/trains; Severn Beach line: travelwest.info/rail/severn-beach-line.

Taxis

Bristol has several taxi and private vehicle hire firms. There are also several taxi ranks in the centre of Bristol. Licensed taxis should have two identification badges – one in the vehicle and one worn by the driver – with a photo of the driver, an ID number and an expiry date.

Cars

We strongly advise you not to bring a car to Bristol. No parking is allowed on campus during working hours, and all on-street parking in and around the campus is subject to residential permits, meters and time limits. Parking at the residences is only available in exceptional circumstances, with a permit. If you have a mobility impairment you can apply for a parking permit at bristol.ac.uk/transportplan/car-parking/precinct/disabled-staff-and-student-parking.

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

find your OFFICE

Useful contact details

University of Bristol Students' Union

Richmond Building
105 Queen's Road
Telephone: +44 (0)117 331 8600
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 6640
Email: accom-office@bristol.ac.uk
bristol.ac.uk/accommodation

Disability Services

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

Income Office

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

International Student Visa Advice

bristol.ac.uk/directory/visas

IT Service Desk

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

Student Funding Office

Telephone: +44 (0)117 331 7972
Email: student-funding@bristol.ac.uk
bristol.ac.uk/fees-funding

Admissions Office

For general queries about undergraduate admissions.
Telephone: +44 (0)117 394 1649
Email: choose-ug@bristol.ac.uk

Faculty offices

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

Arts

Telephone: +44 (0)117 428 2283
Email: artf-ugoffice@bristol.ac.uk

Engineering

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

Health Sciences

For medical students:

Telephone: +44 (0)117 428 2833
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

Life Sciences

Telephone: +44 (0)117 331 1522/1533
Email: fls-ugenquiries@bristol.ac.uk

Science

Telephone: +44 (0)117 928 9957
Email: sci-undergrad@bristol.ac.uk

Social Sciences and Law

Telephone: +44 (0)117 331 0758
Email: fssl-ugadmin@bristol.ac.uk

You can find faculty address information at bristol.ac.uk/students/new-undergraduates/contacts

Webpages for new students

Our new students webpages contain important additional information so please check them regularly. They include:

- 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.
- bristol.ac.uk/new-undergraduates
Please also check your school(s) webpages for information specific to your course, events and important announcements.

Are you eligible to vote?

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

Alternative format

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

External Relations
University of Bristol
31 Great George Street
Bristol BS1 5DQ
Tel: +44 (0)117 394 1591
Email: public-relations@bristol.ac.uk

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 instagram.com/universityofbristol

bristol.ac.uk/find-your-bristol

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