

Student Guide 2011/12



University
of Worcester



Contents

Welcome to Worcester and Welcome Week	3
Semester and Term Dates	4
Registration and Beyond	5
Student Services	6-8
Students' Rights and Responsibilities	9
Study and Careers	10-11
Students' Union	12-13
Academic Advice and Support	14
Accommodation	15
Campus Facilities	16-18
Information and Learning Services	19-20
Financial Matters	22-25
International Students	26-27

Welcome to Worcester

We are really pleased that you've chosen to study at the University of Worcester. Studying at university is a big move but we are here every step of the way to guide you, support you, to offer advice and to provide you with many memorable days along the way!

We have written this guide to answer some of the questions you may have. Please take the time to look through this guide as it is a great way of putting your mind at ease. We know you'll find Worcester a friendly place to live and study.

Our St John's Campus is a 20 minute walk from Worcester city centre and our City Campus. The City Campus opened in 2010 with new Halls of Residence, excellent teaching facilities, a Wellbeing Centre and cafe. Our new Riverside developments include The Garage, a renovated industrial building with a range of art studio and workshop spaces, and new buildings for Sport and Dance. The joint university and public library which is the first of its kind in Europe, will be open in 2012.

Worcester has a long and interesting history but it is also one of the fastest growing cities in Europe. You'll find historic buildings like the Cathedral side by side with high street chain stores and unique shops, coffee bars, restaurants and nightclubs. New businesses from all over the world have come to Worcester over recent years, adding a multicultural flavour to the city.

This guide is for you to keep and refer to in your first few weeks at University. Even if you are studying at one of our partner institutions, we hope you will find this guide useful. In the meantime, if you have any questions, please do not hesitate to contact us.

We look forward to welcoming you here in September.

Welcome Week

Most full-time and part-time students starting courses at the University of Worcester in September 2011 will arrive on campus during the weekend of 17- 18 September when you will be able to collect your ID/library card, find out more about the Students' Union and the NUS Extra card, and if you have a place in the halls of residence, you will be able to collect your keys and move in. Activities and events have been planned for the weekend to help you settle into student life as quickly as possible. Details of these events are shown in your Welcome Week Programme. Please read this carefully!

Some students starting courses such as Nursing, Midwifery and those leading to a teaching qualification, plus some attending our partner colleges, may enrol at different times. If you are one of these students you will receive separate enrolment information and instructions.

Semester and Term Dates

BA/BSc (Honours), HND and Foundation Degree Students

Semester 1

Induction Week:

19 September 2011 – 23 September 2011

Teaching Period:

26 September 2011 – 16 December 2011

Christmas Break:

19 December 2011 – 2 January 2012

No formal teaching:

31 October 2011 – 4 November 2011

Revision and Assessment Weeks:

3 January 2012 – 13 January 2012

Semester 2

Teaching Period:

30 January 2012 – 4 May 2012

Easter Break:

2 April 2012 – 13 April 2012

Revision and Assessment Weeks:

7 May 2012 – 18 May 2012

Nursing Courses*

Semester 1

5 September 2011 – 23 December 2011

Christmas Break:

26 December 2011 – 30 December 2011

Semester 2

2 January 2012 – 10 August 2012

Midwifery*

Semester 1

30 August 2011 – 17 February 2012

Christmas Break:

19 December 2011 – 1 January 2012

Semester 2

20 February 2012 – 27 July 2012

Easter Break:

23 April 2012 – 27 April 2012

PGCE Primary

12 September 2011 – 16 December 2011

9 January 2012 – 30 March 2012

16 April 2012 – 6 July 2012

PGCE Secondary

14 September 2011 – 16 December 2011

9 January 2012 – 30 March 2012

16 April 2012 – 6 July 2012

Primary Initial Teacher Education

19 September 2011 – 16 December 2011

9 January 2012 – 30 March 2012

23 April 2012 – 22 June 2012

Masters Courses

Masters students will be notified of their start dates. Further information can be obtained from individual course leaders.

* A more comprehensive breakdown can be found in your Joining Pack.

Registration and Beyond

What is Registration?

Registration is the formal process of becoming a member of the University, enabling you to attend lectures, receive tuition, sit examinations, register with the Library and other facilities, and be a member of the Students' Union. It provides you with an opportunity to check that the information held by the University is accurate and complete. If you do not register, you may be prevented from accessing various facilities including online resources that support your tuition.

How do I register?

Prior to arrival at the University you are asked to register online via the University of Worcester's Student OnLine Environment (SOLE) web pages.

<http://www.worcester.ac.uk/register>

How do I log on to my SOLE page?

With this guide you will have been sent a separate letter with details of your student number and password, along with the address of the relevant web page.

I don't have access to the internet at home. How do I register?

Most public libraries have free internet access; alternatively, if you live near the University of Worcester, open access terminals are available from the Student Enquiry Desk, Woodbury Building for student use.

I am having difficulties registering – how can I get help?

Call Registry Services on 01905 855111 or 01905 855333.

Student Support

Being a student can be one of the most exciting and rewarding periods of anyone's life, but it can also seem daunting at first. Things will seem strange to start with and you will have to get used to new people and surroundings, particularly if you are living away from home for the first time. You may be studying subjects which are totally new to you, or have to get used to studying in completely new ways. Other students you see may appear more confident and comfortable than you in their new surroundings.

Possibly the two most important things to remember if you do feel this way are:

- You are not the only one – many others will feel exactly the same way, or maybe even worse at some stage in their studies. What you are going through does not mean you are less able to cope than others around you, nor that you aren't cut out for University life.
- You do not have to cope on your own. There are many people throughout the University whom you can turn to for help or advice. These include academic tutors, subject tutors, those who work in Student Services, Registry Services, the Library, International Centre, Accommodation Services and many others. Perhaps most importantly, your fellow students can be a great source of help. Whether they are people in your hall or on your course, or people you have met through clubs, societies or teams, other students you know may well be feeling exactly the same as you. Sharing your concerns with them can help you, and them, feel better and less isolated.

Student Services

The department of the University most involved in supporting students throughout their studies is Student Services. The department holds the Matrix quality standard for information, advice and guidance and aims to support our students to enable them to fulfil their potential by:

- Ensuring equality of opportunity for disabled students
- Providing a supportive environment in halls of residence and off-campus accommodation
- Supporting students in times of difficulty through counsellors, mental health advice, the Chaplain and other advisers
- Providing an Ofsted-approved nursery for those with pre-school age children
- Giving financial advice and providing access to additional financial support
- Enabling students to develop the skills needed to study in higher education
- Helping students plan for the future and take the next steps towards post-university careers

Whatever your enquiry, Student Services aims to provide a confidential and responsive service. More information on the work of each of its teams is given on the following pages. Most of these services are based in the Woodbury building, opposite the Students' Union.

Student Enquiry Desk

This should be your first port of call whenever you have an enquiry about the rules and regulations affecting you as a student and the services available to support you. The desk is located in the Woodbury building. The desk is open during semesters from 10am to 4pm, Monday to Friday. Opening times during vacations may differ and will be advertised

separately. Check the Student Services web pages for opening times or telephone **01905 855502**, or email: studentinfo@worc.ac.uk

Disability & Dyslexia Service

The University of Worcester is fully committed to ensuring equal opportunities and aims to create an environment which enables disabled students to participate as fully as possible in all aspects of student life. If you have indicated in your application that you have a disability you may already have been in contact with members of our Disability & Dyslexia Service.

The Service provides pre-entry advice to prospective students who have a disability and, with the students' consent, advice to those staff who will be teaching or working with those students. Members of the Service can help with dyslexia screening and assessment, making applications for the Disabled Students' Allowance, training in specialist IT equipment, arranging specialist support such as note takers, scribes and individual academic support, as well as advice on reasonable adjustments to ensure disabled students are not disadvantaged by the environment.

If at any time during your course you think you may need support because of a disability or specific learning difficulty contact the Disability & Dyslexia Service, Woodbury Building, by telephone on **01905 855531**, by email at disability@worc.ac.uk or via the Student Enquiry Desk (see above).

Counselling & Mental Health Service

1 in 4 people in the UK will experience some mental health difficulty at some point in their lives. For many, these difficulties will be short-lived but for some the problems may continue and affect their ability to cope with every day living. In such cases specialist help

or advice may be beneficial. At the University of Worcester we have a mental health adviser who helps and supports students who have a pre-diagnosed psychiatric condition who are experiencing emotional and psychological difficulties. The adviser works with students individually or in groups and also helps to promote mental health and well being across the University community. The mental health adviser can be contacted by telephoning **01905 855447** or emailing: **mentalhealth@worc.ac.uk**

Counselling

The University of Worcester has a team of counsellors who support students experiencing emotional difficulties, to help them gain the maximum benefit from being at University. Students bring a range of issues to the counsellors including anxiety and stress, homesickness, academic issues or problems with relationships. Whatever the issue the counsellors provide an opportunity to talk in confidence to someone who, unlike a friend or relative, is quite separate from the rest of the student's life. Counsellors will not give advice or tell the student what to do but will offer a supportive environment in which the student can work at their own pace to make any changes which might help them live in more effective and fulfilling ways. The Student Counsellors are located in the Woodbury building. To contact the Student Counsellors telephone: **01905 85 5107/5417** or email: **counselling@worc.ac.uk**

Health

The Student Experience Team based in the Woodbury building provides support and advice on all aspects of healthy student living; information on medical, emotional and personal security issues. The team also co-ordinate an NHS sexual health clinic

every Monday lunchtime between 12.00 and 14.30 during semesters and work with the Students' Union on campaigns to promote good health and well being across the campus. If you are coming from another area to study in Worcester you should register with a local doctor's surgery as soon as possible after you start your course. Do not wait until you are ill before registering. Local doctors' surgeries will usually be represented at the Info Fair in the Students' Union during Welcome Week and you may register with them then. The two surgeries most local to the University campus are:

Henwick Halt Medical Centre
1 Ingles Drive
St John's
Worcester
Tel: 01905 423692 /422883

St John's House Surgery
26 Bromyard Road
Worcester
Tel: 01905 421688 /423612

Details for other surgeries in Worcester can be found at www.nhs.uk

Chaplain

Worcester University Chaplaincy Service is available to provide spiritual support to all our staff and students - whether you are a member of a faith or belong to a no faith tradition. Our Chaplain, Revd Dr Fiona Haworth, is based in our multi-faith Chaplaincy in Bredon Building and would be pleased to see anyone for a chat and cup of tea. Fiona can put you in touch with local churches/ other faith groups; and along with members of other local faith groups, can provide a listening ear and a chance to talk. Fiona holds a range of groups for discussions and bible study and also has a weekly communion service on campus. If you are

interested in forming a student faith society, Fiona would be really pleased to hear from you. At both St John's and the City there are designated multi-faith rooms. At the City, the Jenny Lind Chapel will also be available when not in other use.

You can contact Fiona on **01905 542327** or email: f.haworth@worc.ac.uk

Welfare and Financial Support

The University's Welfare and Financial Advice Service is available for consultation on a drop-in basis from 10am to 4pm Monday to Friday during Semesters (times may be subject to change), providing information and advice on a range of financial issues including loans, grants, trust funds, budgeting, debt management and welfare benefits.

Students experiencing financial hardship may be able to apply for help from the Access to Learning Fund, which is administered by the Welfare and Financial Advice Service. See the section on Tuition Fees and Financial Support for more information.

Further details on help with finances are also available on the Welfare and Financial Advice section of the University website. You can also speak to Susan Richardson or Jackie Bryant, the University's Student Welfare and Financial Advisers who can be contacted on **01905 85 5501/54 2901** or email: moneyadvice@worc.ac.uk

Childcare at the University Nursery

If you have children aged 3 months to 5 years and need to find affordable childcare to allow you to study you may be able to book a place at the University's own nursery, Unitots.

Located on St John's Campus in the Bredon building, Unitots is an Ofsted approved day care and early years education centre, open all year round (except bank holidays and University closed days) from 8am to 6pm Monday to Friday. Facilities include a large outdoor play area.

Fees for 2011/12 are:

- Children aged 3 months to 3 years - £3.55 per hour.
- Children aged 3 to 5 years - £3.30 per hour.

Children requiring lunch to be provided will be charged £1.95 per day. For other children, parents/carers provide packed lunches.

10% reduction for youngest sibling.

Students may book places hourly for a minimum of three hours for each day booked, per semester. For details of help with child care costs see the section on Tuition Fees and Financial Support. Parents with children aged 3 to 5 are entitled to up to 15 hours free nursery education and childcare per week, term-time only. Further information is available from your local authority.

For further details of the nursery or to book a place phone **01905 855277** or email: unitots@worc.ac.uk

Students' Rights and Responsibilities

Student Handbook

All students will be issued with a copy of the Student Handbook during the Welcome Weekend. This will detail your rights and responsibilities. You can also access a copy of the handbook via your SOLE pages.

Data Protection and disclosure of student information

All students must register each academic year. When ticking the box on the declaration when registering on-line, you agree to abide by the University regulations throughout the period of registration. As a user of personal data the University is registered under the Data Protection Act 1998. One registered purpose is the maintenance of student records for the administration of the University. It cannot operate effectively without processing information about you, and requires your consent to do this. When registering with the University you indicate your consent to the University in processing your personal data in accordance with the University's registration and in accordance with current data protection legislation. The information we hold on you is largely that provided by you on application and registration forms.

The information you supply at registration will be used by the University's central administration and support services, the library, and departments for administrative and support services only, including the Students' Union.

With regard to external transfers, the University is legally required to submit data about students to the Higher Education Statistics Agency. Any additional disclosures will only take place in accordance with the Data Protection Act.

Personal data will be released to institutions where University students are involved in exchange programmes and to partner colleges which teach on University awards. Information on progress will also be given to sponsors, loan organisations and scholarship schemes to enable such organisations to establish whether or not the sponsorship/loan/award should continue. At the end of your programme of studies, the University will disclose information about your award to third parties without reference to you (e.g. to a prospective employer, or to your previous school or college). Examination results will be displayed on notice boards within the University.

The University's central database will be used, on occasion, to select information on groups of students. You may, therefore, be notified of opportunities such as research projects and further courses. Data relating to racial/ethnic origin and disability status will be disclosed only to those persons having a legitimate need to see it. The University is required in some circumstances to disclose data, where there is a legal obligation to do so, for example:

- For the national student survey on teaching quality
- In response to urgent need to prevent injury or damage to health
- In response to a statutory request from a Government department
- To assist in the prevention or detection of crime

In all other cases the permission of the student will be sought before data are transferred. The University has developed a Code of Practice to ensure it complies with the Act and copies are available on the University website:

www.worc.ac.uk/dpfoi/documents/Code_of_Practice.pdf

Study and Careers

Will I be taught skills for studying?

Effective study skills will be essential for you to make the most of your time at University. A range of study skills advice sheets have been developed in order to help you plan and carry out your coursework and assessments, making the most of the time available and helping you to achieve your potential. These can be found at www.worcester.ac.uk/studyskills or you can pick up copies from the Library or from the Careers Centre.

The titles currently available are:

- Essay writing
- Learning at university
- Learning journals
- Making oral presentations
- Minimising stress
- Organising yourself
- Plagiarism and referencing
- Reading efficiently
- Report writing
- Revision and exam skills
- Studying at a distance
- Taking notes
- Using feedback to improve your work
- What does the question mean?
- Working in groups

Other resources on the website include online reference guides, free MP3 downloads on exam skills, critical thinking and presentation skills.

You can also access "Moving On", a study skills package specifically designed to help you prepare for Higher Education and become a successful student.

The University also runs a weekly programme of study skills workshops. These are free sessions, open to all students on a drop-in

basis; they include workshops in essay writing, exam and revision techniques and maths skills. You can attend as many sessions as you decide that you need. The programme of workshops is available at: www.worcester.ac.uk/studyskills

Careers advice

Although as a new student you have some time before you have to think about future careers, it would be a good idea to visit the Careers Centre in Woodbury at an early stage of your time at Worcester. Being a student presents an invaluable opportunity to develop new skills and gain new experiences that can help you gather your thoughts on future careers and make you a stronger job applicant in the future.

During semesters you can use the Careers Centre without appointment between 8.30am and 4.30pm Monday to Friday to research jobs, current vacancies, vacation work, opportunities for volunteering and work experience for further courses. Lunch-time drop-in advice sessions with a careers adviser are also available. Check for times. Events and activities to help students enhance their employability are held throughout the year and will be advertised at www.worcester.ac.uk/careers. For further information contact Rose Watson, Senior Careers Adviser or Alex Moseley, Careers Information Manager, on **01905 855166**, or email: careers@worc.ac.uk

Part-time work

Many students now work part-time during semesters as well as working during vacations. As well as earning you money, such work can be a good way of gaining experience and developing useful skills for a future career. There are plenty of opportunities to find part-time work in Worcester, including on the University campus itself. If you do take a part-time job during semesters, try to limit the number of hours you work to avoid it interfering with your studies. If you are from outside the European Economic Area and have a student visa you can usually work up to 20 hours per week while studying a full-time course.

Part-time work with the Disability & Dyslexia Service

Are you interested in earning extra money during your time at University? The University's Disability & Dyslexia Service provides support for disabled students who experience difficulty with tasks such as taking down notes during lectures, or need assistance in accessing texts in the library. The service is always looking to add to its pool of support workers and is currently recruiting for the start of the next academic year. If you are good at taking accurate notes and are interested in earning some money please contact the Disability and Dyslexia Service on **01905 855531**, or email: **disability@worc.ac.uk** giving your name, and full contact details. Details will also be available on the University website at **www.worcester.ac.uk** and click on staff vacancies.

IMPORTANT NOTICE

Protect Your Health at University

New entrants to higher education, particularly those aged up to 25 and living in halls of residence, can be more susceptible than other people to certain types of infections, particularly mumps and meningitis.

Vaccinations against both these conditions have been available for young people in the UK for some years now and you may already have been vaccinated. If you have already had two doses of the Mumps, Measles and Rubella (MMR) vaccine and one dose of the Meningitis C vaccine, you should have received all the protection you need. If you have not been vaccinated against both or either of these conditions, or have received only one dose of the MMR vaccine, the University and our local Health Protection Unit strongly recommend you to consult your doctor before coming to Worcester and, if necessary, receive the vaccinations required. If you are not able to do this before starting at the University of Worcester and you are coming from outside the Worcester area we strongly advise you to register with a doctor here as soon as possible after you arrive to discuss vaccination with her/him. See page 7 for details of local doctors' surgeries.

Once vaccinated you should still take care of your health and those of your friends while you are a student. Information about the symptoms of meningitis and mumps and what to do if you think you or a friend may be infected will be available during Welcome Week.

Students' Union

Welcome to your Students' Union

You are now a member of Worcester Students' Union. This amongst other things offers you the opportunity to join a sports team or society, get involved in a range of volunteering opportunities, receive confidential advice and be represented by our sabbatical and part-time officers.

Make sure you register on our website www.worcsu.com so we can keep you updated with events, services and activities throughout the year.

How the Students' Union works

Worcester Students' Union is independent of the University, allowing us to represent your views to the University and wider community. Students are integral to the work we do as a Union; we rely on your experiences to inform changes and enhance your time whilst studying here.

Students are represented by three elected full-time sabbatical officers and six part-time officers, who together form the Executive Committee. Your sabbatical officers for 2011/12 are:

- President – Sam Lewis
- Vice President Education – Helen Anglin
- Vice President Student Experience – Richard Dean

Look out for the Student Elections in March to vote for who you want to represent you in the next academic year.

You will also be represented at course level by

Student Academic Representatives (StARs). If you would like to feedback your opinions then either make sure you tell your StAR or consider becoming one yourself! For more information on StARs, go to www.worcsu.com/stars

What the Students' Union can do for you

The Students' Union has an independent and confidential advice service; our Student Advisor can accompany you to meetings related to appeals, complaints, plagiarism, university disciplinarys, fitness to practice or any other university meeting where a student feels they would like support or representation. If you have any issues, our Student Advisor can be your first point of call. To book an appointment just drop into the Students' Union reception, or for more information visit www.worcsu.com/thesas

We are responsible for the administration of over 40 sports clubs and societies, ranging from Football to the Psychology Society. A lot of our sports teams compete in BUCS (British Universities and Colleges Sport) leagues against other institutions. The Students' Union also co-ordinates the annual Varsity series against the University of Gloucestershire, before ending the year with the Colours Ball to celebrate the successes of club and society members.

For a full list of sports clubs and societies go to www.worcsu.com

If it's volunteering opportunities you're looking for, then the Students' Union is the place to come. We work closely with charities and organisations in the local community to provide you with easy access to volunteering roles. You can find these opportunities

advertised in the Students' Union or on our website www.worcsu.com/volunteer

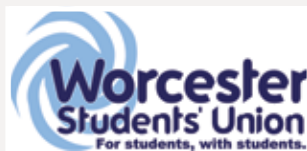
Freshers' Week

Freshers' Week is organised and run by the Students' Union. We host a number of activities and events which run throughout Induction Week to help you make new friends and find out information.

Fairs are held during the daytime to help you source useful information so you can settle into university life quickly; you can find out about volunteering, register to a local doctor's surgery, join a student group, or discover events in Worcester.

For Students, With Students

The Students' Union is here to help every single student, all year round. If you have a problem or just fancy a chat come and see the sabbatical officers who will be more than happy to see you.



Academic Advice and Support

Programme Advisory Service

The Advisory service assists students in the planning and registration of their programmes of study.

Advisers can be consulted in order to:

- Plan selections of modules
- Explore the implications of changing your subject or pathway
- Discuss a possible course transfer
- Deal with matters arising from reassessment and/or decisions of the Examination Boards
- Raise general inquiries about the Undergraduate Regulatory Framework

Academic Tutoring

Not many people arrive at university fully equipped and able to deal with university life and study from the outset. Most students, no matter their age, find that they need some academic assistance and guidance at some point during their studies.

The University provides the best possible support we can to all of our students and we take an active interest in your progress and needs. During your time at university you will have regular opportunities to meet with an assigned member of academic staff, your Academic Tutor, in order to discuss and improve your academic, professional and personal development.

Your Academic Tutor will support you throughout your course in many different ways. They will help you:

- Become a member of the University community and make the transition into Higher Education
- Understand your course's approach to learning, skills development and assessment
- Think about your learning needs and help you develop useful study strategies
- Get the most out of the different learning

resources available

- Consider your career path
- Access additional support and advice, if you need it

You will be assigned an Academic Tutor at the beginning of your course. This is a member of academic staff and will usually be one of the people teaching on your course. Some of your meetings may be in a small group; however, at least two of them will be on a one-to-one basis.

Normally you will have the same Tutor for the duration of your course. This system provides continuity for you as you will get to know one member of staff (and a group of students), whom you can call on for advice or support.

How to change a module?

If you wish to change a module, you can do so from your SOLE page, by completing an online Module Change Form. If you have difficulty doing this, then please make an appointment to see a Programme Advisor.

How to change a pathway?

To change the subject you are studying or the pathway (the balance of modules studied in each subject) you will need to see a Programme Advisor. You can book an appointment online at www.timecenter.com/worcester

How to change my course?

Changing courses will require the agreement of the Course Leaders of both the course you are leaving and the one you wish to join. You need to see a Programme Advisor in the first instance and complete a Course Transfer Request. You can make an appointment to see a Programme Advisor by visiting www.timecenter.com/worcester

Reading Lists and Buying Books

You will find the recommended reading for your chosen modules on the website. Your tutor will advise you which books you should purchase.

Accommodation

When can I move into my Hall of Residence?

You will receive an email by the end of August informing you when you can move in to University managed accommodation.

What support and advice is available?

Accommodation Office staff can advise on eligibility for halls of residence, help find privately rented accommodation and answer all your accommodation questions.

I will be living off-campus, is there anything I should know?

A large number of our students rent private properties in St John's and other areas of the city. You will need to contact your landlord directly to arrange when you can move in. You will be issued with a Council Tax Exemption Certificate during the Welcome Weekend. It is your responsibility to inform your landlord that you are a full-time student and therefore exempt from paying Council Tax. We strongly advise that you give your landlord a copy of your Certificate, but retain the original for future use. The Accommodation Office together with the Students' Union produces a guide to living off-campus. If you have not yet had a copy, please contact the Accommodation Office.

Halls of residence accommodation is normally only available to first years, so at some point during your second semester you will need to find somewhere to live off campus for the rest of your course. At the beginning of March, the Accommodation Office publishes a comprehensive list of all available accommodation in the local area.

In addition, you can log onto our website www.studentpad.co.uk/worcester and use our off campus accommodation search engine. The website is updated regularly.

Living in halls of residence

University Community Development Workers are available to provide support, information and advice and ensure all residents comply with Licence Agreements and other regulations. They will also facilitate activities and events to help students in halls to get to know each other and to foster a positive, supportive community spirit on campus.

First year students living in rented accommodation off-campus can contact the University Community Development Workers for support.



Campus Facilities

Banking

There are cash machines on campus, which do not charge a withdrawal fee, and the Students' Union Shop offers a cash back facility on debit cards (with a fee for this service). There are banks and cash machines situated in St John's.

Book Shop

There is a Waterstone's Academic Book Shop on campus, where you can purchase course books. Books not in stock can be ordered.

Catering

The University has three catering outlets: the main Dining Room serving breakfasts, main meals and snacks; Caf  ology serving snacks and light meals; and the Students' Union Caf   serving hot snacks and sandwiches. Caf  ology and the Dining Room both have internet access.

Internet access

All rooms in Halls have a high-speed internet access point. Wireless access is also available at hot spots throughout the campus.

Laundry Facilities

There are several coin-operated launderettes on the campus equipped with washers and dryers.

Is there a shop on campus?

The Students' Union run a shop where you can buy most of the basics plus additional items such as stationery and cards.

Payphones

Payphones are situated at various points around the campus near the Halls of Residence and in the Conference Centre. Phone cards can be purchased from the Students' Union Shop or the International Centre.

Security

The University Security Staff are here to help you. They are on-site 24 hours every day, based at Main Reception and in the evenings in the Security Office in the Worcester Halls. Their principal role is to provide you with a safe and secure environment in which to live and study. If you need their services you can go to reception or the Halls Security Office, or telephone the main switchboard on **(01905) 855000** or dial 0 on an internal telephone.

Sports

The University has excellent facilities for recreation as well as research and the practical study of sport. Facilities include: an indoor Sports Centre with six-court sports hall, a 3G AstroTurf, a sand-filled hockey AstroTurf, a fitness suite, two further sports science laboratories, nutrition laboratory, teaching rooms, gymnasias and dance studio. All students can book the University's sports facilities, whether or not you are studying sports as part of your degree. The international standard AstroTurf can be used whatever the weather or time of day. The Sports Centre and fitness studio are a great place to work out and keep fit. Students who wish to use these facilities need to pay a membership fee. There are many sports clubs and the University is a member of the British Universities Sports Association (BUSA).

Letters and parcels: Receiving and Sending

St John's Campus

The post room/goods inwards are located on the side of the Hines Building on the St John's Campus. Incoming post with the post code WR2 6AJ for the St John's Halls and all outgoing post from Halls, whether St John's or City Campus, are dealt with from this point.

City Campus

Incoming post with the post code WR1 3AS for the City Campus Halls is received at the Reception in the Charles Hastings Building and distributed from there.

Listed opposite are the arrangements with regard to letters and parcels for each Hall during semester times. Post delivered during holiday periods will be held to await your return and subsequent collection. Post delivered during the Summer break will be held for 3 to 4 weeks into the new semester to enable students from the previous year to check if they have anything awaiting collection. Any residual post left after that will be returned to sender.

Hall	Delivered	To be collected
Abberley Ankerdine Elizabeth Barrett Browning Berrow Bishop Bosel Chancellor Chandler A.E. Housman Malvern William Morris Sarah Siddons Teme Vesta Tilley Windrush Wulfstan	Letters	Recorded Delivery, Special Delivery, Parcels
Avon Ledbury	None	All post and parcels

Parcels, Recorded Delivery and Special Delivery are dealt with in a particular way to ensure their safety. All such parcels and letters received for students are held in the post room on the St John's Campus or the Reception in the Charles Hastings Building on the City Campus after receipt and a white parcel slip is sent to your Hall advising you that a delivery is awaiting your collection. You then need to call in at the appropriate collection point with photographic ID and the white parcel slip to sign for and collect your parcel or letter.

It is recommended that any post containing anything of value, e.g. birthday cards, be sent by either Recorded Delivery or Special Delivery.

You can also send out private mail from the post room on the St John's Campus and the staff will be able to weigh the item and tell you the cost for sending it. They do not sell stamps, but these can be bought either from the Students' Union Shop or from the Cashiers Office, opposite the Reception Desk in the Edward Elgar Building on the St John's Campus. Please note that this facility to send mail out is not available for City Campus Halls residents.

Information and Learning Services

Information and Learning Services (ILS) are here to support your study and research by providing library, IT, e-learning and print services across all University sites. Our staff are always happy to help and support you in any of these areas.

We're currently based in the Peirson building on the St John's Campus, where you will find print books, multimedia and journals collections, PCs and a range of study spaces to meet all needs, including 24 hour access to PCs and printers. Many of our resources are online too, so you can access them anywhere at any time. Additional PCs and social study space are available in the Charles Hastings Building on City Campus, and at Riverside, and wireless internet connectivity is available at all university sites. In July 2012, the library will move to the Hive, next to City Campus. This will give students access to the county public library and Record Office stock and services, along with many other facilities, in a superb new learning environment.

You automatically become a member of the library when you become a student at the University, and your university ID card is also your library card and used for printing and photocopying. You will be given a user name and password to access IT facilities, and a university email address.

Contacts and further information

You will get a pack at induction to get you started accessing the resources and services, and there's full information and details on our webpages and Facebook pages.

www.worc.ac.uk/ils

<http://www.facebook.com/UniversityofWorcesterILS>

The Hive:

Information on the ILS Facebook or <http://www.wlhc.org.uk/>

You can also contact us directly:

IT service desk **01905 857500**

E-learning support (including Blackboard and Pebblepad) email: eos@worc.ac.uk

Library account and information enquiries: **01905 855341**

Subject-related enquiries:
askalibrarian@worc.ac.uk

Opening hours

Staffed hours vary during vacation and holiday periods, and are extended around exam times.

For full details of opening hours and the facilities and service levels available, including 24/7 computer access, please check the ILS webpages or Facebook.

Peirson library (Semester opening times)

Staffed service	From	To
Monday	8.30	22.00
Tuesday	8.30	22.00
Wednesday	8.30	22.00
Thursday	8.30	22.00
Friday	8.30	21.00
Saturday	9.00	21.00
Sunday	13.00	21.00



Financial Matters

Tuition Fees and Financial Support

Details of the fees you may be charged and the financial help available to you from statutory sources or the University will vary, depending on the course you are taking, whether you are a “home” or international student and whether you are a new or continuing student. To make sure you get the correct information see *A Guide to Financial Support for New Full-time Higher Education Students in 2011/12* published by the Department for Business Innovation and Skills (available free by telephoning 0800 731 9133) and the University’s own publication *Financial Support for Higher Education Students 2011/12* available from Student Services or the Students’ Union. You may also look on the web at: www.direct.gov.uk/studentfinance or under Welfare and Financial Advice in the student section of the University’s website, or speak to the University’s Student Welfare and Financial Advisers who can be contacted on (01905) 855501 or (01905) 542091 email: moneyadvice@worc.ac.uk. They can also give you help and advice on budgeting and making your money go further.

Full-time Degree, DipHE, HND or Foundation Degree

If you are from the UK or another EU country and you are starting a full-time degree, DipHE, HND or Foundation degree in 2011/2012 you will be charged £3,375 per year tuition fees by the University. You do not have to pay these fees up front. A tuition fee loan is available from Student Finance England which will be paid direct to the University on your behalf. You do not have to do anything about repaying that loan until you have finished your course, started work and are earning at least £15,000 a year. UK students can also apply for a maintenance grant (non-repayable) and

a student maintenance loan to help meet living costs. Again, you do not need to repay the maintenance loan until you have finished your course and are earning £15,000. To obtain a tuition fee loan and maintenance loan and to be assessed for a maintenance grant you should apply as soon as possible to Student Finance England if you have not already done so. You can apply online or application forms can be downloaded from www.direct.gov.uk/studentfinance or telephone 0845 3005090. It is important to apply for an income based award so that you receive your full financial entitlement. Remember, if you do not apply within nine months of the start of your course you may lose your right to apply.

In addition to the Government measures, the University of Worcester will pay eligible home or EU students a bursary of either £500, £650 or £785 for each year you are a student here, depending on whether or not you are receiving no, part or full maintenance grant. This bursary will be paid to you in five equal monthly instalments starting in December 2011. Bursary payments to eligible students starting their course in January will be made on a pro-rata basis. The University awards new students up to 50 scholarships of £1,000 each, based on academic achievement, or excellence in extracurricular activities. Payment for academic achievement will be made at the start of the second year of study.

Part-time Students

If you are a home part-time undergraduate student undertaking 50% or more of an equivalent full-time course you may be able to obtain a grant from Student Finance England towards the cost of tuition fees. How much you will receive will depend on your income and

what proportion of a full-time course you are taking. Check with Student Finance England for details. You can apply to Student Finance England for support when you have been enrolled for at least two weeks. Application forms are available from Student Finance England from the end of July. If you do not apply within 6 months of starting your course, you may lose the right to financial support.

Undergraduate modules for part-time students starting at the University of Worcester in 2011/12 cost £325 each.

Nursing and Midwifery students

If you are taking an NHS-funded degree course in Nursing or Midwifery your tuition fees will be paid by the NHS. You will also be eligible for a reduced rate (approximately 50%) non-means tested maintenance loan and an NHS means tested bursary. For further information and eligibility details visit www.nhsbsa.nhs.uk/students

Postgraduate Certificate in Education (PGCE) students

Some full-time eligible home and EU students on a postgraduate course leading to qualified teacher status e.g. a Postgraduate Certificate in Education (PGCE), will receive a tax-free Training Bursary through their university.

The bursary is £6,000 a year for those training to teach Modern Foreign Languages, Biology and Combined/General Science and £9,000 for those training to teach Maths, Physics and Chemistry.

PGCE tuition fees at the University of Worcester in 2011/12 are £3,375 and you can apply for a tuition fee loan to pay your fee. You are also eligible to apply for a Maintenance Grant of up to £2,906 pa and a

student maintenance loan. Contact Student Finance England to apply. If you receive the full maintenance grant you will be eligible to receive a bursary of £338 per year from the University, paid in three monthly instalments from December.

You can get more information on teacher training support and related issues from the Teaching Information Line on 0845 6000 991 or on the Training and Development Agency website, www.tda.gov.uk

Other Postgraduate students

Studentships and research grants are available from research councils, the Arts and Humanities Research Board and various charities. Professional and Career Development Loans (PCDL) are available to students on courses that enhance job skills or career prospects, who have no other financial support. A PCDL is a deferred repayment bank loan of up to £10,000. For more information telephone **0800 585 505** or visit www.direct.gov.uk/pcdl

You can find further information about sources of postgraduate funding at www.prospects.ac.uk or contact the University's Careers Service.

Access to Learning Fund

While you are a home student at the University of Worcester you may be able to obtain additional financial help from a variety of sources. In particular full-time and part-time home students, including those on a PGCE and Nursing or Midwifery courses, who are facing immediate financial difficulties, may be able to get help from the Access to Learning Fund. Mature students with other financial commitments, those with dependent children, disabled students, those with high travel costs, those whose financial circumstances have changed unexpectedly and many others have been given help from the fund in the past, with amounts ranging from £100 to £3,500. Awards from the Access to Learning Fund are non-repayable and you can apply for help more than once if necessary. Application forms, which include more details and conditions of eligibility, are available from the Finance Office, the Students' Union and Student Services.

Short-Term Loans

If the first instalment of your Student Loan is delayed and this is causing financial hardship you may ask the University Welfare and Financial Advisers whether you are eligible for a Short Term Loan. It should be noted such loans will be small amounts, will be given in exceptional circumstances only and should be repaid as soon as possible.

Trust Funds

Many trust funds and charities have been set up to support students in Higher Education. Eligibility may depend upon a wide range of criteria, for example, where an applicant is from, where they went to school, their chosen course, whether they have a disability or medical condition, and so on. A significant number of applicants at the University have been successful in their request for financial support in the past and have been awarded amounts ranging from £200 to £2,000. The Directory of Social Change publishes The Educational Grants Directory, which lists details of charities and trust funds. The Directory is available from the Welfare and Financial Advisers and Careers Centre. The Careers Centre also holds a range of other publications containing information on sources of funding for students. The Educational Grants Advisory Service (EGAS) also provides information on charitable trusts and alternative sources of funding.

Contact: **020 7249 6636** or
**[www.family-action.org.uk/
educationalgrantssearch](http://www.family-action.org.uk/educationalgrantssearch)**

Students with Dependent Children

(see also the section on Childcare in the University Nursery: Unitots)

There are several sources of money that might be available to you:

Childcare Grant

A Childcare Grant may be available to full-time students with dependent children in registered or approved childcare; the amount you will receive depends on your circumstances. The amount of the grant is up to £148.75 per week based on 85% of actual costs for one child. Applications should be made to Student Finance England.

Parents' Learning Allowance

The Parents' Learning Allowance provides help for course-related expenses to eligible students who have dependent children. The amount you will receive is based on your income and that of your dependants (including husband, wife or partner). The maximum allowance paid is £1,508 a year. Application should be made to Student Finance England.

Child Tax Credit

Students with dependent children are eligible to apply for Child Tax Credit (CTC) from the Inland Revenue. Students receiving the maximum amount of CTC and no Working Tax Credit are entitled to free school meals for their children. To find out whether you are eligible to receive Child Tax Credit, contact the HM Revenue and Customs on **0800 500 222** or www.hmrc.gov.uk/taxcredits. Payment is made direct to your bank account by HM Revenue and Customs.

Students with an Adult Dependant

Adult Dependants' Grant

If you have a partner or other adult, usually a member of your family, who depends on you financially you may be eligible for an Adult Dependants' Grant. The amount you will receive depends on your income and that of your adult dependant. The grant is up to £2,642 a year.

Disabled Students

Disabled Students' Allowance

The Disabled Students' Allowance is available to help with disability related support needs for study at university and may be applied for through Student Finance England (or for most nursing students, the NHS Student Bursaries). Contact the University of Worcester's Disability and Dyslexia Service on **01905 855531** or email disability@worc.ac.uk for help and advice concerning your application and support while studying.

Is budgeting advice available?

It is important to monitor your spending to help you spread your income and ensure that you have enough money for essentials like rent and fuel bills. Using a budget sheet like the one available from Student Services or the Students' Union, will help you to see where you need to cut your spending on non-essential items and whether you need to increase your income. Further advice on this is available from Student Services.

International Students

The following is basic advice for international students. A full and comprehensive guide to being an international student at the University of Worcester is available from the International Office. If you have not yet received a copy, please contact **+44 (0)1905 855146** or **international@worc.ac.uk**

Applying for a Student Visa/Entry Clearance

Some students may find this a slow process and so we recommend that you apply to the British Embassy or British Consul in your home country for your visa immediately after you receive your unconditional offer letter.

You should contact your local embassy to seek advice on the best way to progress your application. If you arrive in the UK on a visitor's visa you will have to return home to apply for a student visa. This could delay you in starting your course.

You can obtain further information about applying for a visa at **www.ukvisas.gov.uk** or **www.ind.homeoffice.gov.uk** Please ensure that you read your offer letter carefully.

What happens when I arrive in the UK?

If you are travelling by air you should follow these steps on arrival:

All passengers must go through the immigration zone dealing with their flight. Please note that there is a separate channel for passengers who have UK or EEA passports.

The immigration officer will want to see that your documents are in order and that you have an up-to-date passport and, if required, a valid visa. Another part of the immigration process is health control. You might be asked to have an X-ray as part of a short medical examination. If you require any other information we recommend that you contact your nearest British Embassy.

If you have travelled by train or car there will be different arrangements with documents being checked as you enter the country or, in the case of the Channel Tunnel, as you leave France.

Customs

The notices in the customs area will tell you if you need to declare anything you have brought into the country. If you are unsure you can check at: **www.hmrc.gov.uk**

Arriving at the University

You should let us know your travel details at least 2 weeks before you arrive in the UK. If possible try to plan your journey to arrive at the University between 9am and 5pm. During these hours, we will be able to arrange for someone to meet you and show you to your accommodation and other student services in the University to help you settle in.

If you arrive at any other time then our Main Reception is open 24 hours a day and there are Security Staff and Porters available who will be able to show you to your room on campus.

Climate

This part of England has a temperate climate, but the weather can be changeable. From January to March the weather is often wet and cold, with occasional frost and snow. In April it gets warmer. There is a steady increase in temperature throughout May, June and July. During August and September, the average temperature is around 18-25°C though it can reach 30°C. The evenings are cooler with an average temperature of between 8-15°C. From October to December, the weather becomes progressively cooler, as winter sets in.

International Centre

The International Centre is situated in the Woodbury building and we are ready to assist students with all aspects of University life. We also provide essential information and advice on a day-to-day basis. We provide support to Worcester's international community of students from all over the world. When you arrive there will be an induction programme for you which will help to introduce you to the University, the city and interesting sights in the area. It's worth noting, too, that if you study in the UK for six months or more, you qualify for free health care through the National Health Service.

The Language Centre

Are you an international or EU student and want to improve your English language skills? The Language Centre runs modules in academic English skills, general English, and British culture.

Do you want to start a new language? We have beginners' modules in French, German, Spanish, Italian and Japanese. You can select these as free choice modules via your SOLE page. Gain new skills to impress future employers! All students are welcome to use our facilities and resources, including the Language Lab and Self-Access Centre. You can access satellite TV in other languages or brush up your listening and pronunciation skills in a range of languages.

For further details contact:

Paul Snookes, Language Centre Manager at
p.snookes@worc.ac.uk

Judy Barker, Language Adviser at
j.barker@worc.ac.uk

Jenny Lewin-Jones, Senior Lecturer at
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