

# International Students' Getting Started Guide

January 2024



## Welcome to Oxford Brookes University

The International Student Advice Team (ISAT) warmly welcomes you to Oxford Brookes and we hope you have a fantastic time while you are here. This guide will give you lots of useful information about starting out at Oxford Brookes and in the UK. Throughout your time at Oxford Brookes, you are always welcome to contact us or check our website for information.



#### What we do

ISAT offers information and advice to international students about immigration, employment, and general academic matters. We are here if you need to talk about any difficulty you might be facing. We also organise events and trips outside Oxford, to help you make the most of your time at Oxford Brookes. We are very active on Instagram – make sure you follow us at **@brookes\_isatsocial** 

From left to right: Guenievre Laurent-Powers, Sally Saca. Ilaria D'Andrea and Jasmin de Zilva.

#### **OUR CONTACT DETAILS**

- www.brookes.ac.uk/students/isat
- isat@brookes.ac.uk
- Face-to-face appointments:
  www.brookes.ac.uk/students/isat/
  contact
- Zoom Room:
  www.brookes.ac.uk/students/isat/
  contact
- © @brookes\_isatsocial
- @isat.brookes

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#### Useful sections

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- Life in the UK: page 10
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#### **Essential information**

As a new student, there are some important steps that you need to complete before starting your course. This page provides you with essential information. You can use the links for further details in the first instance, and contact Oxford Brookes staff if you need additional support.

www.brookes.ac.uk/new-students

Checklist of things to do

☐ Complete your enrolment: the final

deadline to arrive and complete the enrolment, including the Right to Study checks, is Friday 9 February 2024
www.brookes.ac.uk/new-students- welcome/international-students
□ Set up your Brookes email and calendar – you need to have enrolled first
☐ Attend your course induction sessions in Induction Week (22 – 26 January)
☐ Collect your student card (you will receive an email when your card is ready for collection)
☐ Register your modules before you start your course (you will find out more about this during your course induction)
Open a UK bank account
☐ Register with a UK doctor
☐ Apply for a bus pass
□ Decide if you would like to get a Totum card for discounts and ID:

www.totum.com/about

to as many as you like

isatsocial

☐ Check the ISAT Social Events and come

☐ Follow ISAT on Instagram to get advice and social events updates: **@brookes** 

#### Students on a visa or subject to UK immigration regulations

☐ Check your online enrolment page to see if you need to complete the Right to Study checks (where you show us your immigration status).

Full information available at

www.brookes.ac.uk/new-students/ student-checklist/right-to-study

#### **Attendance Letter**

Your Attendance Letter (also referred to as Certificate of Attendance), can be used as proof of your local address. You can request this document online once you have completed your enrolment. Instructions are on this Student Central webpage:

www.brookes.ac.uk/students/student-central/faq/attendance-certificate

#### Proof of address

Students in Oxford Brookes accommodation can also get a proof of address letter by emailing accomm@brookes.ac.uk

#### Help to get started

If you have any questions or are unsure about something, the following teams and staff members will be able to help you to get started.

Who are they?	What can they help with?	How to contact them?
Induction Team	Answering any questions. Talk to them if you have missed your induction events.	During Arrivals, they are based at Reception (see page 6). They also have a phone line and Zoom Room. Full contact details: www.brookes.ac.uk/ new-students
Enrolment Team	Enrolling.	You will receive an email to alert you that online enrolment has opened. For more details: www.brookes.ac.uk/new-students
International Student Advice Team	<ul><li>Visa/immigration questions</li><li>Opening a bank account</li><li>Life in the UK, social events</li></ul>	During Arrivals, come and see us at the International Student Meeting Point (see page 6). Full contact details on page 2.
International Student Compliance Team	Right to Study checks     Collecting your Biometric Residence Permit (BRP)	www.brookes.ac.uk/new-students- welcome/international-students
Student Central Advice Team	General questions about studying at Oxford Brookes     Queries about Student Cards	www.brookes.ac.uk/students/ student-central
Student Support Coordinators	Choosing, adding, deleting modules     Information on free language modules	In your faculty. www.brookes.ac.uk/students/ support-services/ssc
Academic Advisers	Learning about your programme and what is expected of you.	Your timetable will tell you where/when to meet them. If you have missed this, check with the Induction Team.
Programme Administrators	Postgraduate students need to see these staff during subject specific induction sessions     Answering any queries you have about your course	In your faculty. Check with the Induction Team if you're not sure.
Global Exchanges and Study Abroad Team	<ul> <li>Certificates of Arrival for Erasmus students</li> <li>Questions about life as an Exchange student at Oxford Brookes</li> </ul>	www.brookes.ac.uk/international/ study-abroad-and-exchanges
Research Degrees Team	Research Degree programme enquiries, and matters related to admissions     Enrolment, programme related queries	www.brookes.ac.uk/students/ research-degrees-team

More details about the support you can get from these teams throughout your studies at Oxford Brookes can be found on page 26.

#### **Arriving at Brookes**

Where possible, please arrive in Oxford in time for Induction Week (22 – 26 January 2024). If you have any questions or need any help when you first arrive, please ask ISAT or the Induction Team (see below).



#### **COME AND SEE US!**

#### ISAT: The International Student Meeting Point (ISMP)

Friday 19 January and Monday to Wednesday, 22 – 24 January, 10.00-15.00

♠ In the Forum, John Henry Brookes Building (JHBB), Headington Campus\*.
Our International Student Advisers and International Student Helpers are here to answer any questions you have. Come and see us to join one of our free campus/city centre tours, learn about our events, to get a map of the city, to pick up a SIM card, or just to have a chat.

#### Induction Team: Reception for New Students

From Monday 15 January

Reception, JHBB, Headington Campus\*. The Induction Team will be able to answer any questions you have and tell you where to go if you have missed your induction events.

\*Map of the Headington Campus available on pages 30-31.

#### Online support

In addition to our physical help desks on campus, ISAT provides support via email/ Zoom Room and the Induction Team can be contacted via email.

#### **Course induction**

All students must attend their course induction. During induction, you will find out more about your course, how to use our virtual learning environment (Moodle) and meet the teaching staff. See the following link to find out when it will take place for your course.

#### www.brookes.ac.uk/new-students/ course-induction

You can find lots more information, including how to enrol, at www.brookes.ac.uk/
new-students

Incoming exchange/study abroad students will be contacted by the Global Team regarding their course induction and Welcome Session.

#### Arrivals and semester events

#### **Arrivals activities**

#### **WORKSHOPS**

Workshop title	Date / Time	How to join	
An introduction to life as an international student at Oxford Brookes	Monday 22 January 16:00 to 17:00	In person, JHB 308, Kennedy Theatre, John Henry Brookes Building (JHBB), Headington Campus	
Culture and lifestyle: what to expect	Tuesday 23 January 16:00 to 17:00	In person, JHBB 206, John Henry Brookes Building (JHBB), Headington Campus	
Managing your money and part time employment	Wednesday 24 January 16:00 to 17:00	In person, JHBB 206, John Henry Brookes Building (JHBB), Headington Campus	

#### How to join

Go on our website to find out more about these workshops.

www.brookes.ac.uk/students/isat/social/arrivals

In-person events have limited capacity (first come first served basis), so please make sure you arrive in time for the sessions.

#### **SOCIAL ACTIVITIES**

Event title	Date	Time	Type/Room
City Centre Tours	Friday 19 January and Monday 22 January	14:00 to 15:00	City Centre
Campus Tour	Friday 19 January to Wednesday 24 January (weekend not included)	11:00 to 12:00 and 13:00 to 14:00	On campus
International Students' Welcome Quiz	Monday 22 January	17:30 to 19:30	The Terrace, John Henry Brookes Building (JHBB), Headington Campus
Historic Walking Tour of Oxford	Saturday 20 January and Friday 26 January	14:00 to 15:00	City Centre

To take part in and find out more about the social activities, go to the ISAT Arrivals Activities webpage: **www.brookes.ac.uk/students/isat/social/arrivals**. In-person events have limited capacity and you may need to book your space in advance Please check on our website.

#### Semester 2 social events programme

The International Student Advice Team (ISAT) organises social events and trips every semester to help you meet other students, discover the UK and make the most of your time here.

#### **PROGRAMME**

The full programme for Semester 2, January to May 2024 can be found on our website www.brookes.ac.uk/students/isat/social.

We also post regular updates on our social media channels @ @brookes\_isatsocial and # @isat.brookes

#### **Highlights**

Below are some of the events we are organising this semester:

#### Guided tours

This semester we will offer trips to London, Bath, Wales, Cambridge, Brighton, Salisbury and Bournemouth

#### International Students' Quiz

Time to relax and make friends! Join us for a quiz (with free food and prizes).

#### Cinema Event

Join us for an evening of film and snacks on campus.

#### **Easter Crafternoon**

Join us for an afternoon of Easter crafts. You'll be able to make your own Easter crafts to take away with you whilst you enjoy some Easter snacks. This event is free of charge.



#### **New Students' website**

Further information about other events you may be interested in can be found at www.brookes.ac.uk/new-students



#### **Global Buddies**

#### Welcoming new international students to Oxford Brookes

The Global Buddies programme brings together our current UK/international students with newly arrived international students. Our current students can share their experience with you and provide tips about how to settle into life at Oxford Brookes. There will be a number of free and subsidised events that you can join with your group, as well as arranging your own activities!



#### How to register?

- Go to www.brookes. ac.uk/students/isat/ social/global-buddies
- Check whether the programme is right for you
- Sign up online

#### **Successful completion**

- Get a Certificate of Participation
- Develop new skills, such as international communication
- A great way to make new friends from around the globe and have intercultural experiences.
- Settle into Oxford life more quickly.

#### Organised activities on the programme

#### Welcome Event

It's time to meet your group on campus. You will also have the opportunity to meet other groups and have fun playing games and getting to know each other.

#### Treasure Hunt

You will follow a set of clues on your phone provided by the Treasure Hunt company. The clues will take you around the city of Oxford. The group that resolves the clues the fastest will win a prize!

#### Board game event

Have fun playing board games with your mentor and other buddies!
Refreshments provided.

#### Unusual Oxford Video Competition

Take a 2-3 minute video with your group in an "unusual" site in Oxford. The group submitting the best video will get a prize. The video should give a brief description of a place in Oxford you find unusual or interesting and explain why you think so.

#### Life in the UK

#### **Getting Settled**

In this section, we are sharing resources and advice to help you settle in your new life in the UK.

We know it may feel a bit overwhelming to deal with administrative tasks and get your head round the way things are done here – it's probably quite different from your home country! As always, don't hesitate to contact ISAT if you need any support.

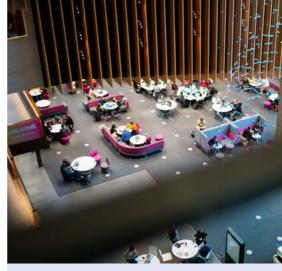
#### **Getting around Oxford Brookes campuses**

Oxford Brookes has several campuses and it will seem like a bit of a maze at first. If you want to get familiar with the campuses and facilities before going in-person, you can visit Oxford Brookes virtually! Visit www.brookes.ac.uk/virtual-tour.

You can also book a campus tour. Find out more on **www.brookes.ac.uk/student-life/our-campuses** Alternatively, use the printed map on pages 30-31 or find out more on **www.brookes.ac.uk/about-brookes/contacts-maps-and-campuses.** 

#### Printing 🖶

UniPrint is a service that enables students and staff to print securely from a desktop, laptop, mobile phone or tablet to any printer at Brookes. You can also scan or copy documents. www.brookes.ac.uk/it/essentials/printing



#### WiFi 🙃

Brookes WiFi is available on all our campuses. Please ask for the password at any reception/help desk.

#### www.brookes.ac.uk/it/essentials/wi-fi

You can login to wifi in Brookes student halls via Wifinity.

Once you are a student, you can use Eduroam for simple, easy, secure connectivity from thousands of hotspots across more than 100 countries.

If you require assistance, you can contact the IT Service Desk on 01865 483 311, or go to **service.brookes.ac.uk** to log a call or chat with them.



#### Work in the UK

#### **National Insurance Number**

If you want to work during your time in the UK, you need to apply for a National Insurance Number (NIN). Information on how to get a NIN can be found on our Work Options webpage:

www.brookes.ac.uk/students/isat/visas/ work-options/national-insurance-number

#### Work on a Student visa (Degree level)

You should be able to work up to a maximum of 20 hours a week during semester time. It is very important that you never work more than the maximum hours allowed, even for just one week. This would be a breach of your immigration conditions and a criminal offence.



#### Working during holidays

During University vacation periods you are free to work full time. If your employer asks for proof of the vacation period, you can refer them to the official University semester dates: www.brookes.ac.uk/about-brookes/semester-dates. Your employer can also refer to the UKVI guidance on right to work checks. Please note that vacation periods differ depending on which course you are studying, for example, if you are a masters student the holiday period does not apply when you are writing your dissertation. During this period you are only allowed to work up to 20 hours per week.

#### Graduate Route visa

The Graduate route visa is a post-study work visa available for international students who wish to remain in the UK after their studies. On this visa, you can work in most roles or look for work.

You need to meet the eligibility requirements to apply for this visa. This is not a guaranteed visa option after studying.

Find more information about this visa on our website: www.brookes.ac.uk/students/isat/visas/work-options/graduate-route-visa

#### Failing some of your course and the Graduate Route visa

If you do not pass a module, this could impact your eligibility for the Graduate Route visa. Find out more on our website:

www.brookes.ac.uk/students/isat/visas/ student-visa/getting-your-cas/resitsand-your-student-visa

#### Student visas

#### Getting your BRP from Oxford Brookes

If you requested that your Biometric Residence Permit (BRP) be delivered to the university, you will need to collect it after you have arrived in the UK. Further details at www.brookes. ac.uk/students/isat/visas/collecting-your-brp

#### **Checking Your Visa**

When you receive your visa, please check the following things:

- Your name, nationality and date of birth are correct.
- The end date of your visa is correct. If your course is over 12 months long, your visa should end 4 months after your course finishes. If your course is between 6 and 12 months, you should have 2 months after your course finishes.



#### If your BRP expires on 31 December 2024

You do not need to tell UKVI if your BRP expires on 31 December 2024 but your immigration status (for example, your visa) allows you to stay longer.

You will not need a BRP from 1 January 2025. You'll be able to prove your immigration status online, without a BRP.

UKVI will update their information on how to prove your immigration status in early 2024. You do not need to do anything and your immigration status will not be affected.

#### Keep copies of your documents

Keep copies of your passport, BRP and bank cards in case you lose them. Keep your BRP card with your passport, not in your wallet. If you lose it, it can take up to 8 weeks to replace.

We do **NOT** recommend carrying your BRP card and passport around with you.



Instructions for downloading your Attendance Letter or proof of address (for students living in halls) can be found on page 4 of this guide.

#### Opening a UK bank account

#### The basics

- You must have a UK address before you can open a bank account
- You must have an Attendance Letter with your local address on (see page 4 for instructions)
- It generally take 2-3 weeks, sometimes a bit longer, to open a bank account.



#### **IMPORTANT NOTE**

It can take some time to open a bank account, so make sure you have enough money for your first couple of weeks in the UK.

Consider whether you would like to get a pre-paid currency card/ multi-currency account with a digital banking company such as Revolut www.revolut.com. TransferWise wise.com/ ab/multi-currencyaccount, and Unizest unizest.co.uk. which enables you to access money abroad without expensive fees - a good option while you wait for your UK account to be set up.

#### How does it work?

Most banks prefer international students to make their application for an account online and not faceto-face at the bank branch. Some banks will allow you to upload scanned documents (mobile phone photos are often permitted.) However, vou may be asked to visit the bank for a face-to-face interview following your online application. The documents that you will need for your application are listed in the tables on the following pages.



#### Things to remember

- Always tell your bank if you change your address. If you don't, your bank statements may get lost or returned to the bank, and they may then close your account.
- UK banks do not usually allow overdraft loans to international students, and so some banks will send you text warnings if your money is running out.
- Talk to Brookes Union for advice on managing your money.
- Most businesses accept contactless payments.
   Cash is not accepted everywhere since the COVID-19 pandemic, so we advise you to carry a debit card in case you need to make any payment.

See the next 2 pages for information about the branches in Oxford city centre, and the type of accounts you can open.

#### **Banks in Oxford**

In this table you will find information about a few bank accounts which are available to international students – please note this is not an exhaustive list and information might have changed since we wrote this guide. Make sure you do some research before you select and apply for a bank account.

Bank	Account	Documents required to open the account	Further information
NatWest  43 Cornmarket Steet (Oxford city centre)	<ul> <li>"Select" bank account</li> <li>Contactless Visa Debit card</li> <li>No monthly fee</li> <li>Fees for international transfers</li> </ul>	Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Proof of address Oxford Brookes Attendance Letter	www.natwest.com/ current-accounts/ select_account.html
BARCLAYS 54 Cornmarket Street (Oxford City centre)	Basic Bank Account Contactless Visa Debit card No monthly fee Rewards	Valid passport     Valid visa or proof of pre-settled/settled status (if applicable)     Oxford Brookes     Attendance Letter with local address	You need a UK phone number to open this account You can apply on the app if you have a UCAS number. If not, apply in a branch.  www.barclays.co.uk/current-accounts/bank-account
HSBC (65 Cornmarket Street (Oxford City centre)	Bank account for international students  Contactless Visa Debit card  No monthly fee  Fees if you use the card abroad  Discounts and offers	Valid passport Valid BRP or proof of pre-settled/settled status (if applicable) Oxford Brookes Attendance Letter with local address	www.hsbc.co.uk/ current-accounts/ products/international- student

#### Which bank to choose?

All the banks are located in the city centre of Oxford. There are other banks in the city centre of Oxford. Try to choose a bank that you can easily visit, in case they invite you to a face-to-face appointment to open your account.

Talk to the banks and choose the best one for you. If you receive regular payments from abroad, it may be best to choose an account that doesn't charge for international transfers. Make sure you are aware of any other bank charges.

Bank	Account	Documents required to open the account	Further information
Santander  Santander  House, Carfax (Oxford City centre)	No monthly fee	Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Oxford Brookes Attendance Letter with local address	www.santander.co.uk/ personal/current- accounts/essentials- current-account
	Basic Bank Account     Non-contactless debit card     No monthly fee	Valid passport     Valid visa or proof of pre-settled/settled status (if applicable)     Oxford Brookes     Attendance Letter with local address	This account is not as flexible as others:  Restrictions on some types of transactions  No contactless card  You need to top up your debit card  www.santander.co.uk/ personal/current-accounts/basic-current-account
1-5 High Street (Oxford City centre)	Classic Account     Contactless debit card     No monthly fee     Fees if you use your card abroad.     Cashback with some retailers.	Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Proof of address Oxford Brookes Attendance Letter with local address	www.lloydsbank.com/ current-accounts/ all-accounts/classic- account.html

Information up-to-date at the time of writing.

#### Find out more

- International students Opening a UK bank account: www.ukcisa.org.uk/ Information--Advice/Studying-living-in-the-UK/Opening-a-bankaccount
- The International Student Calculator by Which?, www.which.co.uk/money/ university-and-student-finance/ student-budget-calculator

If your bank is requiring any additional documents to prove your student status or your address, please contact Student Central: **studentcentral@brookes.ac.uk**If you have any difficulties in opening an account or getting statements for your visa, contact ISAT (see page 2).

#### **Shopping GROCERIES (FOOD)**

#### Where to go

Most people buy ingredients for cooking at home from a supermarket.

- · Cheaper supermarkets: Aldi, Asda, Iceland, Lidl.
- Mid-range supermarkets: Tesco. Co-op, Sainsbury's
- More expensive supermarkets: Marks & Spencer's, Ocado, Waitrose.

Headington is the closest shopping area to Headington University Campus. There are also many shops and restaurants on Cowley Road, selling food from around the world. These shops may sell food from your home country or you may be able to buy things which are not available in the larger supermarkets. You can find more information on the Daily Info Oxford Food Shopping page at

www.dailvinfo.co.uk/ oxford/guide/foodshopping.

White rice (1kg)



#### **Dietary requirements**

In the larger supermarkets, vou will usually find a range of "free from" food such as nut-free, gluten-free, vegan and dairy-free products. Halal and kosher food can often be found in big supermarkets, but you may have more choice in smaller specialised local shops.

#### Online shopping and deliveries

It is helpful to know how vou can get food and other necessities delivered to your door. For useful tips, as well as provider suggestions, go to www.brookes.ac.uk/ students/isat/living-inthe-uk/shopping

#### **MOBILE PHONES**

Most international students use a "pay-as-you-go" or a "SIM-only" deal. In this case, mobile phone companies will usually give SIM cards for free, but you'll need to buy credit. Popular companies include: 3, EE, GiffGaff, ID mobile, O2, Vodaphone and VOXI. You can check prices at www.moneysupermarket. com/mobile-phones. You can also pick up a free SIM card at the ISMP.



#### Average price of staple products

Milk (2 pints)	£1.30	Potatoes (2kg)	£1.85
Loaf of fresh		Tomatoes (kg)	£2.00
white bread	£1.39	Apples (x6)	£1.50
A dozen eggs	£2.30	Oranges (x5)	£1.50
Chicken		Carrots (kg)	65p
breasts (1kg)	£6.00	( 0/	

£1.60 Information up-to-date at the time of writing.

#### **Get discounts**

You can sign up to get a loyalty card at most supermarkets, which will aet vou discounts on vour shopping. Many companies offer student discounts, but vou may need a Totum card (see page 4).

#### **HOUSEHOLD GOODS**

Before moving to the UK, make sure you ask what will be included in your accommodation, especially: toilet roll, bedding (duvet, pillows, bed linen), cutlery and cooking utensils, laundry and washing up liquid. For instance, most of these items are usually not included in Brookes halls of residence.

If you will be staying in a Oxford Brookes University hall of residence, you will be able to buy bedroom and kitchen kits directly via the Accommodation Portal shopping cart. These can be purchased in advance and will be in your rooms for when you arrive. You can also buy these products locally. In Oxford city centre, shops such as Primark and TK Maxx stock household goods. In Cowley, check out Asda Living, B&M, TK Maxx and Wilko.



#### **CHARITY SHOPS**

There are some charity shops in Oxford which sell second-hand clothes, shoes, furniture and lots of things you might want for a new house. These have been donated by people who no longer use them. You can also find second-hand items on www.gumtree.com/oxford and www.dailyinfo.co.uk/free



#### **COSMETICS, TOILETRIES**

Most supermarkets have a Health & Beauty aisle. If you want more choice, go to a specialised store such as Boots, Superdrug and Savers.

#### MEDICINE AND PRESCRIPTIONS

In the UK, you can buy some types of medicines for minor health conditions at a supermarket or pharmacy without a prescription. You can even order online (Boots, Superdrug, supermarkets). For other types of medicine, you first need to register with a GP (see page 18), who will send a prescription to a pharmacy.

#### Healthcare

#### **MEDICAL**

Most students have access to the National Health Service (NHS). This includes seeing General Practitioner doctors (GPs) for non-emergency appointments, or the hospital for emergencies. To access this, you will need to register with a GP surgery. Oxford Brookes has a medical centre on campus, to which you can register online before you arrive. More information at www.brookes. ac.uk/new-students/student-checklist/medical-centre.

If you are being treated for a long-term medical condition, register as soon as possible and make an appointment to see your new doctor. Take your home doctor's name and address, copies of your previous medical records and a list of any of your medicines when you go to the appointment. www.brookes.ac.uk/students/isat/living-in-the-uk/health-and-insurance



#### **DENTAL**

Dental work is subsidised by the NHS but there is a charge each time you use the service. Damira Dental Studios is our dental clinic in the Colonnade Building, Headington Campus. To book an appointment, visit their website damiradental.co.uk/practice/oxford

#### **MENTAL HEALTH**

If you feel low or need support with your mental health, you can contact the Brookes Counselling team (see page 27). You can also find lots of helpful tips and resources on Student Minds and Student Space at **www.studentminds.org.uk**. If you need immediate help, here's a list of useful contacts **www.brookes.ac.uk/students/wellbeing/need-help-now**.



#### **USEFUL CONTACTS**

444

non-emergency health advice

999

life-threatening condition, ambulance

116 123

Samaritans (mental health. Someone to listen 24 hours a day, 365 days a year.)

#### Living in Oxford: travel and safety

#### TRAVEL AROUND OXFORD

The Oxford Brookes travel pages provide a lot of information about travelling locally and student travel offers: www.brookes.ac.uk/travel

#### Getting the bus

All Oxford Brookes students can use their Brookes Student Card for discounted travel on local Oxford Bus Company and Stagecoach bus services. Just show your valid Student Card to the bus driver for the discounted fares.

The 400 BROOKESbusU1 and 100 BROOKESbusU5 is a public bus service, with routes tailored for University students, operating between all Oxford campuses and Halls. More information can be found at www.oxfordbus.co.uk/brookesbus

#### E-scooter

More information on www.oxfordshire.gov. uk/residents/roads-and-transport/active-travel/e-scooter-trial



#### TRAVEL OUTSIDE OXFORD

#### **Train station**

You can book your train tickets online/via the Trainline app: **www.thetrainline.com** 

#### Oxford Tube (coach service between Oxford and London)

You can book your tickets online/via the Oxford Tube app: www.oxfordtube.com

#### The BROOKESkey App

The BROOKESkey app is a personal travel account which offers discounted travel for Oxford Bus Company services and their Airline coach services to Heathrow and Gatwick airports. You can apply for it at **www.oxfordbus.co.uk/brookesbus-fares** as soon as you have set up your Oxford Brookes University email account.

If you have a query about your application, please contact **info@oxfordbus.co.uk**.



#### **Inclusive Travel Pass**

In addition to the BROOKESkey offers, some students are eligible for an Inclusive Travel Pass, which allows them to travel on the public BROOKESbus services (U1 and U5) for free. Eligibility for this extra pass is dependent on accommodation and course status.



#### **STAYING SAFE**

#### **Personal Safety**

Oxford is a very safe place to live and study but, like any other city, there are risks. Below are just a few pointers which, if followed, will go a long way to aid your safety:

- Trust your instincts, they will usually be right if you feel nervous or frightened move away from the threat and seek safety with others or a safer location.
- Know where you are going; plan your journeys. How are you getting there? More importantly, how are you getting back? Not all public transport in Oxford runs 24/7.
- Don't carry or display large amounts of cash. Keep valuables out of sight (e.g. phone, laptop).
- Do not go into parks at night when it's dark. Whenever possible, do not go out alone. Stay in well-lit areas.
- Do not leave your drink unattended in bars/clubs.
   Generally speaking, stay safe while clubbing.
- Do not accept lifts in vehicles from people you don't know.
- Always keep a list of emergency contact numbers in your mobile phone.
- If threatened with violence for property do not fight for it – hand it over. Property can be replaced; you can't.
- Use a personal safety app, such as hollieguard.com

#### **Beware of scams**

Students are being targeted by fraudsters. Students are contacted on their mobile phone by people claiming to represent the HMRC, UKVI, their bank or other reputable agencies and are told they owe funds immediately and threatened.

Officials will NEVER contact you and ask you to pay over the phone or using gift cards, cryptocurrency or money transfer services.

If this happens to you:
DO NOT share any
personal information, DO
NOT make any payment –
Hang up and contact ISAT
for advice.



#### **EMERGENCY CONTACTS**

#### 999

Police / Fire / Ambulance

#### 101

Police (nonemergency)

#### **Brookes Security Contacts**

Oxford Brookes Security team provides a 24/7 security service. They can be reached on **01865 483060** and at **security@brookes.ac.uk**. Follow them on Instagram at **@securitybrookes**. For further information, visit **www.brookes.ac.uk/security.** 

#### Adapting to life in the UK

Moving to a new country can be challenging – settling in can take some time and be tiring, as you will be learning new things all the time. Here are some ideas to help you make the UK your second home.



#### **MAKING FRIENDS**

- Global Buddies: join the programme to make friends from around the world (see page 9)
- ISAT social events. ISAT organises a variety of events to help students socialise (see pages 7-9)
- Brookes Union societies and events:
   meet students with similar interests by
   joining (or creating!) a student-run society
   www.brookesunion.org.uk/societies,
   or attend a social event organised by
   Brookes Union www.brookesunion.org.
   uk/events especially during Fresher's Fair.
- Brookes Sport clubs: join a sports club to meet people who are passionate about the same sport as you! More information in the "Staying Active" section on page 22.

- Chaplaincy events: the Multifaith
   Chaplaincy organises events for students
   of all faiths and none www.brookes.
   ac.uk/students/wellbeing/chaplaincy
- International English Club (IEC): a great place to meet new people from all over the world, practise your English, and learn about British culture and customs.
   www.brookes.ac.uk/students/ wellbeing/chaplaincy/whats-on/ international-english-club
- Meetup: find groups and activities in Oxford based on your interests. This can be a great way to meet British people.
   www.meetup.com



#### Develop your academic and English skills

We know from experience that how to study effectively is not obvious and with that in mind, the Centre for Academic Development (see page 26) offers classes, one-to-one online tutorials and online resources to help you get to where you want to be. Indeed, whether you are a foundation student who is new to university life or a PhD student wondering how to get through your viva, you will find something here that is useful.

#### **Employment**

If you want to get a job during your studies, our Careers service can help you find opportunities (see page 27). It is important that you check if there are any restrictions applicable to you on working in the UK. See www.brookes.ac.uk/students/isat/visas/work-options and www.brookes.ac.uk/students/isat/visas/student-visa/visa-responsibilities

#### Staying active

Brookes Sport has a whole range of activities, sports and opportunities for everyone. Facilities include gyms, a climbing wall, a swimming pool, a boathouse, courts and pitches, as well as a bar and cafe.

www.brookes.ac.uk/brookes-sport





#### Looking after the environment

Oxford Brookes is dedicated to all things sustainable. Here are some tips to help save energy (most of which will help save money too):

- Think about walking or cycling
- Carry a reusable coffee cup. Most coffee shops will offer you a discount.
- Bring your own water bottle. There are water refill points across the Brookes catering outlets.
- Eat sustainably, eg. buy locally produced food.
- Don't forget to recycle.
- Donate the items you no longer need to charity. There are British Heart Foundation donation points across our campuses and halls of residence.

#### **Get involved!**

Join our Environmental Network: **brookesunion.org.uk/networks** or our Hedgehog-Friendly team.

To learn more about sustainability at Oxford Brookes, visit:

www.brookes.ac.uk/sustainability

#### **Culture**

#### Your name while you are in the UK

If your language is written in a different way from English, you may be confused about how to write your name, so follow these tips:

- Always write your name in the same way (spelling and order) as it is printed in your passport.
- When you do your face-to-face enrolment, check that your name is in full in the way you want it to appear on your certificate/ diploma, and make it clear which name you want us to use as your surname (family name).
- If your country does not use first name and surname, decide in advance which part of your name you will use as your surname and always use it in the same way.
- Don't be afraid to tell people how to pronounce your name and/or correct them!



#### **Discover the UK with ISAT**

Throughout the semester, ISAT organises workshops, trips and activities to help you learn about the UK and the British culture. See pages 7-9 and check out our event page for more information: www.brookes. ac.uk/students/isat/social/trips-and-social-events

#### Finding things to do in Oxford

Oxford is a historic and vibrant city. It has museums, theatres, cinemas, clubs and live music venues as well as lovely parks to explore and relax in. There are many places to eat and drink, with food from around the world. We publish some of these on our website at www.brookes.ac.uk/students/isat/social/oxford.

The following websites are great sources of information too: **www.dailyinfo.co.uk**, **www.oxfordcityguide.com**.

#### Some free time between classes?

Don't hesitate to discover Oxford on your own! Have a walk in a park, visit a museum/college or enjoy a sweet treat and a coffee/tea.

Find some ideas on https://trip101.com/ article/things-to-do-solo-traveleroxford-uk





#### **BRITISH ETIQUETTE - A GUIDE FOR INTERNATIONAL STUDENTS**

#### • Punctuality

Being late is seen as bad manners in the UK. Aim to arrive five minutes early for classes so there is time to sit down before they begin. If you are going to be late for an appointment, let the person you are meeting know. You can be a little late if you are going to someone's house for a party or dinner.

#### Politeness

You will often hear the words "excuse me", "please", "thank you" and "sorry" – it's good to use them yourself.

#### Personal space

People like a lot of space around them so don't stand too close to them.

#### Privacy

Try not to ask personal questions, for example, about age, their salary, religious beliefs or politics until you know them very well.

#### **2** Queuing

We queue (stand in line) for everything here; for buses, to pay in shops, for toilets and sometimes even to enter class. People will be annoyed at you if you do not wait in the queue. If someone is there before you, let them go first. If you forget to queue, just apologise.

#### Humour

The British sense of humour can be ironic and confusing. Don't worry. As you get to know the people better, you will start understanding the jokes. If you are not sure, just ask.

#### Going out

Some people, clubs and societies meet in pubs (public houses). All pubs serve non-alcoholic drinks so you don't need to drink alcohol. It is legal to drink alcohol if you are 18 years old. Alternatively, people meet in the many cafés in Oxford.

#### Tipping

We only usually tip when receiving table service for example in cafes, pubs, or restaurants. Tipping is normally around 10%.

#### Physical contact

Most people shake hands when they are first introduced but as you get to know them better they might greet you with a hug.

#### STUDYING AT UNIVERSITY

In the UK, students often work independently which may be different to what you might have been used to in your own country. Your Oxford Brookes tutors will expect you to develop a critical approach to your studies, analysing what you read, and offering your own arguments based on a wide range of evidence.

Plagiarism, which means presenting someone else's work as your own, is strictly forbidden and can lead to failing your course. When using information from books and other sources, write it in your own words or put it in quotation marks and reference the original book or article. Ask your tutor or Academic Adviser if you do not know how to reference your work.

To do well, you will need to compare different books and articles that you have read, commenting on whether their arguments make sense and making judgements about the quality of their evidence.



#### **Additional resources**

Join the free online "Study UK: Prepare to Study and Live in the UK" course, to familiarise yourself with the British culture and higher education system:

www.futurelearn.com/courses/ prepare-to-study-uk



Most courses include lectures, seminars, tutorials, practical work, independent study and assessments. A **lecture** is a large class, sometimes with over 100 students that lasts around one hour. The lecturer will give a general overview of a topic and you will need to take notes. If there is something you don't understand, make a note and ask your tutor about it later.

A seminar is a class of up to 15 students. The tutor will give you the topic in advance and you may need to read about it or prepare a short presentation to discuss in the seminar. The aim of the seminar is to analyse the topic through debate. Your tutors will encourage you, so don't be afraid to speak out and challenge others and offer your own ideas.

Your **tutor or Academic Adviser** will have a regular office hour where you can go to ask them questions one-to-one. This is an opportunity to discuss how your work is going and any problems you are having with the topic or with studying in general.



#### Support while you are here

There are many Oxford Brookes staff who are here to help, so make the most of them. Ideally, it is best to seek out help before an issue has become too large, so it can be resolved more easily.

#### **International Student Advice Team (ISAT)**

We're a good place to start if you're not sure who to ask. During Induction Week, ISAT will be in the Forum (see page 6). After that, you can come and see us at our face-to-face drop-in, meet us online in our Zoom Room or email us. See page 2 for full contact details. www.brookes.ac.uk/students/isat

#### **Student Central Advice Team**

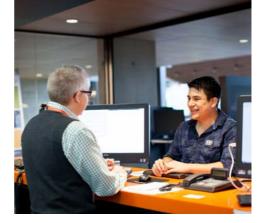
This team is your first point of contact for general queries. They can help with your academic programme, financial queries, student cards, transcripts, exceptional circumstances, Council Tax exemption. www.brookes.ac.uk/students/student-central

#### Student Support Co-ordinators (SSCs)

Each faculty has a network of Student Support Co-ordinators (SSCs) to support you – they can help with any problem or issue you may face during your time at University. Any question about programme structure should be discussed with them. www.brookes. ac.uk/students/support-services/ssc

#### **Exchanges & Study Abroad Team**

All Exchanges and Study Abroad students should contact this team for support. www.brookes.ac.uk/international/study-abroad-and-exchanges/coming-to-brookes



#### Research Degrees Team

The Research Degrees Team works closely with the faculty Research Offices to provide a support service for all research students – from first enrolment to conferment of your degree.

www.brookes.ac.uk/students/research-degrees-team

#### **Centre for Academic Development**

You can contact the Centre of Academic Development to see a tutor if you need advice on study skills, maths or statistics. You can get support on a wide range of issues, including understanding the task, planning, researching, structuring essays and assignments. The Centre also offers online resources.

#### www.brookes.ac.uk/students/academic-development

If English is not your first language, Oxford Brookes offers a range of Academic English modules and courses. You can take creditbearing modules or short courses at any stage of your degree. One-to-one or online writing consultations are available.

www.brookes.ac.uk/students/academic-development/academic-english

#### **Multifaith Chaplaincy**

The Multifaith Chaplaincy offers support, friendship and information to people of all faiths and none. It has a team of Christian, Jewish, and Muslim Chaplains who run discussion groups, worship, and more – these activities are open to everyone. The Chaplaincy keep details of churches, mosques, temples and other faith communities in Oxford. There are also dedicated prayer and quiet rooms on each campus.

www.brookes.ac.uk/students/wellbeing/chaplaincy

#### Counselling

The Counselling Service offers you the opportunity to discuss anything important to you or troubling you, in confidence. This could be fear of failure, bereavement, homesickness, relationship problems or depression.

www.brookes.ac.uk/students/wellbeing/counselling

#### **Student Finance and Financial Aid team**

We know you can sometimes have unexpected problems with money for a variety of reasons. It is very important to talk to someone as soon as possible, and to let the Student Finance Team know if this is going to affect your fee payments. Students may be able to apply for Financial Aid.

www.brookes.ac.uk/studying-at-brookes/finance/financial-aid

#### **Inclusive support team**

If you have a specific learning difficulty, such as dyslexia, dyspraxia, dyscalculia or AD(H)D, information about reasonable adjustments and support is available on the Dyslexia/SpLD website.

www.brookes.ac.uk/students/wellbeing/dyslexia-spld

#### Specific support needs

There is specific support available to care leavers, mature students, estranged students, student carers and LGBTQ+ students.

www.brookes.ac.uk/students/wellbeing/ specific-support-needs

#### **Careers Service**

If you are looking for work or volunteering while you are here, our Careers service provides a list of opportunities. They can advise you what UK employers are looking for and how to write your CV.

www.brookes.ac.uk/students/careers

#### Library

The Library provides an array of learning and information resources. They have facilities at Harcourt Hill, Headington, Swindon and Wheatley and provide a host of e-resources and services.

www.brookes.ac.uk/library

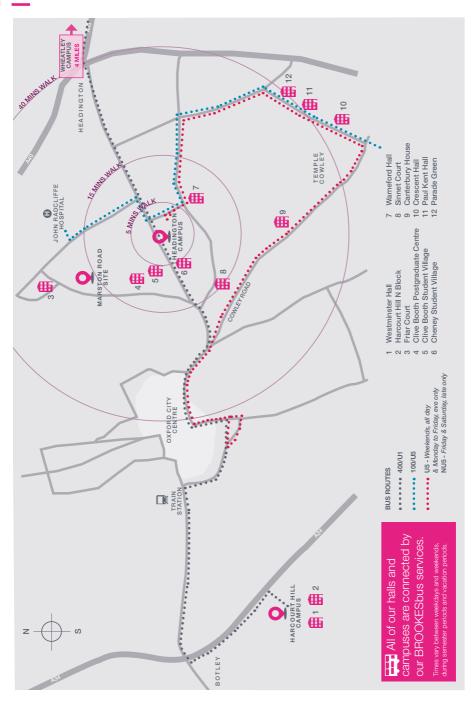
#### **Accommodation team**

If you are staying in a Brookes-managed accommodation and have any questions about living in halls, you need to liaise with our Accommodation team and use the Residences Information Portal.

www.brookes.ac.uk/studying-atbrookes/accommodation



#### Maps



# **Accommodation and BrookesBus route**

Cycle Parking Accessible Parking ▶ Parking

Gender Neutral

Steps

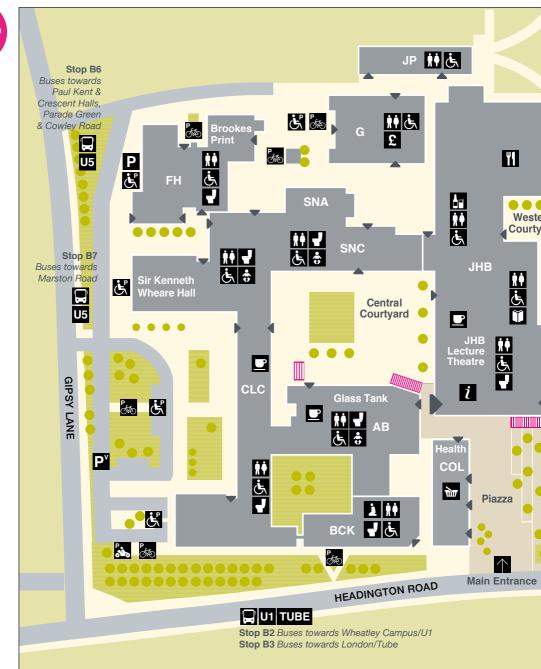
#### Accessible Toilets Bus Stop Toilets Gender Toilets SC. Centre for Sport DS. Drama Studio GH. Gatehouse Confucius Institute Halls of Residence Teaching rooms RO. Red Oak 1 Information W. Willow Cafe Law ĵ i. A Approx 30 mins walk Cheney Student Village Δ **.** ਰ ੍ਵਿੰ for campus redevelopment Area closed A Gipsy Lane Approx 5 mins walk . CUCHOLANIE HEADINGTON ROAD D \* .•∫ **‡** S .48 redevelopment Main Entrance Area closed for campus Stop B4 Buses from London/Tube Stop B5 Buses towards Harcourt Hill Campus & Oxford City Centre Gipsy Lane Approx 2 mins walk PULLENS LANE

# **Headington Campus: Headington Hill**

HHH. Headington Hill Hall

RH. Richard Hamilton

Oxford Brookes University Boat Club



### To Centre for Sport & Cheney Student Village CHENEY WALK TO P ØÆ m EC Stop B4 Buses from London/Tube Stop B5 Buses towards Harcourt Hill Campus. Marston Road Site & Oxford City Centre/U1 & U5

#### To Headington Hill & Marston Road sites

#### **Headington Campus**

#### **GIPSY LANE**

#### AB. Abercrombie

Avo Café Architecture **Built Environment** 

#### **BCK. Buckley**

Academic Office Finance & Legal Services Marketing & Communications Multifaith Rooms Research & Business Development Strategic Change & Planning Student Finance

#### CLC. Clerici

Wellbeing

**Business School** Clerici Café Sir Kenneth Wheare Hall Vice-Chancellor's Office

#### COL. Colonnade

Colonnade Store Health & Life Science **OXINMAHR** Studental

#### EC. Enterprise Centre

Enterprise Centre ScaleBase

#### FH. Fuller

Print, Post & Distribution

#### G. Gibbs

Humanities & Social Sciences

#### JHB. John Henry **Brookes Building** Main Reception

**Brookes Union** Café Central Careers Centre Deli IT Service Desk Library Student Central Taylor's Yard The Terrace Centre for Academic Development 24-hour computer rooms

#### JP. John Pavne

Architecture workshops Estates & Campus Services Technology Laboratory Sports & Coaching

#### LLD. Llovd

Accommodation Bureau Admissions **Transport Services** UK Recruitment & Partnerships

#### SNC/SNA. Sinclair & Annex

Health & Life Sciences

#### TO. Tonge

Bioinnovation Hub English & Modern Languages History, Philosophy & Culture









Multifaith Room

Toilets

Toilets

Accessible



Parking



Restaurant

Accessible Parking











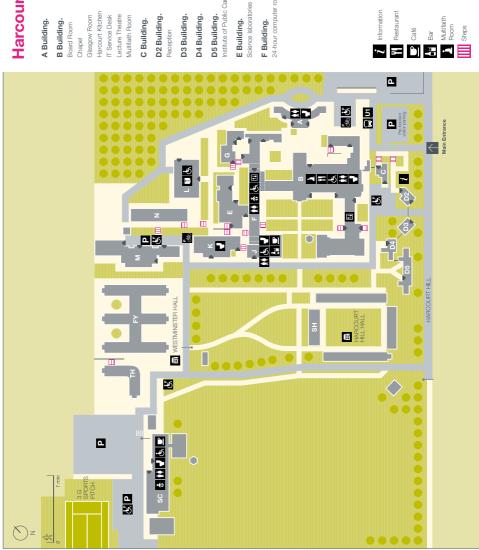


Steps



Shop

Baby change



# Harcourt Hill Campus

#### A Building. B Building.

Oxford Centre for Methodism and Church History

G Building.

Harcourt Kitchen Glasgow Room Lecture Theatre IT Service Desk Chapel

Westminster Square

J Building. K Building. Dance Studio L Building. Lower Gym

### C Building.

D2 Building. Reception

Art and technology studios

M Building.

Library

Music practice rooms

N Building.

Residences

# D4 Building.

Institute of Public Care

SC. Sports Centre

SH. Scott House

Residences

24-hour computer room

Westminster Hall TH. Trevor Hughes

FY. Frances Young

Information Restaurant

Toilets

Halls of Residence Accessible Parking کب: ہ Gender Neutral

Accessible
Toliets
Gender Neutral
Toliets
Baby Change

۳

Parking

Cycle Parking Bus Stop

Cycle Parking Motorcycle Accessible Parking

Drop off point

Restaurant Bus Stop Steps

Parking

#### Gender Neutral Toilets IT Service Desk MRA. Annex Accessible Toilets information MRG. Gym n Toilets Buses towards JR A Approx 30 mins walk Headington DAOR NOT SAAM Approx 20 mins walk via John Garne Way Headington Buses towards and City Centre ()I Harberton Mead Approx 2 mins walk Visitor entrance McCABE <u>ک</u> P S **₽** Z E CLOSE **€**5 .% ۵ Staff car park Д

# **Headington Campus:** Marston Road

Clinical skills and simulation labs

Clinical skills and simulation labs MR. Main Building

Jane Ashley Lecture Theatre Nursing and Midwifery Restaurant and Cafe

# Wheatley Campus

Stuart Rooks Lecture Theatre

PG. The Polygon

Autolab and engineering laboratories

R. Block

Mathematics lab

O. O'Regan Centre

M. Block N. Block

J. Block

Toilets
Accessible
Toilets
Gender Neutral
Toilets Multifaith Room Steps DCH. Dora Cohen Hall EL. Entrance Lodge 24-hour computer rooms 24-hour computer room Services for students Occupational Health Closed Network Lab Closed Server Lab Human Resources Raspberry Pi Lab Information Cash Point Lecture Theatre Multifaith Room Library G. Block Shop A. Block B. Block C. Block D. Block E. Block F. Block H. Block Reception Robot Lab TV studio Holosuite ICE Qube FAB Lab Library ŝ Δ Main Entrance **€** ۵ \$ 7 K 5 OB \$ **₹ # | 1 | \$** ₽ % Δ \* \*\*\* Δ

Oxford Centre for Staff & Learning Development (OCSLD)

Simon Williams Lounge

T. Turing

SW. Simon Williams

Centre

Sports changing rooms

S. Block

Parking
Motorcyde
Parking
Parking
Oyde Parking
Bus Stop

Notes		
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#### **International Student Advice Team (ISAT)**

- www.brookes.ac.uk/students/isat
- ✓ isat@brookes.ac.uk
- Face-to-face appointments: www.brookes.ac.uk/students/isat/contact
- □ Zoom Room:
   www.brookes.ac.uk/students/isat/contact
- @brookes\_isatsocial
- @isat.brookes



To enquire about other formats, please get in touch at www.brookes.ac.uk/askaquestion

OXFORD
BROOKES
UNIVERSITY

The information in this guide is correct at the time of publication. Please refer to the web links provided throughout this guide for the most up-to-date information.

