



Undergraduate Student Handbook - Academic Year 2022-23

About This Handbook	4
Comment.....	4
How We Will Communicate With You	4
Key Information About The Academic Year	4
Staying Safe On Campus	4
Visitors	5
Your Timetable	5
Buddies.....	5
Facilities At The University.....	5
The Campus.....	5
Campus Hub	6
First Floor	6
Second Floor.....	6
First Point.....	7
Student Lockers	7
Libraries	7
Online Resources.....	8
It Support.....	8
Audio-Visual	8
Email	8
Printing & Photocopying	8
Wi-Fi.....	8
Information Sharing & Phishing.....	9
Health and Safety.....	9
Fire Evacuation Procedure.....	9
Academic Services	10
Registry	10
Student Support & Development.....	10
Global Experience Team.....	11
Quality team	11
Operations	11
Student Support and Development.....	12
Support For Students With Medical Conditions, Disabilities and SpLDs	13

Tips For Staying Healthy and Happy.....	14
Student Union Welfare Officer and Diversity Officer	14
If You Need To Talk To Someone Urgently	14
Student Health	15
General Practitioner (GP).....	15
Dentists	15
Sexual Health and Awareness	15
Prevent Duty	16
Attendance.....	16
Student Voice	17
Student-Staff Liaison Committee.....	18
Teaching, Learning and Enhancement Committee	18
Student Union and Student Societies	18
Sports.....	18
Gym and Leisure Facilities at St Katharine Docks	18
Other Useful Information.....	19
Student Conduct	19
Safety and Crime	19
Tips For Managing Your Money	19
Cost Of Student Living In London	20
Books	21
Insurance	21
TV Licence	21
Budget Calculator.....	21
Public Venues	21
Part-Time Work	21
Places Of Worship.....	21
Complaints	21

About This Handbook

This handbook provides you with information about the University and its facilities. It is accompanied by information on the University website, which can be found [here](#).

If any changes are necessary, the Student Handbook will be updated and the most recent version will be available on the University's Virtual Learning Environment (VLE), Canvas, by navigating to Dashboard > Faculty Homepage > *your faculty* > Student Handbook

Comment

If you have any comments on this handbook, what you found useful or what else you think could be included, please email the Quality Team: quality.assurance@nchlondon.ac.uk

How We Will Communicate With You

Outside of induction meetings, personal tutor meetings, lectures, tutorials, or other scheduled sessions, the University email system and Canvas will be the main methods of relaying important information to you. Emails will be sent to your University email address, which you need to check regularly. Any hard copy correspondence will be sent to the address on your student record. It is important that you keep this up to date via your account details held by Registry.

Other methods of communication are via noticeboards and announcements in class.

Key Information About The Academic Year

The Academic Year governs the University's academic operations and service provision and, within this, we have set term dates and examination periods.

It is strongly recommended that you note the key term dates in 2022-23 from the Programme Handbook section of the Faculty Homepage on Canvas. Check back at the Faculty Homepage regularly to ensure that you see any updates that may take place.

Staying Safe On Campus

In line with UK government guidance as of the publication of this handbook, face masks are currently optional and social distancing measures are not in place.

However, we are keen to remind all community members to be mindful of each other's personal space, and to use the hand sanitisers that are available throughout the campus. We have physical members of Security present on our campus and CCTV to enhance our campus security.

Visitors

From time to time you may wish to have visitors attend the University. Please book all visitors in with security by emailing security@nchlondon.ac.uk and let them know the visitor's name and date and time of arrival. Visitors are permitted for a 1 hour duration.

Your Timetable

You can check your timetable via CELCAT, the University's timetabling application. During induction in Freshers' Week, drop-in sessions on how to use CELCAT are held, and a 'how to' guide with an accompanying video can be found on Canvas.

Buddies

After receiving your offer, you would have been introduced to your buddy by a member of the student recruitment team via email. It is possible that you have spoken to them already during your interview visit, offer holder event or via the Unibuddy chat platform found on our website. Your buddy is a student ambassador either in their first or second year of study, studying either the same major or minor (sometimes both) as you. Once you enrol, they'll be a friendly face to greet you during Freshers' Week, an additional point of support with any academic queries, and to generally help you settle into life at the University.

Facilities At The University

The Campus

The University occupies space within a shared building, Devon House, consisting of Groundfloor East, Groundfloor West, First Floor and Second Floor West of the building. Devon House (the Campus) is located at 58 St Katharine's Way, London E1W 1LP.

The campus is typically open Monday to Friday from 08:00-21:30. During exam periods or under special circumstances the University can be open on the weekends. You will need to submit an enquiry to facilities@nchlondon.ac.uk for further information.

The Landlord allows all tenants of the building to make use of the shared communal area in the Groundfloor Landlord entrance, which includes the outside terrace. The Landlord communal space is restricted to no more than 20 students at any given time.

Showers and bike parking is available to all members of the University. Because we are in a multi-tenanted building you will need to use your NCH-ID to get back from all toilets/showers.

The campus provides you with a wide range of spaces and facilities, including:

Campus Hub

- Work and study space
- Event space
- Meeting rooms
- Support room
- Instant chilled and hot water taps
- WCs

First Floor

- Quiet study space
- 13 classrooms
- 3 seminar rooms
- Meeting space (not enclosed)
- 7 tutorial rooms
- 2 support rooms
- Printer
- Instant chilled and hot water taps
- WCs

Second Floor

- Study space
- Silent Study zone
- 3 support rooms
- Multi faith room
- 6 Classrooms
- 4 Tutorial rooms
- 6 Working pods
- Printer
- Instant boiling and chilled water taps
- WC's

First Point

First Point is a dedicated area in the Campus Hub that is your first point of contact for any queries you have as a student. You will see banners explaining the different kinds of support Academic Services teams can give you and the area will be staffed by members of Academic Services.

First Point query desk for students:

- Core hours - 10:00 to 16:00 Monday to Friday (incl. Reading Week)
- Busy/peak times – 08:30 to 17:30 Monday to Friday (Up to Reading Week of Michaelmas and in Trinity exam period)

Student Lockers

140 lockers are situated on the first floor and 60 are located on the second floor for student use. The Student Union will communicate the booking process by the end of September.

Libraries

On certain weeks a proportion of your reading will be provided on the VLE for you to read on screen or download and print. However, you may also need to find physical books. When you do find a book, be wise and selective about how much of it you read.

The University's students have full membership access to the City of London's research libraries including Guildhall Library, the London Metropolitan Archives and the Small Business Research + Enterprise Centre, as well as its lending libraries at the Barbican Centre, Shoe Lane and Artizan Street.

This includes full access to all facilities offered at these libraries, including study space, wifi, printing, book borrowing privileges and access to digital resources.

The University can also provide students with a membership to Senate House Library, one of the UK's largest academic libraries for arts, humanities & social sciences. Located in central London, it is home to over two million books and over 1800 archives and special collections.

Students also have access to its borrowing, digital, and print services. The University Collection has its home in one of the most spacious and beautiful reading rooms within Senate House Library. The Collection contains classic texts and contemporary commentaries which have been chosen by the University's faculty for their direct relevance to the degree syllabi taught at the University.

In addition to the above resources, students can also sign up for a Reader's Pass to the British Library – one of the greatest research libraries in the world where you can explore any of the 170 million items in the Library's collection. As it is a copyright library, it has copies of all new books published in the UK, and many of those published abroad, making it an excellent resource when more detailed research is required.

Online Resources

You have access to the Virtual Learning Environment (VLE), Canvas, which is the University's method for sharing lecture and tutorial material and other course materials. You should not, however, regard the VLE as sufficient for your research: independent research, and literature searches, are required for most assignments, with the exception of some highly technical areas.

IT Support

For technical support, please contact IT on IT@nchlondon.ac.uk.

Audio-Visual

The Campus features cutting edge audio-visual equipment throughout its campus to support academic and co-curricular programming. Classrooms offer integrated audio-visual technologies that provide a fully-immersive streaming experience. These spaces can be utilised for classes, panels, and will enable the University to leverage experts remotely across the global network. Meeting rooms are outfitted with wireless presentation technology that enables student collaboration. A large AV-enabled event space supports student events, local industry collaboration, and community networking.

If you have any questions about audio visual equipment, please contact IT@nchlondon.ac.uk.

Email

You will be issued with a University email address when you register. All communications will be sent to this email address, and you are required to check your email at the beginning and end of each day during term-time and vacation periods so that you do not miss important messages.

You are given 5GB of disk space on Google Drive. This space is only for non-Google documents (i.e. PDFs, Microsoft files, movies, pictures, etc.) which means that any Google document is not counted. This 'cloud' file storage is less risky than using a USB stick: it is regularly backed up so your data will always be safe and available. It also has the benefit of enabling you to access your files anywhere in the world with Internet.

Printing & Photocopying

Printers and scanners are available for safe use in the Campus. You are provided with a starting allowance for printing, and further credit can be purchased. Guidance on how to use the University printers will be provided during orientation.

Wi-Fi

The wireless service provides Internet access from your own computer and from some smart phones. If you have your own laptop you can connect to the University network in various locations by using the wireless network. You will need to use your Network login

and password to access the NCH wifi. The network you must connect to is called “nch” (without the brackets).

Information Sharing & Phishing

The Internet exposes you to constant risks from malware and from criminals who want to defraud, harass or harm you.

To combat this, you need a combination of common sense, security awareness and the right software tools. You also need to be alert to the possibility of ‘phishing’, i.e. attempts, generally via email messages, which trick you into divulging personal information such as bank account details, credit card numbers or passwords. Some phishing takes the form of bogus websites. Therefore, be cautious of any site which claims to be part of the University but is not within the nchlondon.ac.uk domain. The University recommends free antivirus software, such as AVG.

The University will NEVER ask you to disclose personal information or your password in an email. You will only use your password to gain access to services. If you use any University websites to enter or update your personal information, always check for <https://> and nchlondon.ac.uk in the security certificate, which you can see by clicking on the padlock in the toolbar or footer of the web page. If you do inadvertently disclose any personal information, please change your password immediately so that we can protect your account.

If you receive an email that seems suspicious and unsolicited, if you know the sender, please contact them by a new email and ask them to confirm if that email is legitimate and was actually sent by them and not an impersonator.

If you receive any suspicious spam or phishing emails, please contact it@nchlondon.ac.uk immediately with a full screenshot of that email (sender details and date must be included).

Health and Safety

At the University, health and safety is a serious matter. Please take care and report anything you deem to be unsafe to facilities@nchlondon.ac.uk or directly to a member of the Team at First Point. The University has a Health and Safety Committee, with Faculty and Student Representation. Student Representation can be contacted on facilities@nchsuo.org. A list of first aiders and fire wardens is present at every kitchen across the University should you experience an emergency whilst on our campus.

Fire Evacuation Procedure

Routine fire alarm tests are sounded at 10:45 every Tuesday.

In case of a fire:

- Stop what you are doing.

- Calmly leave the building.
- Do not stop to pick up your belongings.
- Exit the Campus, turn right and report to the meeting point opposite Dickens Inn.

Academic Services

As a student at the University your experience is personal, not anonymous. The smaller scale of the University means that there isn't the same sense of anonymity that students might sometimes feel at larger universities. All our members of staff are friendly, responsive and easy to contact. Whether you need guidance on day-to-day student life, academic matters, illness or other worries, there is always someone who will listen and offer support.

Academic Services staff are there to support and advise you, and are based at First Point in the Campus Hub or the staff office on the west side of the ground floor. Academic Services is arranged into four teams who have responsibility for the following areas:

Registry

Registry is responsible for the management and administration of:

- Student records (registration to graduation)
- Assessment
- Student attendance, success and progression
- Appeals, complaints and misconduct
- Extenuating circumstances
- Statutory data collections and returns
- Student finance (incl. scholarships and bursaries)

Student Support & Development

[Student Support & Development](#) is led by Rebecca Gee, Head of Student Support

- Student wellbeing/mental health
- Disability support
- Support for EC applications
- Support to study
- Prevent
- Safeguarding

- Support for student complaint/appeals
- Finance support (SFE/DSA)
- Hardship Funds
- Counselling
- Specialist support for care leavers
- Academic support (Mobility Students)

Global Experience Team

The [Global Experience Team](#) is led by Robyn Levy, Global Experience Manager

- Planning student mobility programmes
- Implementation of student mobility procedures and administration
- Key point of contact with Boston colleagues

Quality team

The [Quality Team](#) is led by Michele Longhurst, Head of Quality Assurance

- Regulation and compliance
- Core Document Register management
- Policies and procedures
- Programme/Course Approval Events
- Academic Annual Monitoring management
- Management of collaborative provision
- Student Voice
- University Calendar

Operations

Timetabling, facilities and the University's Library resources all fall under the University's [Operations](#) team. Operations ensures the smooth-running of the University and is in charge of financial management, corporate relationships, Human Resources and the IT facilities.

Emma Cook, Timetabling Manager

Emma manages the timetabling needs of the University. She is the main contact for any timetabling queries you have. She can also assist with any ad-hoc room bookings for students or staff or for event purposes.

Tom King, Facilities Manager

Tom looks after all the facilities at the University and is the primary contact for all facilities/IT matters across the University. He is a trained First Aider and Fire Warden as well as helping to take care of the health and safety aspects of the University.

Jed Keenan, VLE and Library Resources Manager

Jed manages the Virtual Learning Environment (Canvas) and the Library resources at the University and is the first port of call for teaching and learning technology issues as well as library matters both for students and staff.

Student Support and Development

Please familiarise yourself with University's [Student Welfare Policy](#).

Members of the Student Support and Development (SSD) are available to support students with any type of pastoral issue. You can access SSD through the online platform TargetConnect which is accessible on the Current Student Hub on the University website and via the link on Canvas. TargetConnect allows you to access resources, make appointments and sign up for workshops and events. SSD also offers an open drop-in service every day.

Through a mixture of in-person and online workshops and one-to-one appointments, the SSD can provide information, advice and guidance on:

- Disability and medical queries and Learning Support Plans.
- General personal and wellbeing issues.
- University policies such as Extenuating Circumstances, Break in Study, Withdrawal and Complaints.
- Money matters, budgeting and UK student loans.
- Planning your return to studies following a break resulting from illness.
- Support for students with experience of care or who are estranged from families.
- Mental health support available within the University and externally.
- Developing strategies and techniques to self-manage mental health conditions, where possible.
- Understanding and navigating the academic misconduct process.

SSD work alongside other members of staff and students' General Practitioner (GP), all of whom can provide ongoing support.

Prior to accessing external support through the SSD, we strongly recommend that you register with a local GP and agree to information sharing with them. You can use the NHS

[Find a GP](#) search function to find your nearest GP.

Support For Students With Medical Conditions, Disabilities and SpLDs

At the University, in line with sector practice, we use the term 'disability' to include any physical, sensory and learning impairment (i.e. mobility impairment, visual impairment/blindness, hearing impairment/deafness), certain medical conditions (i.e. HIV, cancer, epilepsy, multiple sclerosis), mental health difficulties, Asperger's Syndrome, or specific learning difficulties (SpLDs) such as dyslexia, dyspraxia, dyscalculia, dysgraphia, or ADHD/ADD.

We realise that many students, especially those with specific learning difficulties (SpLDs) may not regard themselves as 'disabled'. However, if you do have any of these conditions, we feel it is important that you remember that everyone, including those with or without a disability, can ask for help with their studies.

If you are disabled or have a specific learning difficulty, the University will always try to ensure that your requirements are met in a way that suits you best. In line with the Equality Act, reasonable adjustments will be put in place to support and help you access your programme and successfully complete your studies.

The Student Wellbeing Coordinator (SWC) is a member of SSD who can prepare a Learning Support Plan that sets out agreed reasonable adjustments and support. You can contact the SWC via TargetConnect. The information provided will be held in line with the Data Protection Policy and the General Data Protection Regulation.

It is the student's choice whether to disclose their medical condition, disability (including physical and mental health-related conditions) or SpLD to the University. However, the University advises that students disclose information as early as possible to allow time for support to be put in place so that they can reach their full potential.

The types of provisions and arrangements that might be made include:

- Flexibility regarding attendance and coursework deadlines (time off for appointments, etc.).
- Specialist examination arrangements such as extra time, a separate room or use of a computer.
- Copies of handouts in advance of your lectures.
- Provision of handouts on different coloured paper, or in a larger font.

Please note that this list is not exhaustive so additional adjustments could be made, based on your circumstances.

For more information please read the [Student Disability Policy](#) or contact SSD.

Tips For Staying Healthy and Happy

University can be challenging at times and personal and family issues can also arise during study. In order to perform well on your degree and manage the ups and downs of life it is important for you to proactively take steps to support your mental and physical health. Building and maintaining positive study and self-care habits will pay dividends when difficulties arise. Here are some suggestions:

- Talk about your feelings
- Keep active, maintain a physical activity you enjoy
- Eat a balanced diet with regular meals
- Drink alcohol sensibly
- Keep in touch with friends and loved ones
- Volunteer or do something to care for others
- Do something you enjoy regularly
- Be kind to yourself
- Ask for help

Students can contact SSD for general information, advice and guidance via TargetConnect.

Student Union Welfare Officer and Diversity Officer

Each year, students elect a Student Union Welfare Officer and a Diversity Officer. These students act as a focal point for pastoral issues within the student community. They are there for you to talk about something external to your programme of study which may be negatively affecting your University experience or academic performance. The Welfare Officer and the Diversity Officer can provide impartial advice and access the resources available on matters such as health, a family crisis, a disagreement or settling into university life. The Diversity Officer sits on the Equality, Diversity and Inclusion Group (EDIG) to offer student perspectives on matters relating to equality at the University. You can get in contact by emailing diversity@nchs.u.org and welfare@nchs.u.org.

If You Need To Talk To Someone Urgently

SSD have partnered with an external organisation to provide a 24/7 helpline for students, so that those experiencing distress can get help when the Student Support and Development team are not available. **Spectrum Life Student Assistance Helpline 0800 0318227 (freephone)** is staffed by counsellors & psychotherapists who can offer in-the-moment support to students feeling anxious, worried, upset or depressed. The helpline is

available 365 days a year and operates 24 hours a day. Students will need to provide their student email address when calling to get access to the service. The helpline is open to all enrolled student, undergraduate & postgraduate, and mobility)

You can also call Samaritans, which is a charity which operated across the UK offering a safe space to talk. You can telephone any time you like, talk in your own way, and off the record – about whatever's getting to you: 116 123.

In a crisis, please access NHS services. For emergency assistance dial 999. You can also contact the NHS helpline on 111 or phone your GP.

Student Health

General Practitioner (GP)

We strongly recommend that you register with a local GP within two weeks of arrival for the duration of your studies. You can only be registered with one GP at a time and can find your nearest GP by using the NHS [Find a GP](#) service.

Dentists

If you are 19 or older, you do not automatically receive free NHS dental care. You may be eligible for an HC2 Certificate, which will entitle you to financial assistance with NHS charges. You can apply for an HC2 Certificate by completing an HC1 form, which is available from your dentist. The application process normally takes up to six weeks and is dependent upon your means. Please note, the HC2 Certificate also entitles you to free prescriptions and eye tests. It is only valid for six months and requires re-application after that time.

If you require dental care and have not got a HC2 Certificate yet, you must pay for your NHS dental care. If you keep your receipts, you can obtain a refund of your charges when you receive your certificate.

Sexual Health and Awareness

For many students, university marks the point in their lives when they become sexually active. The best way to protect yourself and your partner is to always use a condom and try to carry one at all times if you are sexually active. If you do have unprotected sex (or the condom splits/comes off) go to your local sexual health clinic as soon as possible, to talk about STI tests and emergency contraception.

It is also important to remember that you have complete autonomy over your body – never do anything that you don't feel totally comfortable with and report any abuse or violence to the police or you can make a report to the University via Report & Support.

The local Sexual Health clinics include:

- Tower Bridge Wellness Pharmacy, Tower Bridge Piazza SE1 2NJ, 02037719927
10.00 - 17.00 Mon, Tues, Thurs & Fri, 12:00 -17:50 Weds, 10:30 – 16:00 Sat
- Homerton Sexual Health, Leadenhall St EC3A 3DH, 02076834103 09:00 – 15:00

Prevent Duty

Under the Counter Terrorism Act 2015, the University has a statutory duty to have due regard to the need to prevent people from being drawn into terrorism. The University's Prevent Policy is in place to safeguard students and staff.

The University recognises that students spend a lot of time online, and that the online world is a necessity for accessing resources and it delivers huge benefits. Although rare, there is a risk that increased online activity and feelings of stress and isolation may be exploited by negative influences and online groomers.

Extremists may use the COVID-19 outbreak to promote hateful views. Online exploitation is often hard to recognise because it is a complex issue. When it comes to being drawn into extremist ideas online, sometimes there are clear warning signs, in other cases the changes are less obvious.

It is more important than ever to support and look out for each other. If you are worried that a student or member of staff is becoming radicalised or is radicalising others, you must report this to the University Prevent Officer to investigate where appropriate.

Please familiarise yourself with the University's [Prevent Policy](#).

Attendance

The University recognises that you attend as adults and are expected to work independently and be responsible for your own decisions and actions. However, the University has a responsibility to you and to external bodies to ensure that you are attending and studying, so as to comply with the relevant regulatory requirements, and the University's requirements.

The University expects you to attend all your timetabled teaching sessions (whether both face-to-face or online) in both your Degree and Diploma curricula, as well as compulsory events, such as Prize-giving. Your attendance, including attendance of online sessions, is monitored, and it is in your best interest to attend each session if you want to be successful in your studies.

The University recognises that, due to external mitigating factors, sometimes you are unable to attend lectures. You should familiarise yourself with the Undergraduate Student Attendance Policy, that can be accessed [here](#), and know the actions you should take

should you find yourself unable to attend any scheduled events at the University. If you are on a T4 or Student Route visa, please refer to the [Academic Engagement Policy](#).

You must also take note of the [term dates](#) and make sure you are available for the full length of each term.

Student Voice

The student voice is a key priority within the University. Students' opinions have a valuable role in informing the development and enhancement of programmes and courses and shaping all aspects of the learning experience. There will be many opportunities to share views such as:

- Programme Student Satisfaction Survey
- Course Student Satisfaction Survey
- Diploma Survey
- Student-Staff Liaison Committee (via student representatives)
- Faculty Meetings (via student representatives)
- The University Student Union Office for Academic Affairs reachable at academic.affairs@nchsuo.org
- The Student Union President who sits on Academic Board
- Informal feedback during scheduled sessions
- Taking part in Programme Development/Periodic review panels/focus groups

To become a student representative for a degree subject: elections will be held in whole-year subject lectures at the beginning of each Michaelmas, during which students will be asked to self-nominate and to give a brief speech explaining why they wish to be elected. Once all nominees have spoken, the rest of the group will write the name of their chosen representative on a piece of paper and hand it to the lecturer, who will then count the votes and announce the winner.

To become a student representative for a Diploma Core Course or for LAUNCH: once degree subject representatives have been elected, elections will be held in whole-year core lectures, during which students will be asked to self-nominate and to give a brief speech explaining why they wish to be elected. Once all nominees have spoken, the rest of the group will write the name of their chosen representative on a piece of paper and hand it to the lecturer, who will then count the votes and announce the winner.

If you are interested in becoming a Student Union Officer, you should speak to any current Student Union Officer, about how to put yourself forward for the elections, which are normally held in the latter half of Michaelmas.

The University's Student Voice Strategy may be read [here](#).

Student-Staff Liaison Committee

The aim of the Student-Staff Liaison Committee is to discuss feedback, complaints and suggestions relating to students' studies. Each cohort has its own Committee and meet once in each of Michaelmas, Hilary and Trinity. Elected student representatives for degree subjects from each cohort sit on a Committee. The Student-Staff Liaison Committee action plan can be found on the VLE.

Further information can be found in the [Student Representative Handbook](#).

Teaching, Learning and Enhancement Committee

The aim of the Teaching, Learning and Enhancement Committee is to enhance the teaching, learning and assessment for all the programmes delivered at the University. One elected student representative for each Faculty sits on this committee, which sits at least once a term.

Student Union and Student Societies

The Student Union provides support and information to students at the University and gives you the opportunity to join a number of student societies. For further information follow the link to the Student Union's [homepage](#).

Sports

The NCHSU also gives the opportunity to attend a multitude of events and join Societies & Sports. Events range from campus bar nights, to theatre trips and Balls. Societies are numerous; you could engage with the Tea Society, LGBTQ+ or Debate, to name just a few. Sports are constantly evolving with demand and currently are: Football, Tennis, Volleyball and a new Netball team. For further information visit the NCHSU website nchsu.org or follow on Instagram @nch_su

The NCHSU also runs many successful fundraising, cultural and awareness events each term.

Gym and Leisure Facilities at St Katharine Docks

Our new campus, Devon House, is close to a selection of local sports facilities including:

- PureGym, Tower Hill One, America Square, London EC3N 2LB, membership from £36.99 a month.
- John Orwell Sports Centre, Tench St, E1W 2QD, membership from £29.99 a month.

Other Useful Information

Student Conduct

The University prides itself on being a place of learning, discussion, enquiry and discovery. The University is a community of colleagues, staff and students alike, together engaged in the adventures of ideas. It is therefore important the students and staff are respectful of other people's beliefs and views. The Student Disciplinary Procedures defines the basic behaviour expected of students. Students are advised to review this policy which can be found on the University website [here](#).

Safety and Crime

Although London is a relatively safe city in which to be a student, it is still important to be vigilant, especially at night. We all drop our guard sometimes, especially when we have had a few drinks or are tired and stressed after a long day of studying. Adopting a few sensible precautions and being aware of the dangers will help you to avoid becoming a victim.

The 'Opportunist Thief' commits 80% of crime, which implies that many crimes could be prevented. The bulk of crime includes burglary, theft of and from cars and theft of pedal cycles. The fact is that a few elementary precautions, which make it more difficult for the thief, may well prevent you from becoming another crime statistic. These include:

- Keep valuable items such as phones and laptops out of sight.
- Avoid travelling alone in quiet areas, especially at night.
- Walk facing traffic so that you can see all on-coming cars.
- Be extra vigilant when using cash machines – protect your PIN.
- Never leave your drink unattended.
- Try to let someone know where you are when out.
- Only use licensed cab companies or black cabs.
- Do not hitchhike or accept lifts from strangers.
- Cover up expensive looking jewellery.

Tips For Managing Your Money

A little research will go a long way in helping to stretch your money. The web is the perfect place to start tracking down special offers – [Student Beans](#) and [Save the Student](#) are worth looking at and [this is Save the Student's guide to student bank accounts](#).

Here are some top tips:

- Study resources, most notably books, can be purchased second hand on several websites saving a great deal of money.

- Socialising costs (including clubbing, going to bars, cinema, and eating out) can be kept down by using places that provide student discounts or offer specific student nights. Check out discount voucher websites for 2 for 1 meal deals.
- Students can buy discounted public transport Oyster Cards and London has a bike scheme (see [Transport for London](#) for details).
- Make the most of London's free museums, galleries and festivals – it's the ideal way of experiencing the city without denting your budget.
- Go to swap shops when you get a shopping craving – everything is free and your wardrobe gets a clear out.
- Invest in a decent cookbook and head to the local supermarket on a full stomach with a list in your hand. If you plan your meals for the week, you will save on impulse buys. Pack a lunch to save money.

Cost Of Student Living In London

This is a rough guide to how much you might expect to spend on a weekly basis during your time in London. Aside from accommodation, living expenses will generally take up the majority of your budget. Of course, this is entirely dependent on the kind of lifestyle you lead and the amount of money you like to spend. There is a perception that London is more expensive than other cities in terms of living costs. This can be the case, but there does tend to be some degree of exaggeration.

Based on our research we anticipate the following will be a sufficient weekly budget for living costs for an average student lifestyle in London. The weekly budget costs are an average and you may spend less or more depending on a variety of factors.

Type of Cost	Average per week
Accommodation Halls of Residence (includes heating, electricity, water, wi-fi)	£220.00
Books	£10.00
Food, toiletries & general housekeeping	£50.00
Socialising & entertainment	£40.00
Transport (18+ Student Oyster card zones 1-3)	£31.60
Contingency	£15.00
Total	£364.60

Books

We recommend that you use the excellent library facilities available to our students and that where possible you purchase your books from second-hand book shops or buy second-hand books online to minimize your expenditure in this area.

Insurance

If you stay in our recommended accommodation, contents insurance is included in your weekly rent. If you choose to stay elsewhere, possessions insurance is optional, but we do recommend that you have your possessions insured either through your parents' household contents policy or one of the specialist student contents insurance providers.

TV Licence

If you stay in our recommended accommodation, you will have a flatscreen Freeview TV in your shared living area. For this, you do not need a TV licence. However, if you choose to watch IPTV live or have your own TV in your bedroom, you are required to have your own [TV licence](#) which costs £159 per year.

Budget Calculator

Use a [budget calculator](#) to ensure that you aren't spending more than you should.

Public Venues

Making the most of London's free museums, galleries and festivals is the ideal way of experiencing the city without denting your budget.

Part-Time Work

There are numerous opportunities for students to work part-time in London, and a good way of doing this is to register with a local temp agency. Though working part-time is a great way to cover living costs, it is important that this work does not negatively affect your studies. Total study time for a full-time student is on average 38 hours a week.

Places Of Worship

The University has no religious affiliation and welcomes students from all religious backgrounds. There is a multi-faith prayer room on campus that students can use and Academic Services can provide information, advice and guidance of local places of worship upon request.

Complaints

We hope that you never need to make a complaint while at the University, but we recognise that problems can occasionally arise. If you feel something has gone wrong, please do not suffer in silence – raise your concerns with someone immediately.

For more information please familiarise yourself with the [Complaints Procedure for](#)

Students.