Welcome to Oxford Brookes University

Includes information on:
- Social events
- Induction programme
- Opening a bank account
The International Student Advice Team 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 Brookes and in the UK. Throughout your time at Brookes, you are always welcome to come and see us in Student Central, JHBB or check our website for information at www.brookes.ac.uk/students/isat/

**Important information for Tier 4 students**

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

1. Your name, nationality and date of birth are correct.

2. 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.

3. Whether you need to register with the police. This will either be on your visa or your visa letter.

[www.brookes.ac.uk/students/isat/visas/important-information-for-tier-4-students/](http://www.brookes.ac.uk/students/isat/visas/important-information-for-tier-4-students/)

**Registering with the Police**

You need to register on-line within 7 days of picking up your BRP. You will be required to provide the following information: personal details, contact details, place of study, passport and visa details. As a part of your on-line registration you will be required to upload a passport style photograph. You must complete the form in one go and within 20 minutes, you cannot save the form and go back to it later to complete it. After registering online you will need to book an appointment to go and collect your certificate. You must take the following documents with you: passport and visa, £34.00 cash, Oxford Brookes Attendance Letter with your address in the Thames Valley area (Berkshire, Buckinghamshire and Oxfordshire).
CONTENTS

Arriving at Brookes 4-5
Arrivals weekend activities September 2018 6
Induction week workshops September 2018 7
Social events and trips 8-9
Global Buddies 10
Staying safe 11
Opening a bank account 12-13
Campus map 14-15
Shopping 16-17
Adapting to life in the UK 18-19
Support whilst you are here 20-22
Studying at University 23
Checklist of things to do and people to meet 24
Accommodation Map 25
Headington Map 26-27

Updating your Police Registration Certificate

Once you have received your Police Registration certificate, you will need to update it if you change your address, or you get a new BRP card. You will need to update your details online and then attend an appointment. You will need to take evidence of your change (eg your new visa or evidence of your new course or of your new address) to your appointment along with your passport, visa and police registration certificate.
ARRIVING AT BROOKES

Where possible, please arrive in time to make the most of all our arrivals events at Brookes. These will help you make friends, introduce you to life in Oxford and studying at Brookes.

If you have any questions or need any help, please ask at:

**The International Student Meeting Point (ISMP),** in the Enquiry Centre, 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 tours, buy a ticket to our events (see page 6), to get a map of the city or just to relax with a cup of tea or coffee and biscuits.

Open:  Sat 15 Sept 10:00-17:00
       Sun 16 Sept 10:00-16:00

**Reception for New Students,** Reception, JHBB. The Student Welcome or Late Arrivals team will be able to answer any questions you have and tell you where to go if you have missed your enrolment slot.

Open:  Sat 15 Sept 09.00-21.00
       Sun 16 Sept 09.00-18.00
       Mon 17 to Fri 21 Sept 08.00-18.00
       Sat 22 Sept 09.00-17.00
       Sun 23 Sept 09.00-17.00
       Mon 24 to Fri 28 Sept 09.00-17.00
       (Late Arrivals desk)

**Tier 4 students with a 30 day vignette (sticker) in their passport**

You will need to collect your Biometric Residence Permit card (BRP) from Student Central in the JHBB. This is your visa for the length of your course so please check it is correct (more info on cover page). Open:

Sat 15 Sept 14:30-16:30
Sun 16 Sept 14:30-16:30
Mon 17 Sept: Monday to Thursday 08:30-18:00, Fridays 10:00-16:00

Don’t forget to pick up your FREE passport and BRP wallet from us. We recommend that you keep your passport and BRP card together. If you lose your BRP card, it can take 8 weeks to replace and costs £56.

All the arrivals activities are at Headington Campus. Check the maps on pages 14-15.

You can find lots more information for new students including enrolment information at [www.brookes.ac.uk/new-students](http://www.brookes.ac.uk/new-students)
WiFi

Brookes WiFi is available when you are on any of our campuses. Please ask for the password at your hall office or at any reception/help desk including the reception for new students (John Henry Brookes Building – Headington Campus). Once you are a student, you can use Eduroam.

The IT Service desk will have a helpdesk for any questions in the Forum, Ground Floor, JHBB.

Open:
Weekends 15-16 and 22-23 September 10:00-16:00
Monday 17 – Friday 21 September 08:30-20:00
Ask at the Reception for New Students, Reception, JHBB, Headington Campus, if you are not sure where to go.

Permanent card collection: All students can collect their BrookesKey (or temporary card for late applicants) on Saturday 22 and Sunday 23 September in the Forum, John Henry Brookes Building on the Headington Campus between 10.00 – 16.00.

Apply online before you arrive: Please visit the BROOKESkey webpages for further information and a link to the online application form.
www.brookes.ac.uk/travel/brookeskey

New for 2018!
Pick me up service from Oxford Bus Company.
PickMeUp is an on-demand ride-sharing minibus service. Download the PickMeUp app, add your payment card details, select your pick up and drop off location and enjoy your journey. Prices start from £2.50.
ARRIVALS WEEKEND ACTIVITIES
SEPTEMBER 2018

All activities are free.

Saturday 15 September
Shopping tours: 12:15, 13:45, 15:00
An International Student Helper will show you around the main shops in the city centre.
You will start your tour from the ISMP. You will need your temporary BROOKESbus pass (see page 5) or money (about £3) for the return bus journey.

Campus tours: 11:00, 12:30, 14:30
An International Student Helper will show you around the campus, give you useful information and take you to interesting spots. All tours start at the ISMP.

UK culture and lifestyle – what to expect: 15:00 Room JHB 201
It is likely that the UK will have a different culture, traditions and values to your own, this workshop will help explore ‘British Culture’ and provide tips on how to adapt to living in the UK.

Welcome Barbeque (Central Courtyard) 19.00 - 21.00
Meet fellow students and staff over a free burger and soft drink plus a chance to meet your Union Officers. Places are limited so come early to avoid disappointment.

For other events go to https://www.brookes.ac.uk/new-students/enrolment-and-induction/workshops-and-events/.

Sunday 16 September
Please make sure you are back in time from the tours to join your Introductory Sessions.

Coffee, croissants, fun and games: 10:00 – 11:30
Meet the International Student Advisers and make friends in room JHB 203.

Campus tours: 12:00, 13:00. See Saturday information.

Shopping tours: 13:15, 15:00. See Saturday information.

International Students’ Introductory Sessions
All students MUST attend these sessions. Come to the JHB Lecture Theatre, Headington Campus (see map page 14-15) at:

14:00 All International Undergraduate students
(Including the following Pathways Students: University English and International Foundation)
15:00 All International Postgraduate students
(Including the following Pathways Students: Pre-Masters Diploma and Two Years Masters)
16:00 All International and EU Exchange students and Study Abroad Students

International students’ pizza and quiz: 17:30 – 19:30
Time to relax and make friends! Join the International Student Advisers and Student Helpers for a free pizza and quiz (with prizes) in the Terrace restaurant, 1st floor, JHBB. See map, pages 14-15. Make sure you are on time to get a slice of pizza.

Monday 17 September

Historic Walking Tour of Oxford 17:00 – 18:00
Come and discover Oxford’s vibrant life and history. Your guide will show you the city’s beautiful streets, buildings and famous colleges and fascinate you with the history. Meet at Martyr’s Memorial (Oxford City Centre, on the corner of St Giles, Magdalen and Beaumont streets).
## INDUCTION WEEK WORKSHOPS AND ACTIVITIES SEPTEMBER 2018

<table>
<thead>
<tr>
<th>WORKSHOP</th>
<th>DATE</th>
<th>TIME AND PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life as an International Student</td>
<td>Mon 17 Sept</td>
<td>12:00 – 13:00 Kennedy Lecture Theatre, John Henry Brookes Building (JHBB)</td>
</tr>
<tr>
<td>Mind and Spirit: How can the multi-faith chaplaincy support your spiritual life</td>
<td>Mon 17 Sept, Wed 19 Sept</td>
<td>11:00-12:00 Room JHB 207, 11:00-12:00 Room JHB 207</td>
</tr>
<tr>
<td>Money and employment for international students</td>
<td>Tues 18 Sept</td>
<td>13:00-14:00 Room JHB 207</td>
</tr>
<tr>
<td>Sports Fair: come and join a sports society</td>
<td>Wed 19 Sept</td>
<td>Centre for Sports 10:00 – 16:00</td>
</tr>
<tr>
<td>Fresher’s fair: Find out about Oxford Brookes Student Union, the societies there are and meet businesses wishing to give out free samples</td>
<td>Friday 21 Sept</td>
<td>JHBB Building 10:00-16:00</td>
</tr>
<tr>
<td>Working part time during your studies</td>
<td>Sat 22 Sept</td>
<td>11:00-14:00 John Henry Brookes Lecture Theatre</td>
</tr>
</tbody>
</table>

### New students’ website

Further information about other events you may be interested in can be found at [www.brookes.ac.uk/new-students](http://www.brookes.ac.uk/new-students). This includes campus tours and other workshops for example, study skills and meditation.
SOCIAL EVENTS PROGRAMME

Trip to Stratford & Cotswolds
Saturday 22 September, £22
Buy tickets at the International Student Meeting Point (ISMP)

“I loved the trip! The guide told lots of tales and historical information about the sights, the trips were well paced, informative and a great price”

Trip to Isle of Wight
Saturday 29 September, £40
Buy your ticket at the online shop from Saturday 15 September.

Trip to Brighton
Saturday 6 October, £29
Buy your ticket at the online shop from Friday 22 September.

Trip to Wales
Saturday 13 October, £33
Buy your ticket at the online shop from Saturday 29 September.

Weekend Trip to Liverpool
Saturday 20 –Sunday 21 October
Buy tickets at the International Student Meeting Point (ISMP) or from ISAT

Trip to Bath
Saturday 27 October, £28
Buy your ticket at the online shop from Friday 12 October.
**Halloween tour in Oxford City centre**  
Wednesday 31 October, free  
You will need a ticket from the online shop, available from Monday 15 October.

> “Your positive attitude, awesome enthusiasm and passion for history made these trips crazy fun – you’re an absolute champ!”

**Trip to Cambridge**  
Saturday 10 November, £30  
Buy your ticket at the online shop from Saturday 27 October

**Guided tour of Christ Church College, Oxford**  
Saturday 17 November, free.  
You will need a ticket from the online shop, available from Friday 2 November.

> “I thought it was very English landscape. The place in itself was amazing.”

**International Students’ Christmas Dinner with ISAT**  
December (date TBC).

**Mindfulness**  
Runs every Tuesday, for six weeks from 25 September, between 17:15 and 18:00.  
This session is free but you will need to book a space on the online shop from Friday 14 September.

All information about tickets can be found at [www.brookes.ac.uk/students/isat/social/trips](http://www.brookes.ac.uk/students/isat/social/trips)  
Search for Isat Oxford Brookes on Facebook and Brookes_Isatsocial on Instagram.
GLOBAL BUDDIES

We bring together current UK students with new international students so each can learn from each other. The UK student will be able to help the international students settle into life in Oxford, show them the best places in town and in return the international students will bring the cultures of the world to Oxford.

How does it work?
➤ Check whether the programme is right for you and sign up at www.brookes.ac.uk/students/isat/social/global-buddies.
➤ Come to our first event on Wednesday 26 September at 17:00 and any of our organised events listed online.
➤ Enjoy learning from your buddies.

ONE WORLD WEEK 2019

One World Week (OWW) is a week of internationally-themed events organised by staff and students at Oxford Brookes. Join us to celebrate our rich diversity in Brookes!

One World Week 2019 will take place from 18 – 22 February 2019 (week 4). To see what events we had last year, to help host an event or to participate in any way, go to our website at www.brookesunion.org.uk/oneworldweek.

PHOTO COMPETITION

Once you get here, show us your first impressions of the UK and life at Brookes and you could win Amazon vouchers and Brookes goodies.

Your photo and short paragraph explaining the photo should show us how your experience here started. It be might what you found different from home, what you found similar, what you love or what you find very strange!

Closing date: 23 October 2018.
More information can be found at www.brookes.ac.uk/students/isat/social/events/
STAYING SAFE

Oxford is usually a safe place but here are a few tips:

- In an emergency, call 999 for police, fire or ambulance help 24 hours a day.
- The non-emergency number for the police is 101 and for medical advice it is 111.
- We have 2 Police Community Safety Officers (PCSOs) at Brookes. You can ALWAYS speak to them about any issues around safety.
- If you are carrying valuables eg phones, laptops, money, keep them out of sight.
- Do not carry large amounts of cash with you, take only what you are likely to need.
- Try to walk with someone else when it is dark.
- Book a taxi in advance rather than getting one on the street. One taxi firm in Oxford is Royal Cars 01865 777 333.
- Keep your BPR card with your passport, not in your wallet. If you lose it, it can take up to 8 weeks to replace.
- Keep copies of your passport, BRP and bank cards in case you lose them.
- If you feel uncomfortable about something someone has said or done about your race, gender, religion or sexual orientation, you can come and speak to an International Student Adviser (see page 22). This is not acceptable behaviour in the UK.
- Beware of scams targeted at International Students! If you receive a suspicious phone call from someone who is demanding money or personal information, please remember not to give them information or make payment. You may wish to tell the caller that you know about the fraudulent contact they are making, and that you will be reporting it to the police or you may just hang up. Speak to ISAT if you have any concerns.

Find out more...

https://www.brookes.ac.uk/new-students/supporting-you/my-safety/

Brookes PCSOs
01865 484999
BrookesNHPT@thamesvalley.pnn.police.uk
Office: Gibbs 2.25, Headington Campus

Brookes Union Safety Bus
+44 (0) 7714 445050
www.brookesunion.org.uk/safetybus
The Safety Bus is a volunteer run service for students at Brookes to help them to get home safely. You should pay a voluntary donation of £1 when using the service.
OPENING A UK BANK ACCOUNT

Oxford Brookes has one bank on campus (Santander) and others within a 10 minute walk of the campus listed on the opposite page. These bank accounts generally take 2-3 weeks to open and you can only open them once you have completed face-to-face enrolment and you have an attendance certificate with your local address on. You can get this from Student Central. To open an account, visit the bank (see map on page 26-27) to make an appointment.

We are aware of an online banking company called Unizest www.unizest.co.uk. They don’t have a branch you can go into but you can open an Aspire bank account before you leave home and deposit money ready for when you arrive. We haven’t got direct experience but they have a helpful customer services team at info@unizest.co.uk and other universities recommend them. You would need to check they are right for you.

Talk to the banks and choose the best one for you. If you received 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.

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.

New for 2018

Metro Bank at 4-5 Queen Street, Oxford. The store is open 7 days a week, from early until late. You may be able to get your debit card instantly when opening your bank account. We don’t have any direct experience with Metro Bank, as their Oxford branch opened only on 31st August 2018.

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.
- Talk to the Students Union for advice on managing your money.

Find out more...

International students – Opening a UK bank account

The International Student Calculator
international.studentcalculator.org

If you have any difficulties in opening an account or getting statements for your visa, contact ISAT (see page 20)
## Banks in Headington

<table>
<thead>
<tr>
<th>Bank</th>
<th>Account</th>
<th>Documents Required to Open Account</th>
<th>For Visa Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santander</td>
<td>Essentials Current</td>
<td>- Valid passport&lt;br&gt;- Valid visa&lt;br&gt;- Brookes attendance certificate with local address&lt;br&gt;Students on short courses can open accounts</td>
<td>Bank can write letter, but needs 48 notice or stamp statements printed from your Online Banking</td>
</tr>
<tr>
<td>Oxford Brookes University, Colonnade Building, Headington Campus</td>
<td>Basic Bank Account</td>
<td>- Valid passport&lt;br&gt;- Valid visa&lt;br&gt;- Brookes attendance certificate with local address&lt;br&gt;Students on short courses can open accounts</td>
<td>Bank can write letter, but needs 48 notice or stamp statements printed from your Online Banking</td>
</tr>
<tr>
<td>Natwest</td>
<td>Basic Bank Account</td>
<td>- Visa debit card&lt;br&gt;- No monthly fee&lt;br&gt;- Fees for international transfers&lt;br&gt;- Printed statements posted once a month&lt;br&gt;- You will receive a National Express Youth Card with your bank accounts.</td>
<td>Can request printed statements which take four working days to arrive or can print transaction histories in branch. Bank will stamp your printed online bank statements</td>
</tr>
<tr>
<td>91 London Road, Headington</td>
<td>Classic Current Account</td>
<td>- Visa debit card&lt;br&gt;- No monthly fee&lt;br&gt;- Fees for international transfers&lt;br&gt;- Printed statements posted quarterly</td>
<td>Bank can stamp statements already printed in from internet in branch</td>
</tr>
<tr>
<td>Lloyds</td>
<td>Basic Bank Account</td>
<td>- Visa debit card&lt;br&gt;- No monthly fee&lt;br&gt;- Fees for international transfers&lt;br&gt;- Printed statements posted quarterly</td>
<td>Bank can print statements in branch but must ask for paper with bank logo</td>
</tr>
<tr>
<td>87 London Road, Headington</td>
<td></td>
<td>- Valid passport&lt;br&gt;- Valid visa&lt;br&gt;- Brookes attendance certificate with local address&lt;br&gt;Course length must be 6 months or more</td>
<td>Bank can print statements in branch but must ask for paper with bank logo</td>
</tr>
<tr>
<td>HSBC</td>
<td>Basic Bank Account</td>
<td>- Visa debit card&lt;br&gt;- No monthly fee&lt;br&gt;- Fees for international transfers&lt;br&gt;- Printed statements posted quarterly</td>
<td>Bank can print statements in branch but must ask for paper with bank logo</td>
</tr>
<tr>
<td>108 London Road, Headington</td>
<td></td>
<td>- Valid passport&lt;br&gt;- Valid visa&lt;br&gt;- Brookes attendance certificate with local address&lt;br&gt;Course length must be 6 months or more</td>
<td>Bank can print statements in branch but must ask for paper with bank logo</td>
</tr>
<tr>
<td>Barclays</td>
<td>Student Additions Account</td>
<td>- Barclays debit card&lt;br&gt;- No monthly fee&lt;br&gt;- Fees for most transfers from outside the EU</td>
<td>Statements from self-service machine will be printed with digital stamp.</td>
</tr>
<tr>
<td>105 London Road, Headington</td>
<td></td>
<td>- Valid passport&lt;br&gt;- Valid visa&lt;br&gt;- Brookes attendance certificate with local address&lt;br&gt;Course length must be 9 months or more</td>
<td>Statements from self-service machine will be printed with digital stamp.</td>
</tr>
</tbody>
</table>

Santander staff are able to discuss which is the best of these two bank account for you.
SHOPPING

There are various areas of the city that you can shop in. These include the Oxford City centre, Westgate Shopping Centre, Temple Cowley shopping area, Cowley Road and Headington. Pick up a free map at the ISMP to locate these.

Food

Most people buy food for cooking at home from a supermarket. You can either go in person or buy online and have it delivered. Popular cheaper supermarkets are Aldi, Tesco, Asda, Lidl, Iceland. Others eg Waitrose, the Co-op, M&S and Sainsbury’s may be convenient depending on where you live. We run shopping tours in arrivals weekend but if you arrive later, students you live with will tell you where your local supermarket is.

The Cowley Road has shops and restaurants selling food from around the world and halal products. We recommend walking along the Cowley Road from the Cape of Good Hope pub at The Plain to explore these options when you first arrive. Headington is the closest shopping area to the University and the map of page 26 shows the shops available here.

If you are new to cooking for yourself and want some fun tips on cooking and eating healthily, visit www.studentcooking.tv.

Household Goods

You may need to buy things for your room or house. If you are living in a hall of residence, your bedding and cooking utensils are not included but bedding and kitchen packs can be pre-ordered on the Accommodation Portal once you have confirmed your room. You can also buy these products locally when you arrive. In the Oxford City centre, shops such as Primark, Argos, M&S or Debenhams stock household goods. You can order them before you arrive and go and collect them once you are here. In Cowley centre, shops such as Wilko, B&M, Matalan, Asda Living or TK Maxx will sell these things. Poundland, a shop where most products costs £1 also sells some household goods.
Discounts

You can choose to buy a National Union of Student (NUS) Extra card which will give you student a discount at lots of places eg restaurants, cinema, travel [www.nus.org.uk/en/nus-extra/](http://www.nus.org.uk/en/nus-extra/). You can also choose to add on International Student Identity card (ISIC) to also include international discounts [www.nus.org.uk/en/nus-extra/international-discounts/](http://www.nus.org.uk/en/nus-extra/international-discounts/).

All students at Brookes are entitled to a BROOKESkey. This is a free card. You can use it for discounted tickets to London, Heathrow and Gatwick and local buses if you pay for your bus journeys. Those students who are living in halls are entitled to free travel on Brookes buses using their card.

Railcard – if you plan to travel around the UK by train, you can get discounted train tickets by buying a 16-25 railcard, Two Together railcard or Network Railcard for travel in the South East. [www.railcard.co.uk](http://www.railcard.co.uk)

Charity Shops

There are some charity shops in Headington 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 can no longer use them.

You can also find second hand things on [www.gumtree.com/oxford](http://www.gumtree.com/oxford) [www.dailyinfo.co.uk/free](http://www.dailyinfo.co.uk/free) [www.uk.freecycle.org/](http://www.uk.freecycle.org/)

Mobile Phones

Most international students use a pay as you go or SIM only card. Mobile phone companies will give these free when you top up with credit for your phone eg O2, 3, EE or Vodaphone. Giff gaff, ID mobile, VOXI and other online only companies can be good value [www.giffgaff.com](http://www.giffgaff.com), [www.idmobile.co.uk/](http://www.idmobile.co.uk/) or [www.voxi.co.uk](http://www.voxi.co.uk). You can check prices at [www.moneysupermarket.com/mobile-phones](http://www.moneysupermarket.com/mobile-phones). Or compare different providers at the Carphone Warehouse in Oxford [www.carphonewarehouse.com](http://www.carphonewarehouse.com). Talk to our International Student Helpers about what they use and whether they’d recommend it. You can also pick up a free SIM card at the ISMP.

Charity Shops

There are some charity shops in Headington 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 can no longer use them.

You can also find second hand things on [www.gumtree.com/oxford](http://www.gumtree.com/oxford) [www.dailyinfo.co.uk/free](http://www.dailyinfo.co.uk/free) [www.uk.freecycle.org/](http://www.uk.freecycle.org/)

Mobile Phones

Most international students use a pay as you go or SIM only card. Mobile phone companies will give these free when you top up with credit for your phone eg O2, 3, EE or Vodaphone. Giff gaff, ID mobile, VOXI and other online only companies can be good value [www.giffgaff.com](http://www.giffgaff.com), [www.idmobile.co.uk/](http://www.idmobile.co.uk/) or [www.voxi.co.uk](http://www.voxi.co.uk). You can check prices at [www.moneysupermarket.com/mobile-phones](http://www.moneysupermarket.com/mobile-phones). Or compare different providers at the Carphone Warehouse in Oxford [www.carphonewarehouse.com](http://www.carphonewarehouse.com). Talk to our International Student Helpers about what they use and whether they’d recommend it. You can also pick up a free SIM card at the ISMP.
ADAPTING TO LIFE IN THE UK

Moving to a new country can be challenging and you are likely to experience highs and lows while you are here. Settling in can take some time and can be tiring as you will be learning new things all the time. Here are some things that can help you make the UK your second home.

Making friends
✓ Join our Global Buddies scheme. See page 10.
✓ Come to ISAT international social events. See pages 8-9.
✓ Meet people with similar interests through Brookes Union clubs and societies www.brookesunion.org.uk/societies
✓ Join Oxford Brookes Erasmus Student Network (ESN). They run events throughout the semester and all students are welcome www.brookesunion.org.uk/groups/esn-erasmus-and-exchange-student-network
✓ Join Oxford University’s Union (OUSU) and take part in their activities www.oxford-union.org/joining/oxford_brookes
✓ Meet people from the local community and practice English through games at the International English Club. It is run by the multi-faith Chaplaincy and local churches, and open to all. www.internationalenglishclub.org.uk
✓ See whether you want to go to any of the Chaplaincy events www.brookes.ac.uk/students/wellbeing/chaplaincy/
✓ Use www.meetup.com/ to find groups and activities in Oxford which you can join. This can be a great way to meet British people.

Social Media
You may wish to join some of the Brookes and Oxford groups on Facebook and Twitter, for example:
International Students – Oxford Brookes University
ISAT Oxford Brookes f tw
Oxford Brookes University
New in Oxford: Meet new people and learn English
Brookes Union
Brookes Sport
BBC Oxford
Oxford Brookes Exchanges

Finding things to do in Oxford
Oxford is a historic city with fantastic museums and architecture. It has theatres, cinemas, clubs and live music venues as well as lovely parks to explore and relax in. There are lots of 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. Find out more at:
www.dailyinfo.co.uk
www.oxfordcityguide.com
www.livinginoxford.com
Experience UK family life

You can spend a weekend in a host family home. This gives you the chance to experience British home life, share your own culture and practice your English. You will just need to pay transport costs to and from the host and spending money. See ISAT social webpages.

Being polite in the UK

➤ Most people shake hands when they are first introduced but as you get to know them better they may greet you with a kiss on the cheek or a hug.

➤ 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. The only time you can be a little late is if you are going to someone’s house for a party or dinner.

➤ You will often hear the words ‘excuse me’, ‘please’, ‘thank you’ and ‘sorry’ and it’s good to use them yourself.

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

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

➤ 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.

➤ 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.

➤ 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 over 18 in the UK. Alternatively, people meet in the many cafés in Oxford.

➤ We only usually tip when you receive table service for example in cafes, pubs, or restaurants. Tipping is normally around 10%.
SUPPORT WHILE YOU ARE HERE

There are lots of staff on campus who are here to help so make the most of them. Ideally, it’s best to seek out help before an issue has become too large so it can be resolved more easily.

International Student Advice Team (ISAT)
See back cover for contact details
ISAT offers information and advice on issues such as immigration, employment, financial difficulties and general academic matters. We’re a good place to start if you’re not sure who to ask. During Arrivals Weekend and the Induction and Enrolment week, ISAT will be in the Enquiry Centre (see page 4). After that, we’re in Student Central, JHBB and we run a drop in From Monday to Friday from 10:00-12:00 and 13:00-15:00.

Student Support Co-ordinators (SSCs)
Each faculty has a network of Student Support Co-ordinators (SSCs) at Brookes to support you during your time here so help is never far away. They can help with any problem or issue you may face during your time at University. They want to make sure you get the most out of your experience here at Oxford Brookes and that nothing gets in the way. www.brookes.ac.uk/students/support-services/ssc

Exchanges & Study Abroad Team
All exchanges and study abroad students should meet the team for support while you are here.

Research Degrees Team
The Research Degrees Team works closely with the faculty Research Offices to provide a comprehensive professional support service for all research students; from first enrolment to conferment of your degree. You can find us in Student Central and we are available during normal office hours. When the shutter is down at the counter, please call us on x4244 from the phone mounted on the side of the vending machine.

Find out about Upgrade study advice and English language support
Students on courses from foundation to PhD level are welcome to see an Upgrade tutor for advice on study skills, maths or statistics. Upgrade is a friendly, confidential service where you can get advice on a wide range of issues including understanding the task, planning, researching and structuring essays and assignments. Throughout your degree course we provide free English language support to help you make the most of your time here. You can choose from a range of options that focus on the specific language skills you will need to succeed in your studies. Find out more and how to register at www.brookes.ac.uk/international/support-and-advice/english-language-support/
Visit www.brookes.ac.uk/upgrade
Religion, belief and spirituality
The Multifaith Chaplaincy offers support, friendship, hospitality and information to people of all faiths and none. We keep details of churches, mosques, temples and other faith communities in Oxford. Regular Christian services are held in the Multifaith Chaplaincy Rooms in the Buckley Building and in the Catholic Chaplaincy (London Road), and in the chapel on Harcourt Hill Campus. Friday Prayer is said in Headington every Friday. To meet the Chaplains on another campus, please send us an email. The Chaplains run discussion groups, meditation, and more, and all activities are open to everyone.

There are dedicated prayer and quiet rooms on each campus. The University has a team of Christian, Jewish, and Muslim Chaplains and benefits from good relationships with other local faith communities.

twitter.com/BrookesChaplain
facebook.com/BrookesChaplaincy
www.brookes.ac.uk/students/wellbeing/chaplaincy

Someone to talk to privately
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

Support for students who have a disability or a specific learning difficulty
If you have a disability, including a medical or mental health condition, please visit www.brookes.ac.uk/students/wellbeing/disability/ for information about reasonable adjustments and support. To request an appointment with a disability adviser please email disabilitysupport@brookes.ac.uk or call 01865 484651.

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. If you would like an advice appointment to arrange your support please email dyslexiaspld@brookes.ac.uk or call 01865 484653.

Financial difficulties
Although students are expected to have enough money to pay their fees and support themselves, we know they 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.

finaid@brookes.ac.uk

Careers
If you are looking for work while you are here our careers department can advise you what UK employers are looking for and how to write your CV. ISAT advise how much you are able to work depending on your visa.

www.brookes.ac.uk/students/careers

Brookes’ Union Advice
The Union Advice Service can give advice on a range of issues including financial difficulty and financial aid, housing issues, University processes such as mitigating circumstances, appeals and complaints and general matters such as, healthcare, consumer, employment and tax and civil legal matters. We can also signpost to Wellbeing, Counselling and Disability services. www.brookesunion.org.uk/advice.
Medical

Most students have access to the National Health Service including seeing General Practitioner doctors (GP) for non-emergency appointments or the hospital for emergencies. To access this, you will need to register with a doctors’ surgery. Brookes has a Medical centre on campus and you can register online before you arrive at https://www.brookes.ac.uk/new-students/before-you-arrive/registering-with-the-doctor/.

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.

We recommend downloading ‘ESC Student Health App’ on your smartphone. The app is certified by the NHS England Information Standard as a source of reliable health information. It offers students information and reassurance on health problems that are particularly relevant to them.

Your name while you are in the UK

If your language is written in a different way from English, then 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.

Dental

Dental work is subsidised by the NHS but there is a charge each time you use the service. Studental is our dental clinic in the Colonnade Building in Headington Campus. You do not need to register with the clinic until you go for your first appointment www.studental.co.uk.
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 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. Successful students do not claim to know all the answers, but they do ask the right questions.

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. Independent study will help you learn skills such as research, critical analysis and problem solving, which will help you develop your own ideas and confidence.
# CHECKLIST OF THINGS TO DO AND PEOPLE TO MEET

## People to find at Oxford Brookes

<table>
<thead>
<tr>
<th>Who are they?</th>
<th>What can they help with?</th>
<th>Where are they?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Welcome Team/ Late arrivals desk</td>
<td>▪ Answering any questions. Make sure you find them if you have missed enrolling with the rest of your course.</td>
<td>15-28 September, Reception for New Students, Reception JHBB.</td>
</tr>
</tbody>
</table>
| Student Central Team                | ▪ Collecting your BRP card  
▪ Enrolling if you haven’t done this by 20 September  
▪ Getting an Attendance Certificate (needed to open a bank account) | Student Central, the Forum, Ground Floor, JHBB                                  |
| Student Support Coordinators        | ▪ Learning to use your Personal Information Portal (PIP)  
▪ Choosing modules and making a full programme  
▪ Adding and deleting modules  
▪ Information on free language modules  
▪ If you arrive late, they can let you know what you have missed. | In your faculty. Check with the Student Welcome Team if you’re not sure.         |
| Academic Advisers                   | ▪ Learning about your programme and what is expected of you. Your PIP page will tell you who your Adviser is. | Your timetable will tell you where and when to meet them. If you have missed this, check with the Student Welcome Team. |
| Programme Administrators            | ▪ Postgraduate students need to see these staff during subject specific induction sessions  
▪ Answering any queries you may have about your course. | In your faculty. Check with the Student Welcome Team if you’re not sure.         |
| Exchanges Team                      | ▪ Certificates of Arrival for Erasmus students,  
▪ Questions about life as an Exchange student at Brookes. | International Office, Headington campus                                         |

## Things to do

- Collect your BRP
- Complete your face to face enrolment
- Collect your student card
- Collect your PIP password and check your timetable
- Collect your BrookesBus pass
- Open a UK bank account
- Register with the Police, if this is a requirement of your visa
- Register with a UK doctor
- Check the ISAT Social Events and come to as many as you like
- Decide if you would like a NUS card for discounts and a Pass card for ID
All of our halls and campuses are connected by our BROOKESbus services.
For more information please go to [www.headington.org.uk](http://www.headington.org.uk)
To obtain a large-print copy of (or sections of) this publication, or to enquire about other formats, please call +44 (0) 1865 484848 or email query@brookes.ac.uk.

The information in this guide was correct at the time of going to print but check www.brookes.ac.uk/students/isat for any changes.