Welcome to Oxford Brookes University
WELCOME TO OXFORD BROOKES UNIVERSITY

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, John Henry Brookes Building (JHBB) or check our website for information at www.brookes.ac.uk/students/isat/

Collecting your visa (Tier 4 students)

If you requested that your Biometric Residence Permit (BRP) was delivered to the University as part of your visa application then you will need to collect the BRP from us.

Collection during Induction Week
Location: To be confirmed by the end of December
Dates and Times: To be confirmed by the end of December

Outside these dates your BRP can be collected from:
Student Central in the John Henry Brookes Building (JHBB) during their normal opening hours:
- Monday to Thursday 08.30–18.00
- Friday 10.00–16.30
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Social Media

You may wish to join some of the Brookes and Oxford groups on Facebook, Twitter and Instagram, for example:

facebook @isat.brookes
instagram @brookes_isatsocial
Brookes Sports
BBC Oxford
Oxford Brookes University
Oxford Brookes Exchanges
Brookes Union
CHECKING YOUR VISA AND REGISTERING WITH THE POLICE (TIER 4 VISA STUDENTS)

Important information for Tier 4 students

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.
- 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

Registering with the police for the first time

Some nationalities who have a Tier 4 visa need to register with the police. This should be written on your vignette, BRP or the letter you received from the UKVI.

You need to register online within 7 days of picking up your BRP, then book an appointment to show your documents and collect your certificate. Information and the link to the online form are available at:
www.brookes.ac.uk/students/isat/visas/police-registration

You must take the following documents to your appointment:
- Valid passport and visa
- £34.00 in cash
- Attendance letter (you can get this from Student Central)
- Proof of address (Tenancy Agreement or Oxford Brookes Licence to Occupy)

Updating your Police Registration Certificate

You must also update your Police Registration Certificate every time you:
- change your address
- get a new visa or BRP card
- get a new passport
- or change any anything listed on the back of your certificate.

To do this, update your details online and book an appointment. You will need to take evidence of your change (eg your new visa or evidence of your new address) to the appointment. You will also need to take your passport, visa and police registration certificate.

Keep copies of your documents

Keep copies of your passport, BRP and bank cards in case you lose them. Keep your BPR card with your passport, not in your wallet.

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.
# SOCIAL EVENTS PROGRAMME

The International Student Advice Team (ISAT) organises social events and trips every semester. Here is the programme for Semester 2, January-April 2020.

Check our website, Facebook and Instagram for the latest updates!

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Cost</th>
<th>Online Shop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday 24 January</td>
<td>Historic Walking Tour of Oxford</td>
<td></td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">Book a free ticket on the online shop. 2 tours available</a></td>
</tr>
<tr>
<td>Saturday 25 January</td>
<td>Day trip to Bath</td>
<td>£22</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£22 from the online shop</a></td>
</tr>
<tr>
<td>Saturday 1 February</td>
<td>Day trip to Wales</td>
<td>£34</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£34 from the online shop</a></td>
</tr>
<tr>
<td>Sunday 16 February</td>
<td>Guided tour of Christ Church college, Oxford</td>
<td>£9</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£9 from the online shop</a></td>
</tr>
<tr>
<td>Saturday 22 January</td>
<td>Day trip to Brighton</td>
<td>£30</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£30 from the online shop</a></td>
</tr>
<tr>
<td>Monday 24 – Friday 28 February</td>
<td>One World Week</td>
<td></td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">See details on the opposite page</a></td>
</tr>
<tr>
<td>Sunday 1 March</td>
<td>Visit of the Warner Bros. Studios “the Making of Harry Potter”</td>
<td>£60</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£60 from the online shop</a></td>
</tr>
<tr>
<td>Saturday 7 March</td>
<td>Day trip to Stonehenge &amp; Winchester</td>
<td>£47</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£47 from the online shop</a></td>
</tr>
<tr>
<td>Thursday 12 March</td>
<td>Classic British Cakes</td>
<td></td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">Book a free ticket on the online shop</a></td>
</tr>
<tr>
<td>Saturday 14 March</td>
<td>Day trip to Stratford &amp; the Cotswolds</td>
<td>£29</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£29 from the online shop</a></td>
</tr>
<tr>
<td>Saturday 21 March</td>
<td>Day trip to the Isle of Wight</td>
<td>£40</td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">£40 from the online shop</a></td>
</tr>
<tr>
<td>Wednesday 1 April</td>
<td>Focus group</td>
<td></td>
<td><a href="shop.brookes.ac.uk/conferences-and-events/isat">More information available on the ISAT website</a></td>
</tr>
</tbody>
</table>

**Online shop**

[shop.brookes.ac.uk/conferences-and-events/isat](shop.brookes.ac.uk/conferences-and-events/isat)

**More about ISAT events**

For more information about the events, check the ISAT website [www.brookes.ac.uk/students/isat/social/events-and-trips](www.brookes.ac.uk/students/isat/social/events-and-trips)
**ACTIVITIES**

**Global Buddies**
*Welcoming new international students to Oxford Brookes*

The Global Buddies programme brings together our current UK and international students with newly arrived international students. Our current students can share their experience and provide tips about how to settle into life at Brookes and our new international students will share their unique experiences and culture.

There will be a number of free and subsidised organised events that you can go to with your Buddies as well arranging your own activities!

**How to register?**
- Go to [www.brookes.ac.uk/students/isat/social/global-buddies](http://www.brookes.ac.uk/students/isat/social/global-buddies)
- Check whether the programme is right for you
- Sign up online
- Get a certificate and gain a BrookesID “International Peer Supporter” achievement upon successful completion of the activity!

For more information: [www.brookes.ac.uk/brookesid](http://www.brookes.ac.uk/brookesid)

**One World Week**

**24-28 February 2020**

One World Week is a week of internationally-themed events run by Brookes Union and Oxford Brookes University.

The programme offers a wide range of events, from the International Lunch to “Give it a Go” sessions, performances and more. All events are free and open to everyone. Join us to celebrate Brookes’ rich diversity!

More information will be available closer to the date on the Brookes Union and ISAT social media channels.

- [@isat.brookes](https://twitter.com/isat.brookes)
- [@BrookesUnion](https://twitter.com/BrookesUnion)
- [brookes_isatsocial](https://twitter.com/brookes_isatsocial)
- [@brookesunion](https://twitter.com/brookesunion)

**Photo Competition**
Take part in our photo competition for a chance to win amazing prizes!

- **1st prize:** £30 Amazon voucher + gift
- **2nd prize:** £15 Amazon voucher
- **3rd prize:** Brookes goodies

Opening date: Tuesday 11 February 2020

Closing date: Tuesday 10 March 2020

Winners announced: Tuesday 17 March 2020

The theme is: **Travelling and discoveries in the UK**

You will need to submit one photo and a short paragraph (100 to 200 words) to tell us about your experiences and discoveries, whether in Oxford or further afield in the UK. It might be, for example, something you found beautiful, surprising, or different from home whilst exploring your new country.

For more information and the full Terms & Conditions, go to our website [www.brookes.ac.uk/students/isat/social/events-and-trips](http://www.brookes.ac.uk/students/isat/social/events-and-trips)
TRAVEL AROUND OXFORD

BROOKESbus Service
The BROOKESbus is a public bus service, with stops tailored for students. The timetable varies between semester and vacation periods and are available online at: brookesbus.oxfordbus.co.uk/timetables
Timetables are also available on the screens around campus, in the timetable booklet or on other online platforms.

Discounted travel in Oxford
All Oxford Brookes students can use their University photo ID for discounted travel on local Oxford Bus Company services and Stagecoach bus services.

Just show your valid University ID card to the bus driver for the discounted fares.

The BROOKESkey
Students can also exclusively apply for a personal, electronic travel card called a BROOKESkey. This card is created by the Oxford Bus Company and offers access to online discounted travel offers for their local City, park&ride and BROOKESbus services and their Heathrow/Gatwick airport coaches.

Apply online before you arrive:
Visit the BROOKESkey webpages for further information and a link to the online application form. Please apply with your current University student number and email address. www.brookes.ac.uk/travel/brookeskey.

BROOKESkey collection:
Once created, Oxford Bus Company will forward your card to Transport Services, for collection. Collections will be during opening hours from the Transport Office in the Lloyd Building on Headington Campus.

Check your application status and log into your Oxford Bus Company, BROOKESkey account at: brookesbus.oxfordbus.co.uk

BROOKESkey, Extra Inclusive Travel Pass:
In addition to the BROOKESkey offers, some students are eligible to travel for free on the BROOKESbuses. This is dependent on their course or accommodation status.

Eligible students will have an inclusive travel pass added to their BROOKESkey. You can find out more details on our webpage at: www.brookes.ac.uk/travel/brookeskey.

Find out more
Details on these offers and other travel information is available at: www.brookes.ac.uk/travel

Transport Office, ground floor, Lloyd Building, Headington campus.
Open Monday to Thursday 09.00-16.30
Friday 09.30-16.00
e-mail: transport@brookes.ac.uk

Watch our Travelling Around Oxford youtube video, for local travel information.
Available at: www.brookes.ac.uk/travel
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 keep you safe:

- 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 on you or display large amounts of cash. Keep valuables out of sight, eg phones, laptops, money.

- Do not go into parks after dark. Whenever possible, do not go out alone. Stay in well-lit areas.

- 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.

- The Students’ Union has launched a new Safe Taxi partnership with 001 Taxis. Phone 001 Taxis on **01865 406087.** Alternatively order a taxi via the Brookes Union Safe Taxi tab on the 001 Taxi app. [www.brookesunion.org.uk/safetaxi](http://www.brookesunion.org.uk/safetaxi)

- Use a personal safety app, such as [https://hollieguard.com](https://hollieguard.com)

- Students are being targeted by fraudsters. Students are contacted on their mobile phone by people claiming to represent their bank, the embassy, police or other reputable agencies and are told they owe funds immediately, often being offered preferential exchange rates on currency conversions.

SECURITY CONTACTS

**Internal**

24/7 Security services
01865 483060
security@brookes.ac.uk

**EMERGENCY CONTACTS**

Police, Fire, Ambulance – Emergency 999
Police – Non Emergency 101

For further information on Security Services at Brookes and advice and support services visit the web page [www.brookes.ac.uk/security](http://www.brookes.ac.uk/security)
OPENING A UK BANK ACCOUNT

There are a few banks within a 20-minute walk of Headington 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 requested a hard copy of your attendance letter with your address on it. You can request an attendance letter via your Student Information page, which can then be collected from Student Central. To open the account, visit the bank (see map on pages 22-23) 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.

Metro Bank, 4-5 Queen Street, Oxford, is open 7 days a week. You may be able to get your debit card instantly when opening your bank account.

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 15).
## 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>
</table>
| **Santander** | Essentials Current       | - Monthly fee £1  
- Visa debit card  
- Free receipt of online international transfers                                                    | Bank can write letter, but needs 48 notice or stamp statements printed from your Online Banking |
| 116 London Road, Headington | Basic Bank Account       | - No monthly fee  
- Bank card for withdrawing cash  
- Top up debit card (to make transactions you need to pre load the card)  
- Free receipt of online international transfers                                                | Bank can write letter, but needs 48 notice or stamp statements printed from your Online Banking |
| Sanander staff are able to discuss which is the best of these two bank account for you          |                                                                        |                                                                                      |                                                                                         |
| **Natwest**   | Basic Bank Account       | - Visa debit card  
- £10 per month fee  
- Fees for international transfers  
- Printed statements posted once a month  
- You will receive a National Express Youth Card with your bank accounts.                     | 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                                              |
| 91 London Road, Headington |                                                                        |                                                                                      |                                                                                         |
| **HSBC**      | Basic Bank Account       | - Visa debit card  
- No monthly fee  
- Fees for international transfers  
- Printed statements posted monthly or printed online                                                | Bank can print statements in branch but must ask for paper with bank logo                  |
| 108 London Road, Headington |                                                                        |                                                                                      |                                                                                         |
| **Barclays**  | Student Additions Account| - Barclays debit card  
- No monthly fee  
- Fees for most transfers from outside the EU                                                     | Statements from self-service machine will be printed with digital stamp.                 |
| 105 London Road, Headington |                                                                        |                                                                                      |                                                                                         |
**SHOPPING**

**Food**

Most people buy ingredients for cooking at home from a supermarket. You can either go in person, or buy online and have it delivered. Popular cheaper supermarkets include Aldi, Tesco, Asda, Lidl, Iceland. Others, such as Waitrose, the Co-op, M&S and Sainsbury’s, may be more convenient depending on where you live, as well as Ocado (online). You can sign up to a points card at most supermarkets, which will get you discounts on your shopping. In the Coop students get 10% discount with their TOTUM card. In the larger supermarkets, you will usually find a range of gluten-free and lactose-free products and a continental food section.

Headington is the closest shopping area to Headington University Campus and the map on pages 22 and 23 shows the shops available there. There are also many shops and restaurants on Cowley Road selling food from around the world, including halal products.

If you are new to cooking for yourself and want some fun tips and healthy alternatives, visit [www.studentcooking.tv](http://www.studentcooking.tv).

**Typical foodstuff costs:**

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk (2 pints, semi-skimmed green top)</td>
<td>80p</td>
</tr>
<tr>
<td>Loaf of fresh white bread</td>
<td>95p</td>
</tr>
<tr>
<td>A dozen eggs (12)</td>
<td>£1.80</td>
</tr>
<tr>
<td>Chicken breasts (1kg)</td>
<td>£5.50</td>
</tr>
<tr>
<td>Rice (1kg supermarket brand)</td>
<td>£1.60</td>
</tr>
<tr>
<td>Potatoes (2.5kg)</td>
<td>£1 – £2</td>
</tr>
<tr>
<td>Apples (x6 Golden Delicious)</td>
<td>£1.60</td>
</tr>
<tr>
<td>Oranges (x5)</td>
<td>£1.25 – £1.50</td>
</tr>
<tr>
<td>Carrots (1kg)</td>
<td>65p</td>
</tr>
<tr>
<td>Tomatoes (1kg)</td>
<td>£2.00</td>
</tr>
</tbody>
</table>
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, Debenhams and Poundland 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 Matalan, Wilko, B&M, Asda Living or TK Maxx will sell these things.

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 Vodafone. Giff gaff, ID mobile, VOXI and other online only companies can be good value www.giffgaff.com, www.idmobile.co.uk or www.voxy.co.uk. You can check prices at www.moneysupermarket.com/mobile-phones. Or compare different providers at the Carphone Warehouse in Oxford www.carphonewarehouse.com.

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 www.dailyinfo.co.uk/free uk.freecycle.org
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 6.
✓ Come to ISAT international social events. See page 5.
✓ 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 brookes.esnuk.org
✓ Join Oxford University’s Union (OUSU) and take part in their activities www.oxford-union.org/joining/oxford_brookes
✓ See whether you want to go to any of the Chaplaincy events. The International English Club (IEC) is a great place to meet new people from all over the world, practise your English, and learn about British culture and customs. The club is part of the Multifaith Chaplaincy. It is run every week by a friendly group of local Christian volunteers, and is for people from all faiths and those who do not follow a particular religion. www.brookes.ac.uk/students/wellbeing/chaplaincy/whats-on/international-english-club
✓ 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.

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 take spending money. See ISAT social webpages at www.brookes.ac.uk/students/isat/social/host-visits.

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. You can be a little late 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 18 years old. 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 at the ISMP 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](http://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. If you have any queries or need advice about your programme please contact them: email rd-enquiries@brookes.ac.uk or t: +44 (0)1865 484244
**Upgrade**

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. Upgrade also has many online resources. Find out more at: [www.brookes.ac.uk/students/upgrade](http://www.brookes.ac.uk/students/upgrade)

**Academic English**

If English is not your first language Brookes offers a range of Academic English modules and courses. Undergraduate and postgraduate students can take credit-bearing modules or short courses at any stage of their degree and one-to-one or online writing consultations are always available. Find out more at: [www.brookes.ac.uk/students/upgrade/academic-english](http://www.brookes.ac.uk/students/upgrade/academic-english) or visit us in INT.2.04, Monday-Thursday, 12-1pm.

**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, worship, 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.

[www.brookes.ac.uk/students/wellbeing/chaplaincy](http://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](http://www.brookes.ac.uk/students/wellbeing/counselling)

**Support for students who have a disability or a specific learning difficulty**

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](http://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 Support.

[www.brookes.ac.uk/studying-at-brookes/finance/financial-support](http://www.brookes.ac.uk/studying-at-brookes/finance/financial-support)
Your name while you are in the UK

- Always write your name in the same way (spelling and order) – as it is printed in your passport.
- When you collect your student card, 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.

Brooke's 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 extenuating 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 www.brookes.ac.uk/new-students/january/before-you-arrive/brookes-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.

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 on Headington Campus. To book an appointment visit the website www.studental.co.uk or t: 01865 689997. Email reception@studental.co.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
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 missed your induction with the rest of your course</td>
<td>20-31 January, Reception for New Students, Reception, John Henry Brookes Building (JHBB)</td>
</tr>
<tr>
<td>Student Central Team</td>
<td>■ Collecting your BRP card</td>
<td>Student Central, the Forum, Ground Floor, JHBB</td>
</tr>
<tr>
<td>Student Support Coordinators</td>
<td>■ Choosing modules and making a full programme</td>
<td>In your faculty. Check with the Student Welcome Team if you’re not sure</td>
</tr>
<tr>
<td></td>
<td>■ Adding and deleting modules</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Information on free language modules</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ If you arrive late, they can let you know what you have missed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Exceptional circumstances</td>
<td></td>
</tr>
<tr>
<td>Academic Advisers</td>
<td>■ Learning about your programme and what is expected of you</td>
<td>Your timetable will tell you where and when to meet them. If you have missed this, check with the Student Welcome Team</td>
</tr>
<tr>
<td>Programme Administrators</td>
<td>■ Postgraduate students need to see these staff during subject specific induction sessions</td>
<td>In your faculty. Check with the Student Welcome Team if you’re not sure</td>
</tr>
<tr>
<td></td>
<td>■ Answering any queries you may have about your course</td>
<td></td>
</tr>
<tr>
<td>Exchanges Team</td>
<td>■ Certificates of Arrival for Erasmus students</td>
<td>International Office, Headington campus</td>
</tr>
<tr>
<td></td>
<td>■ Questions about life as an Exchange student at Brookes.</td>
<td></td>
</tr>
<tr>
<td>Research Degrees Team</td>
<td>■ All Research Degree programme enquiries and matters related to admissions</td>
<td>Student Central, the Forum, Ground Floor, JHBB</td>
</tr>
<tr>
<td></td>
<td>■ Enrolment and other programme related queries and supporting documents</td>
<td></td>
</tr>
</tbody>
</table>

**Things to do**

✓ Collect your BRP  
✓ Collect your student card  
✓ 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.

Times vary between weekdays and weekends, during semester periods and vacation periods.
HEADINGTON SHOPS

Accommodation
1 Dial House
2 Red Mullions
3 Sandfield House
4 Pickwick’s
5 Mount Pleasant

Banks
6 HSBC
7 Santander
(also at Headington Campus)
8 Barclays
9 Natwest

Restaurants and takeaways
10 Mirabai
11 Britannia Inn
12 Royal Standard
13 Café Nero
14 Greggs
15 Queen’s Bakery
16 Craft Burger
17 Domino’s
18 Café Bonjour
19 Heavenly Desserts
20 Asian Mama
21 Adria pizzeria & gelateria

Household goods
22 Posh Fish
23 Shanghai House
24 Mojo’s
25 La Croissanterie
26 Jacobs & Field
27 Dragon Express
28 Starbucks
29 Beirut – Lebanese
30 Subway
31 White Horse
32 Coco Noir
33 Buongiorno & Buonasera
34 Heavenly Desserts
35 Acropolis Greek Taverna

Food shops
36 Iceland
37 Thong Heng Oriental Supermarket
38 CO-OP
39 Tesco Express
40 Sainsbury’s Local
41 Headington Food ‘n’ Wine
(Kerela Foods)
42 Polish Shop
43 Wabrosa
44 Headington Butchers

Restaurants and takeaways
45 Headington Farmhouse
46 Headington Homewares

Charity Shops
47 Sobell House
48 Oxfam
49 Cancer Research
50 British Heart Foundation
51 Marie Curie
52 Sue Ryder
53 Helen & Douglas House
54 Cancer Research
55 Helen & Douglas House
56 Children’s Air Ambulance

Other
57 Headington Shark
58 Mail Boxes
59 Boots (Chemist)
60 Post Office
61 Catholic Chaplaincy for
Oxford Brookes University
62 Robert Stanley Opticians
63 Gardiner’s Opticians
64 Holland & Barrett
65 Savers
66 Pen to Paper
67 Card Factory

For more information please go to 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.

**International Student Advice Team (ISAT)**
Web:  www.brookes.ac.uk/students/isat  
Tel:  +44 (0) 1865 484681  
Email:  isat@brookes.ac.uk