Welcome to Oxford Brookes University

Includes information on:

- Arrivals weekend and Induction programme
- Social events
- 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

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
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COVID-19
For the most up-to-date information please use the web links supplied throughout this booklet.
For university-wide information please see www.brookes.ac.uk/alerts/coronavirus
ARRIVING AT BROOKES

If you are starting your programme from your country or in Oxford, we recommend that you attend our induction events as they will help you to make friends and introduce you to life in Oxford and studying at Brookes.

If you have any questions, or need any help, please contact the International Student Advisers (isat@brookes.ac.uk)

The International Student Advice Team (ISAT)
Our International Student Advisers and International Student Helpers are here to answer any questions you have via emails isat@brookes.ac.uk, phone, and virtual appointments and during Q&A sessions. ISAT also runs social activities and informative workshops (see Arrivals Weekend Activities and Social Events Programme pages). www.brookes.ac.uk/students/isat/social/arrivals

Online Induction Team
The Online Induction Team will be able to help you with any questions you have and tell you who to contact if you have missed your induction events. Please see www.brookes.ac.uk/new-students for further information about the Online Induction Team.

Tier 4 Students that need to collect their Biometrics Residence Permit
If you requested that your Biometric Residence Permit (BRP) was delivered to the University as part of your visa application then you will receive your BRP from us during Arrivals and Induction Week.

From the 20 August onwards, information explaining how to gain access to your BRP will be available on the New Students website, under ‘Welcome Weekend’. www.brookes.ac.uk/new-students/welcome-weekend-for-everyone

WiFi
Brookes WiFi is available when you are on any of our campuses. The password is often displayed outside the IT Service helpdesk in the Forum, Ground Floor, JHBB. You can also obtain the password from your hall office, other students/staff or, alternatively by phoning the IT Service helpdesk. They are currently working remotely during semester time 8.00am-8.30pm Mon-Fri and during the holiday 8.30am-5.00pm Mon-Fri.

Enrolled students can also use Eduroam which allows them to access WiFi across all the Oxford Brookes Sites.

To find out more please visit the University Wifi page www.brookes.ac.uk/it/essentials/wi-fi

You can find lots more information for new students, including enrolment information, at www.brookes.ac.uk/new-students
The BROOKESbus timetable varies between semester and vacation periods. Timetables are online at brookesbus.oxfordbus.co.uk/timetables, on the screens around campus or in the timetable booklet. Make sure you know when the last bus leaves.

To access discounted travel in Oxford, use your University photo ID on local Oxford Bus Company and Stagecoach bus services. Simply show your valid University ID card to the bus driver for the discounted fares.

Please remember to follow the current government travel guidelines.

**TRAVEL AROUND OXFORD**

**The BROOKESkey App**

The BROOKESkey App is new for students starting this academic year (20/21) and exclusively available to only Oxford Brookes University. It offers discounted travel for Oxford Bus Company services and their coach services to Heathrow and Gatwick airports.

**Apply online before you arrive:**
You can make your application as soon as you have your Oxford Brookes University Student Number. To create a BROOKESkey account and for further information on all Travel products and routes, visit the following Oxford Bus Company link.

brookesbus.oxfordbus.co.uk/brookeskey

**BROOKESkey App process:**
After completing your application you will receive a verification email. You will then be provided with a unique code to download the app for your mobile device. This will allow you to access discounted travel products.

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

**Extra Inclusive Travel Pass:**
In addition to the BROOKESkey offers, some students are eligible for an extra Inclusive travel pass. This pass allows students to travel on the public BROOKESbus services at no charge.

Eligibility for this extra pass is dependent on accommodation and course status. Details on the eligibility criteria are available here.

www.brookes.ac.uk/travel/brookeskey

For further queries and support please visit www.brookes.ac.uk/travel
ARRIVALS WEEKEND AND INDUCTION WEEK ACTIVITIES: SEPTEMBER 2020

Saturday 12 September
Introduction to ISAT and virtual chat: 13.00 – 14.00
Online session. See How to Join below.
International English Club introductory session: 16.30

Sunday 13 September
Introduction to ISAT and virtual chat: 13.00 – 14.00
Online session. See How to Join below.
CompulsoryIntroductorySessions
See pink box below.
International Students’ Welcome Quiz: 17.30 – 19.30
Time to relax and have fun! Join us for an online quiz (with a £50 prize for the winner!) – see How to Join below.

SUNDAY 13 SEPTEMBER
INTERNATIONAL STUDENTS’ INTRODUCTORY SESSIONS

All students MUST attend these online sessions – see “How to Join” opposite.

14.00 Undergraduate students (EU and International) including the following Pathways students: University English and International Foundation

15.00 Postgraduate students (EU and International) including the following Pathways Students: Pre-Masters Diploma and Two Years Masters

16.00 Exchange students and Study Abroad Students (EU and International)

Every day, Induction Week (14-18 September)
Q&A with current Brookes students: TBC

Other activities
Scavenger Hunt in Oxford: Go on a hunt around Oxford – a fun activity to familiarize yourself with the city. £30-voucher to be won!

Instagram competition: Join us on Instagram (@brookes_isat_social) for some fun activities and competitions. £30-voucher to be won!

Tours
Visit the ISAT Social Activities pages for more information about the tours organised by our favourite guides in Oxford!
www.brookes.ac.uk/students/isat/social

Quarantine
Do you have to quarantine when you enter the UK? We have created an Online Activities webpage full of useful resources for you! We will also be hosting some live online sessions from Wednesday 26 August, to help you socialise during your isolation period and to give you the opportunity to ask us questions.
www.brookes.ac.uk/students/isat

HOW TO JOIN
Go to the ISAT Arrivals Activities webpage for:
- More information about the activities
- The links to the virtual sessions
www.brookes.ac.uk/students/isat/social/arrivals
INDUCTION WEEK WORKSHOPS AND ACTIVITIES: SEPTEMBER 2020

<table>
<thead>
<tr>
<th>WORKSHOP</th>
<th>DATE</th>
<th>TIME</th>
<th>SESSION TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life as an international student (ISAT)</td>
<td>Monday 14</td>
<td>12.00-13.00</td>
<td>Live online session</td>
</tr>
<tr>
<td></td>
<td>Monday 21</td>
<td>10.00-11.00</td>
<td>Live online session</td>
</tr>
<tr>
<td>Money and employment for international students (ISAT)</td>
<td>Tuesday 15</td>
<td>13.00-14.00</td>
<td>Live online session</td>
</tr>
<tr>
<td></td>
<td>Tuesday 22</td>
<td>13.00-14.00</td>
<td>Live online session</td>
</tr>
<tr>
<td>UK culture and lifestyle – what to expect (ISAT)</td>
<td>Thursday 17</td>
<td>16.00-17.00</td>
<td>Live online session</td>
</tr>
<tr>
<td></td>
<td>Thursday 24</td>
<td>16.00-17.00</td>
<td>Live online session</td>
</tr>
</tbody>
</table>

The links to join all of the above online sessions can be found on the New Students’ website.

New students’ website

As well as your online course induction there will be lots of other events and activities going on during Induction week.

Please see the events calendar on the new student webpages and the ISAT activities webpages for further information.

www.brookes.ac.uk/new-students
www.brookes.ac.uk/students/isat/social/arrivals
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. 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.
- 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 receiving 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

[These instructions are subject to change as a result of the COVID-19 situation and face to face meetings may be slightly changed or completely changed so that communication is online, by email, by phone, or by post, instead of face to face. Please visit the webpage listed or email us to find out the latest arrangements]

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)

Instructions for downloading your attendance certificate, which has your local address on it, can be found on this Student Central webpage www.brookes.ac.uk/students/student-central/faq/attendance-certificate

Updating your Police Registration Certificate

You must also update your Police Registration Certificate every time you change your address, get a new visa, passport or BRP card 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.

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.

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 but not in your wallet. If you lose it, it can take up to 8 weeks to replace.
STAYING SAFE

Personal Safety

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

- Trust your instincts, they will usually be right – if you feel nervous or frightened move away from the threat and seek safety with others or a safer location.
- Know where you are going; plan your journeys. How are you getting there? More importantly, how are you getting back? **Not all public transport in Oxford runs 24/7.**
- Don’t carry 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 launched a new Safe Taxi partnership with a local taxi firm in September 2019. Details of this can be found on the Student Union website. [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 agency and are told they own funds immediately, often being offered preferential exchange rates on currency conversions. If you suspect you are being scammed, in this way, please contact ISAT.

SECURITY CONTACTS

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

EMERGENCY CONTACTS

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

COVID-19

For the most up-to-date information please use the web links supplied throughout this booklet.

For university-wide information please see [www.brookes.ac.uk/alerts/coronavirus](http://www.brookes.ac.uk/alerts/coronavirus)
SOCIAL EVENTS PROGRAMME

The International Student Advice Team (ISAT) organises social events every semester. Here are some of the highlights of the programme for Semester 1, September-December 2020. Check our website for the full programme, as well as Facebook and Instagram for the latest updates!

**Themed weeks**

During themed weeks, we organise a variety of events around a specific topic such as studying in the UK, cultural awareness, Halloween and Christmas. The programme usually includes competitions with great prizes to win, workshops, activities in Oxford and fun quizzes.

**Recurring events**

**Google Meet chat with an ISAT Adviser**

Every Wednesday until Week 3, and every other Wednesday afterwards.
Join other international students for an informal chat with an ISAT Adviser about various topics.

**ISAT British Book Club**

Every 3 weeks

Focusing on British literature, the ISAT British Book Club will help you make friends and learn about Oxford & the UK through fiction!

**Facilitated activities**

ISAT helps students with similar interests get in touch with each other. We will regularly make activities suggestions; you will be able to tell us if you’d like to join and we’ll put you in touch with all the other students who have registered their interest for this particular activity.

More about ISAT events

For more information about the events, check the ISAT website www.brookes.ac.uk/students/isat/social/events-and-trips
Global Buddies
Welcoming new international students to Oxford Brookes

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

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

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

Successful completion
- Get a Certificate of Participation
- Complete a STAR entry on BrookesEDGE
- Develop new skills such as intercultural communication

ACTIVITIES

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

- **1st prize:** £30 Amazon voucher
- **2nd prize:** £20 Amazon voucher
- **3rd prize:** £15 Amazon voucher

Opening date: Tuesday 13 October 2020
Closing date: Wednesday 4 November 2020
Winners announced: Tuesday 10 November 2020

The theme is: **Travel and discoveries**

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, further afield in the UK or abroad. It might be, for example, something you found beautiful, surprising, or different whilst exploring a new place.

For more information and the full Terms & Conditions, go to our website www.brookes.ac.uk/students/isat/social/events-and-trips
OPENING A UK BANK ACCOUNT

You must have a UK address before you can open a bank account so you will need to find accommodation first. There are three banks in Headington, which is a 20-minute walk from the main Oxford Brookes Headington campus on Gipsy Lane. Details of these banks are listed on the three following pages. You can find the location of these banks on the map on page 29.

Bank accounts generally take 2-3 weeks to open. Since the Covid-19 outbreak most banks prefer international students to make their application for an account online and not face to face at the bank branch. Some banks will allow you to upload scanned documents (mobile phone photos are often permitted.) However, you may be asked to visit the bank for a face to face interview following your online application.

The documents that you will need for your application are listed in the tables on pages 13-15. Instructions for downloading your attendance certificate, which has your local address on it, can be found on this Student Central webpage, www.brookes.ac.uk/students/student-central/faq/attendance-certificate

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.

Transferwise is a company that allows customers to spend in any currency, receive money for free and send money around the world with a customer foreign currency account – It claims to be 8x cheaper than leading UK banks. Again we don’t have direct experience so you will have the check them out for yourself. 

https://transferwise.com/gb/borderless

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.

If you want to get your debit card instantly when opening your bank account you might want to check out Metro Bank, 4-5 Queen Street, Oxford. It is open Mon-Sat 10.00 – 16.00.

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 Which Student Calculator
www.which.co.uk/money/university-and-student-finance/student-budget-calculator

If you have any difficulties in opening an account or getting statements for your visa, contact ISAT (see page 22).
## Banks in Headington

**SANTANDER**

116 London Rd Headington OX3 9AS  
OPENING HOURS – Mon-Fri 10.00 – 15.00, Sat & Sun – Closed

### Account

<table>
<thead>
<tr>
<th>Who can apply</th>
<th>Documents required for EU students (this may change in 2021)</th>
<th>Documents required for non-EU students</th>
<th>For visa applications</th>
<th>Making your application to open an account</th>
</tr>
</thead>
</table>
| Open to all students including those on short courses under 1 year  
This is a standalone account which can be opened by those with a limited or negative credit history. | Valid passport  
Brookes attendance certificate with local address | Valid passport  
Valid visa OR Biometric Residence Permit (BRP)  
Brookes attendance certificate with local address | The bank will provide a statement of account on headed paper.  
They will also stamp statements printed at home from your online account or printed at the bank.  
This branch of the bank does not provide letters | No accounts are opened in the Bank branch. You must make your application online.  
Webpage [www.santander.co.uk/personal/current-accounts/basic-current-account](http://www.santander.co.uk/personal/current-accounts/basic-current-account)  
**Uploading Documents**  
If you don’t have a scanner, Leopard Press in Headington (12, Windmill Rd.) provides photocopying and scanning services.  
Alternatively you may choose to photograph your ID documents with your phone for your application |
| Open to students on courses over 1 year  
Students can upgrade to this account which allows them to access additional facilities including a contactless visa debit card | Valid passport  
Brookes attendance certificate with local address | Valid passport  
Valid visa OR Biometric Residence Permit (BRP)  
Brookes attendance certificate with local address | The bank does not write letters | **Webpage** [www.santander.co.uk/personal/current-accounts/essentials-current-account](http://www.santander.co.uk/personal/current-accounts/essentials-current-account)  
**Uploading Documents** As above |

### Basic Bank Account

- No monthly fee
- Bank card for withdrawing cash
- Top up debit card (to make transactions online the card needs to be pre-loaded)
- Free receipt of online international transfers
- Free sending of online international transfers
- No contactless card or digital payment
- No overdraft facility or a check book

### Essentials Current Account

- Monthly fee £1
- Contactless Visa debit card
- International transfers
- Free to send and receive for EU Students
- Free to receive only for non-EU international Students
- No overdraft or checkbook facilities available on this account

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*Bank information correct at time of issue*
## Banks in Headington

<table>
<thead>
<tr>
<th>Account</th>
<th>Who can apply</th>
<th>Documents required for EU students (this may change in 2021)</th>
<th>Documents required for non-EU students</th>
<th>For visa applications</th>
<th>Making your application to open an account</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>International Student (Basic) Bank Account</strong></td>
<td>Open to International students who are 17+ who have lived in the UK for less than 3 years. Students need to be either: (i) A full time undergraduate student (on at least a 2 year course at a UK university) (ii) Completing a full time postgraduate or nursing course lasting a year or more. Students may apply within 6 months of their course start date.</td>
<td>□ Valid passport OR an EU ID card (note ID cards from Romania not accepted). □ Brookes attendance certificate with local address.</td>
<td>□ Valid passport OR a Biometric Residence Permit (BRP). □ Brookes attendance certificate with local address or UCAS letter. <em>the visa must cover a period of over 6 months.</em></td>
<td>Up to 5 months of bank statements can be printed in the branch and stamped. Online statements can also be printed up at home and will be stamped by the bank. Any more than 5 months of bank statements must be ordered.</td>
<td>Online applications only but the students may have to visit the bank branch following their online application for their documents to be verified. <a href="https://personal.natwest.com/personal/current-accounts/international-student-account.html">https://personal.natwest.com/personal/current-accounts/international-student-account.html</a> The student will need a UK mobile number to apply as the bank may need to call them about setting up their account. They must also have an email address.</td>
</tr>
<tr>
<td><strong>Select Account</strong></td>
<td>Open to students who are 18+ and a UK resident.</td>
<td>□ As above. □ Also, a council Tax or utility bill is accepted as proof of residence. □ With an attendance certificate alone only an International Student account can be opened.</td>
<td>□ As above. □ Also, a council Tax or utility bill is accepted as proof of residence. □ With an attendance certificate alone only an International Student account can be opened.</td>
<td>As above.</td>
<td>As above.</td>
</tr>
</tbody>
</table>

Open a Select account at [https://personal.natwest.com/personal/current-accounts/select_account.html](https://personal.natwest.com/personal/current-accounts/select_account.html)

Bank information correct at time of issue.
## Banks in Headington

**HSBC**  
108 London Road, Headington  
OPENING HOURS – Mon-Fri 10.00 – 14.00, Sat & Sun – Closed

<table>
<thead>
<tr>
<th>Account</th>
<th>Who can apply</th>
<th>Documents required for EU students (this may change in 2021)</th>
<th>Documents required for non-EU students</th>
<th>For visa applications</th>
<th>Making your application to open an account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Account/Basic Bank Account</td>
<td>Course length must be 6 months or more</td>
<td>Valid passport OR an EU ID card</td>
<td>Valid passport OR Biometric Residence Permit (BRP)</td>
<td>Visa confirmation letters on headed paper available stating the previous days balance and the lowest balance within the last 90 days Statements can be printed but must ask for the bank logo and the bank does not stamp these.</td>
<td>Currently, appointments to open new accounts cannot be made in the branch. New account applications must be made online: <a href="http://www.hsbc.co.uk/current-accounts">www.hsbc.co.uk/current-accounts</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Brookes attendance certificate with local address</td>
<td>Brookes attendance certificate with local address</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Tax Identification number may be required</td>
<td>*The attendance signature must be signed by hand by a university official (ie a wet signature)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For recent Bank announcement see below:

“Services in our branches and contact centres are currently limited because of the coronavirus outbreak. Unfortunately we are unable to offer new products in branches or contact centres, or set up appointments at the moment.

If you’ve applied for a new account online recently, please allow extra time for your application to be processed as the queues are longer than usual – no need to call us, we’ll let you know when it’s ready to use.”

* Tax Identification number may be required

*The attendance signature must be signed by hand by a university official (ie a wet signature)

**IMPORTANT**

Apply for a “Bank Account,” NOT a “Student Account.”

If you apply for a “Student Account,” you will be turned down.

Documents for verification can be uploaded. However, you may be asked to visit the branch to provide further documentation.

When you apply online the system will choose whether to issue you with a bank account or basic bank account.

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Bank information correct at time of issue
SHOPPING

Food
Most people buy ingredients for cooking at home from a supermarket. You can either visit the supermarket, or buy online and have your groceries delivered.

Popular cheaper supermarkets include Aldi, Tesco, Asda, Lidl, Co-op and Iceland. Other supermarkets, such as Waitrose, M&S and Sainsbury’s, have arguably better quality food but are more expensive. You can also buy from the online supermarket, Ocado.

Most supermarkets will give you a points card which will get you discounts on your shopping. In the Coop students get 10% discount with their NUS 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 the Headington University Campus and the map on page 29 shows the most popular shops available there. There are also many shops and restaurants on the Cowley Road selling food from around the world, including halal products. For a list of smaller food shops in Oxford which are popular with Brookes students, visit www.brookes.ac.uk/students/isat/preparing-your-arrival/shopping-in-oxford. These shops may sell food from your home country or you may be able to buy things which are not available in the larger supermarkets. On the web page, you will also find food shopping tips from international students.

If you are new to cooking for yourself and want some fun tips and healthy alternatives, visit www.studentcooking.tv.

Typical foodstuff costs: Source: Tesco
- Milk (2 pints, semi-skimmed green top) £0.80
- Loaf of fresh white bread £1.00
- A dozen eggs £1.69
- Chicken breasts (1kg) £5.85
- Rice (1kg own brand) £1.20
- Potatoes (2.5kg) £1.45
- Apples £1.20
- (x6 Golden Delicious) Oranges £0.89
- Carrots (1kg) £0.49
- Tomatoes (1kg) £2.09
International Student Food Survey

To help new students make decisions about where to shop for food in Oxford, we asked first year international students from the 2019 cohort to answer a short survey about where they shop for food. 153 students responded, including 60 different nationalities.

Students were asked for the name of the main supermarket they use.

- 43.1% Tesco
- 19% Sainsbury’s
- 15% Aldi
- 22.9% Others* (Other supermarkets: Lidl, Co-Op, Iceland, M&S, Waitrose, Asda)

Just over 50% of students who responded to the survey, said they also liked to shop at smaller food shops. Here are a selection of the shops:

<table>
<thead>
<tr>
<th>Shop Name</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headington Food and Wine</td>
<td>Indian grocers</td>
<td>Headington</td>
</tr>
<tr>
<td>Euro Supermarket</td>
<td>European food</td>
<td>Cowley</td>
</tr>
<tr>
<td>Brasileiro</td>
<td>Brazilian meat and grocers</td>
<td>Cowley</td>
</tr>
<tr>
<td>Seoul Plaza</td>
<td>Korean grocery shop</td>
<td>Cowley</td>
</tr>
<tr>
<td>Jing Jing Oriental Food Store</td>
<td>Mixture of Asian foods</td>
<td>Cowley</td>
</tr>
<tr>
<td>Erdem Food Centre</td>
<td>Fresh fruit and veg, halal meat</td>
<td>Cowley</td>
</tr>
<tr>
<td>Thong Heng Oriental</td>
<td>Mixture of Asian foods</td>
<td>Windmill Rd, Headington</td>
</tr>
<tr>
<td>Uhuru Whole Foods</td>
<td>Organic vegetarian/ vegan</td>
<td>Cowley</td>
</tr>
<tr>
<td>Tahmid Stores</td>
<td>Indian grocers/ halal meat</td>
<td>Cowley</td>
</tr>
<tr>
<td>Zubr</td>
<td>Polish supermarket</td>
<td>Cowley</td>
</tr>
</tbody>
</table>

*Other supermarkets: Lidl, Co-Op, Iceland, M&S, Waitrose, Asda

We also asked students to share their top tips for shopping:

✓ “Organise your meals for the week and do one big food shop. This will save you money and make you cook healthy filling meals.”

✓ “There are many different grocery shops in Cowley: for people from many different backgrounds, cultures and ethnicities.”

✓ “Use loyalty cards and then you can collect points for discounts.”

✓ “Go at a late time for reduced food.”

✓ “Have a check list when you go shopping so you don’t over spend.”

The main reason given by students for shopping at these stores was:

✓ to find food from their home countries,
✓ to buy foods they cannot find in the larger supermarkets,
✓ for religious purposes

Survey performed by Jasmin Da Silva.
**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 from your home country via UniKitOut and delivered to your door. [www.unikitout.com/?partner=Oxford%20Brookes%20University](http://www.unikitout.com/?partner=Oxford%20Brookes%20University)

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.

You can find further information about accommodation at [www.brookes.ac.uk/studying-at-brookes/accommodation/prospective-students/moving-in](http://www.brookes.ac.uk/studying-at-brookes/accommodation/prospective-students/moving-in)

**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 card only. Mobile phone companies will give these free when you top up with credit for your phone eg O2, 3, EE or Vodafone. Giffgaff, 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, who you will meet if you join the virtual Q&A sessions in week 1 (see page 4). They will be able to tell you what they use and whether they recommend it. They will also be able to give you lots of advice about other aspects of life in the UK.

**COVID-19**

For the most up-to-date information please use the web links supplied throughout this booklet.

For university-wide information please see [www.brookes.ac.uk/alerts/coronavirus](http://www.brookes.ac.uk/alerts/coronavirus)
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 11.
✓ Come to ISAT international social events. See page 10.
✓ 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
✓ Meet new people from the community and from all over the world, practise your English through games, and learn about British culture and customs at the International English Club, (IEC.) The IEC is run every week by a friendly group of local Christian volunteers from the Multifaith Chaplaincy and local churches. It is open to 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
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 worry if you don’t drink alcohol yourself. In the UK, it is legal to drink alcohol if you are 18 years old or over. Alternatively, people meet in the many cafés in Oxford.

➤ Tips are usually only given when you receive table service for example in cafes, pubs, or restaurants. You do not need to tip if you are just buying drinks at the bar. 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 available by sending an email to isat@brookes.ac.uk or by calling us 11.00-15.00. You can, also, contact us to arrange a virtual meeting with an adviser via Google meet, Skype or Zoom.

You will find any updates to our contact details on the website.
www.brookes.ac.uk/students/isat

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 will be contacted by the team about how to access support at Oxford Brookes.

The Exchanges Team is working remotely: Monday to Friday 9.00-17.00. To schedule a meeting via Google Hangouts contact us at studyabroad@brookes.ac.uk

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. If you have any queries or need advice about your programme, we can be contacted during normal office hours by email: rd-enquiries@brookes.ac.uk or phone 01865 484244
**Academic Development Team**

Students on courses from foundation to PhD level are welcome to see an Academic Development tutor for advice on study skills, maths or statistics. The Academic Development Team is a friendly, confidential service which offers advice on a wide range of issues including understanding the task, planning, researching and structuring essays and assignments. The Academic Development Team also has many online resources. Find out more at: www.brookes.ac.uk/students/academic-development

**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.

**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, 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

**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 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.

www.brookes.ac.uk/studying-at-brookes/finance/financial-aid
**Careers**
The careers service offers one-to-one advice and guidance and practical support in job searching, applications and preparing for interviews to international students.
ISAT can advise you on how many hours of paid work your visa will permit you to do inside and outside of semester time.
You can find out more at www.brookes.ac.uk/students/careers/international-and-eu-students

**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

**Medical**
Most students have access to the National Health Service including seeing a General Practitioner doctor (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. It is located in the 3rd floor of the Colonnade Building on Headington Campus and is open from 8.30am – 6.00pm, Monday to Friday (semester time only). GPs are available to talk to you via telephone, (01865 242334) or video consultation and if necessary, they will then arrange for you to be seen. Please note you can order repeat prescriptions via email.
During semester time, appointments are available both on campus at the Medical Centre and at the main surgery, St Bartholomew’s Medical Centre, on the Cowley Road. During vacation, appointments are only available at our main surgery, St Bartholomew’s 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.
Your can find more details at www.brookes.ac.uk/students/support-services/medical-centre

**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 phone 01865 689997. Email reception@studental.co.uk

**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 receive 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.
STUDYING AT UNIVERSITY

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

Plagiarism, which means presenting someone else’s work as your own, is strictly forbidden and can result in you failing your course. When using information from books, or 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.

Oxford Brookes will follow all government guidelines to ensure the wellbeing of all students and staff in response to Covid-19 alerts. Nevertheless, we intend to work towards our campuses being open as fully as possible from 2 September 2020 onwards. This will mean that there will be some adaptations to the method of delivery for some courses, in order to comply with public health guidelines.

It is generally the case that most courses will 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. However, as a result of Covid-19, in the academic year 2020/2021 there will be no large-scale, face-to-face teaching delivery (eg large lectures) at Oxford Brookes. Instead, such activity will be delivered through high quality, online learning. 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.

Face-to-face teaching in the form of seminars and tutorials, will still take place but it will be restricted to small groups or individuals.

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.

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.

Your tutor or Academic Adviser will have a regular office hour when 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.

COVID-19
For the most up-to-date information please use the web links supplied throughout this booklet.
For university-wide information please see www.brookes.ac.uk/alerts/coronavirus
# 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><strong>Online Induction Team</strong></td>
<td>■ Here to help with any questions. Make sure you contact them if you have missed your induction events.</td>
<td>Please see <a href="http://www.brookes.ac.uk/new-students">www.brookes.ac.uk/new-students</a> for further information about the Online Induction Team.</td>
</tr>
<tr>
<td><strong>Student Central Team</strong></td>
<td>■ Collecting your BRP card</td>
<td>Information will be available on the new students welcome weekend pages that will explain how you will get your BRP card. <a href="http://www.brookes.ac.uk/new-students/welcome-weekend-for-everyone">www.brookes.ac.uk/new-students/welcome-weekend-for-everyone</a></td>
</tr>
<tr>
<td></td>
<td>■ Enrolling (you need to do this by the 2 October deadline)</td>
<td>You will receive an email to alert you that online enrolment has opened. More details can be found at <a href="http://www.brookes.ac.uk/new-students/before-you-arrive/online-enrolment">www.brookes.ac.uk/new-students/before-you-arrive/online-enrolment</a></td>
</tr>
<tr>
<td></td>
<td>■ Getting an Attendance Certificate (needed to open a bank account)</td>
<td></td>
</tr>
<tr>
<td><strong>Student Support Coordinators</strong></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 <a href="http://www.brookes.ac.uk/students/support-services/ssc">www.brookes.ac.uk/students/support-services/ssc</a></td>
</tr>
<tr>
<td></td>
<td>■ Adding and deleting modules</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Information on free language modules</td>
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<td></td>
<td>■ If you arrive late, they can let you know what you have missed</td>
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</tr>
<tr>
<td><strong>Academic Advisers</strong></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><strong>Programme Administrators</strong></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><strong>Global Exchanges and Study Abroad Team</strong></td>
<td>■ Certificates of Arrival for Erasmus students</td>
<td>You can find the Global Exchanges and Study Abroad Team contact details on their webpage. <a href="http://www.brookes.ac.uk/international/study-abroad-and-exchanges">www.brookes.ac.uk/international/study-abroad-and-exchanges</a></td>
</tr>
<tr>
<td></td>
<td>■ Questions about life as an Exchange student at Brookes.</td>
<td></td>
</tr>
<tr>
<td><strong>Research Degrees Team</strong></td>
<td>■ All Research Degree programme enquiries and matters related to admissions</td>
<td>Student Central, the Forum, ground floor of JHBB Can be contacted during normal office hours by email: <a href="mailto:rd-enquiries@brookes.ac.uk">rd-enquiries@brookes.ac.uk</a> or t: 01865 484244 <a href="http://www.brookes.ac.uk/students/research-degrees-team">www.brookes.ac.uk/students/research-degrees-team</a></td>
</tr>
<tr>
<td></td>
<td>■ Enrolment and other programme related queries and supporting documents</td>
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</tbody>
</table>
As well as your online course induction there will be lots of other events and activities going on during Induction week.

Please see the events calendar on the new student webpages for further information.

www.brookes.ac.uk/new-students

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 join as many as you like
✓ Decide if you would like a NUS card for discounts and a Pass card for ID

COVID-19
For the most up-to-date information please use the web links supplied throughout this booklet.
For university-wide information please see www.brookes.ac.uk/alerts/coronavirus
All of our halls and campuses are connected by our BROOKESbus services.

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

You can find further information about accommodation at [www.brookes.ac.uk/studying-at-brookes/accommodation/prospective-students/moving-in](http://www.brookes.ac.uk/studying-at-brookes/accommodation/prospective-students/moving-in)
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](http://www.brookes.ac.uk/students/isat) for any changes.

**International Student Advice Team (ISAT)**

Web:  [www.brookes.ac.uk/students/isat](http://www.brookes.ac.uk/students/isat)

Updated ISAT contact details will be available on the website by 12 September 2020. Please telephone us 11.00-15.00 or email us to arrange a virtual appointment via Google Meet, Skype or Zoom.

Email:  isat@brookes.ac.uk