

International Students' Getting Started Guide

January 2025



Includes information on:

Essential information when you start
Induction activities
Social events
Life in the UK
Opening a bank account

Welcome to Oxford Brookes University

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



What we do

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

*ISAT celebrating Christmas 2024.
From left to right: Rachel, Sally, Ilaria,
Guenievre, Jasmin, Alice, Sheila*

OUR CONTACT DETAILS

 **www.brookes.ac.uk/students/isat**

 **isat@brookes.ac.uk**

 Face-to-face appointments:
www.brookes.ac.uk/students/isat/contact

 Zoom Room:
www.brookes.ac.uk/students/isat/contact

 **[@brookes_isatsocial](#)**

 **[@isat.brookes](#)**

Contents

Welcome to Oxford Brookes University 2

What we do 2

Our contact details 2

Essential information 4

Checklist of
things to do 4

Help to get started 5

Arriving at Brookes 6

Arrivals and semester events 7

Arrivals activities 7

Semester 2 – social
events programme 8

Life in the UK 10

Getting settled 10

Work in the UK 11

Student visa 12

Opening a UK
bank account 13

Shopping 16

Healthcare 18

Living in Oxford:
travel and safety 19

Adapting to life
in the UK 21

Support while
you are here 26

Maps 28

Accommodation and
BrookesBus route
map 28

Headington Campus:
Headington Hill map 29

Headington
Campus map 30

Useful sections

- The International Student Meeting Point (ISMP): page 6
- Life in the UK: page 10
- Shopping and Healthcare: page 16-18
- Making friends: page 21

Harcourt Hill
Campus map 32

Marston Road
Campus map 33



Essential information

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

Checklist of things to do

- ☐ **Complete your enrolment:** the final deadline to arrive and enrol, which includes completing the Right to Study checks, is Friday 7 February 2025
- ☐ Set up your Brookes email and calendar – you need to have enrolled first
- ☐ Attend your course induction sessions in Induction Week (20–24 January 2025)
- ☐ Collect your student card (you will receive an email when your card is ready for collection)
- ☐ Register your modules before you start your course (you will find out more about this during your course induction)
- ☐ Open a UK bank account
- ☐ Register with a UK doctor
- ☐ Apply for a bus pass
- ☐ Decide if you would like to get a **Totum card** for discounts and ID
- ☐ Check the ISAT Social Events and come to as many as you like
- ☐ **Follow ISAT on Instagram** to get advice and social events updates

Students on a visa or subject to UK immigration regulations

- ☐ Check your online enrolment page to see if you need to complete the Right to Study checks (where you show us your immigration status). **Guidance on completing the Right to study checks is available on our website.**

Attendance Letter

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

Instructions are on this Student Central webpage.

Proof of address

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

Help to get started

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

Who are they?	What can they help with?	How to contact them?
Induction Team	Answering any questions. Talk to them if you have missed your induction events.	During Arrivals, they are based at Reception (see page 6). They also have a phone line and Zoom Room. <u>Full contact details.</u>
Enrolment Team	Enrolling.	You will receive an email to alert you that online enrolment has opened. <u>For more details.</u>
International Student Advice Team	<ul style="list-style-type: none"> • Visa/immigration questions • Opening a bank account • Life in the UK, social events 	During Arrivals, come and see us at the International Student Meeting Point (see page 6). Full contact details on page 2 .
International Student Compliance Team	<ul style="list-style-type: none"> • Right to Study checks 	<u>International Student Compliance Team</u>
Student Central Advice Team	<ul style="list-style-type: none"> • General questions about studying at Oxford Brookes • Queries about Student Cards 	<u>Student Central Advice Team</u>
Student Support Coordinators	<ul style="list-style-type: none"> • Choosing, adding, deleting modules • Information on free language courses 	<u>Student Support Coordinators in your faculty</u>
Academic Advisers	Learning about your programme and what is expected of you.	Your timetable will tell you where/when to meet them. If you have missed this, check with the Induction Team.
Programme Administrators	<ul style="list-style-type: none"> • Postgraduate students need to see these staff during subject specific induction sessions • Answering any queries you have about your course 	In your faculty. Check with the Induction Team if you're not sure.
Global Exchanges and Study Abroad Team	<ul style="list-style-type: none"> • Certificates of Arrival and Learning Agreements • Questions about life as an Exchange student at Oxford Brookes 	<u>Study Abroad and Exchanges</u>
Research Degrees Team	<ul style="list-style-type: none"> • Research Degree programme enquiries, and matters related to admissions • Enrolment, programme related queries 	<u>Research Degrees Team</u>

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

Arriving at Brookes

Where possible, please arrive in Oxford in time for Arrivals Weekend (18-19 January 2025). If you have any questions or need any help when you first arrive, please ask ISAT or the Induction Team (see below).



COME AND SEE US!

ISAT: The International Student Meeting Point (ISMP)

Sunday 19 January 11.00 - 15.00

Monday 20 January 11.00 - 15.00

Tuesday 21 January 11.00 - 15.00

Wednesday 22 January 11.00 - 15.00

📍 In the Forum, John Henry Brookes Building (JHBB), Headington Campus*.

Our International Student Advisers and International Student Helpers are here to answer any questions you have. Come and see us to join one of our free campus/city centre tours, learn about our events, to get a map of the city, to pick up a SIM card, or just to have a chat.

Induction Team: Reception for New Students

From Monday 13 January

📍 Reception, JHBB, Headington Campus*.

The Induction Team will be able to answer any questions you have and tell you where to go if you have missed your induction events.

For Reception opening times, please visit this webpage.

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

Online support

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

Course induction

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

You can find lots more information, including how to enrol.

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

Arrivals and semester events

7

Please visit ISAT's website to check the location of the workshops and events.

Arrivals activities

WORKSHOPS

Workshop title	Date	Time
Life as an International Student	Monday 20 January	16:00 to 17:00
Money and employment in the UK	Tuesday 21 January	16:00 to 17:00
British culture and tips for living in the UK	Wednesday 22 January	17:00 to 18:00
UK Academic Culture – what to expect	Thursday 23 January	17:00 to 18:00

How to join

Go on our website to find out more about these workshops

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

SOCIAL ACTIVITIES

Event title	Date	Time
Welcome to Brookes Big Night In	Sunday 19 January	16:00 to 21:00
International Students' Meeting Point	Sunday 19 January / Monday 20 January Tuesday 21 January / Wednesday 22 January	11:00 to 15:00
Campus Tour	Sunday 19 January / Monday 20 January Tuesday 21 January / Wednesday 22 January	11:00 to 13:00
City Centre Tour	Sunday 19 January / Monday 20 January	11:00 and 15:00
International Students' Welcome Quiz	Tuesday 21 January	17:30 to 19:30
International Student Advice Team (ISAT) drop-in sessions	Thursday 23 January / Friday 24 January Monday 27 January / Tuesday 28 January Wednesday 29 January / Thursday 30 January Friday 31 January	11:00 to 12.30 and 13.30 to 15:00
Historic Walking Tour of Oxford	Friday 24 January	14:00
Guided Walking Tour of London	Saturday 25 January	11:30
Refreshers Big Night In	Sunday 26 January	16:00 to 21:00
Global Buddies Welcome Event	Tuesday 4 February	18:00 to 19:30

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

Semester 2 social events programme

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

PROGRAMME

The full programme for **Semester 2, January to May 2025 can be found on our website**. We also post regular updates on our social media channels @ **Instagram** and **Facebook**

Highlights

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

Guided tours

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

International Students' Quiz

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

Movie Night

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

Photo Competition

Show off your photography skills and enter our competition for a chance to win a prize.

Harry Potter – Warner Bros. Studio Tour

Experience the magic of the Harry Potter film series and learn what happened behind the scenes.

Easter Crafts

Join us for an afternoon of Easter crafts and snacks! This event is free of charge.



[New Students' website](#)

Further information about other events you may be interested in.



Global Buddies

Welcoming new international students to Oxford Brookes

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



How to register?

- Go to the **Global Buddies webpage**
- Check whether the programme is right for you
- Sign up online

Successful completion

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

Organised activities on the programme

Welcome Event

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

Treasure Hunt

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

Board game event

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

Dinner at COSMO

Dinner in a restaurant in Oxford where we will present the awards for the best mentor and the most engaged group.

Life in the UK

Getting Settled

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

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

Getting around Oxford Brookes campuses

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

You can join one of our campus tours during Induction week or book a campus tour later during the semester. **Find out more.** Alternatively, use the printed map on pages 30-31 or **find out more.**

Printing

UniPrint is a service that enables students and staff to print securely from a desktop, laptop, mobile phone or tablet to any printer at Brookes. You can also scan or copy documents.



WiFi

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

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

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

If you require IT assistance, you can call or visit the IT Service Desk on campus, or go to **the IT Services web portal** to chat with them.



Work in the UK

National Insurance Number

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

Work on a Student visa (Degree level)

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

Working during holidays

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

Graduate Route visa

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

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

[Find more information about this visa on our website.](#)

Failing some of your course and the Graduate Route visa

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



Student visa

Accessing your eVisa

To view your eVisa you will need to **create a UKVI account**.

Creating a UKVI account will enable you to view the details of your eVisa online, for example, your type of permission, your visa expiry date and your conditions of stay in the UK. Personal information such as contact details can be updated in your UKVI account.

Your eVisa will be linked to your passport in your UKVI account. You must keep your passport or ID card details up-to-date and tell the UKVI about any changes so that at the UK border your immigration status can be easily identified. You will still need to carry your current passport with you.

If you have a new passport and you're still waiting for confirmation that your UKVI account has been updated, you should also carry your old document with you.



Checking Your eVisa

When you receive your eVisa, 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.

Keep copies of your documents

Keep copies of your passport, bank cards and important documents in case you lose them.

We do **NOT** recommend carrying your passport around with you at all times.



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

Opening a UK bank account

The basics

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

IMPORTANT NOTE

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

Consider whether you would like to get a pre-paid currency card/ multi-currency account with a digital banking company such as **Revolut**, or **Wise**, formerly known as TransferWise, which enables you to access money abroad without expensive fees – a good option while you wait for your UK account to be set up.

How does it work?

Most banks prefer international students to make their application for an account online and not 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 the following pages.






Things to remember

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

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

Banks in Oxford


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

Bank	Account	Documents required to open the account	Further information
 NatWest 43 Cornmarket Street (Oxford City centre)	“Select” bank account <ul style="list-style-type: none"> • Contactless debit card • No monthly fee • Fees for international transfers 	<ul style="list-style-type: none"> • Valid passport • Valid visa or proof of pre-settled/settled status (if applicable) • Proof of address • Oxford Brookes Attendance Certificate 	<u>Natwest Select bank account</u>
 BARCLAYS 54 Cornmarket Street (Oxford City centre)	Basic Bank Account <ul style="list-style-type: none"> • Contactless debit card • No monthly fee • Rewards 	<ul style="list-style-type: none"> • Valid passport • Valid visa or proof of pre-settled/settled status (if applicable) • Oxford Brookes Attendance Certificate with local address 	<u>Barclays Basic bank account</u>
HSBC  65 Cornmarket Street (Oxford City centre)	Bank account for international students <ul style="list-style-type: none"> • Contactless debit card • No monthly fee • Fees if you use the card abroad • Discounts and offers 	<ul style="list-style-type: none"> • Valid passport • Valid visa or proof of pre-settled/settled status (if applicable) • Oxford Brookes Attendance Letter with local address 	<u>HSBC bank account for international students</u>

Which bank to choose?

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

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

Bank	Account	Documents required to open the account	Further information
 Santander House, Carfax (Oxford City centre)	Everyday Current Account <ul style="list-style-type: none"> No monthly fee 	<ul style="list-style-type: none"> Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Oxford Brookes Attendance Certificate with local address 	<u>Santander Everyday current account</u>
	Basic Bank Account <ul style="list-style-type: none"> Non-contactless debit card No monthly fee 	<ul style="list-style-type: none"> Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Oxford Brookes Attendance Certificate with local address 	This account is not as flexible as others: <ul style="list-style-type: none"> Restrictions on some types of transactions No contactless card You need to top up your debit card <u>Santander Basic bank account</u>

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

Find out more

- International students – Opening a UK bank account**

If your bank is requiring any additional documents to prove your student status or your address, please contact Student Central: **studentcentral@brookes.ac.uk**

If you have any difficulties in opening an account or getting statements for your visa, contact ISAT (see [page 2](#)).

Shopping

GROCERIES (FOOD)

Where to go

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

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

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



Dietary requirements

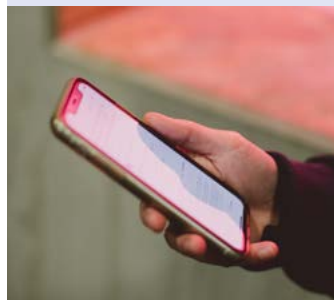
In the larger supermarkets, you will usually find a range of "free from" food such as nut-free, gluten-free, vegan and dairy-free products. Halal and kosher food can often be found in big supermarkets, but you may have more choice in smaller specialised local shops.

Online shopping and deliveries

It is helpful to know how you can get food and other necessities delivered to your door. Go to our [**shopping webpage**](#) for useful tips, as well as provider suggestions.

MOBILE PHONES

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



Average price of staple products

Milk (regular, 1 litre)	£1.40	Onion (1kg)	£1.48
Loaf of bread (fresh, white, 500g)	£1.33	Lettuce (1 head)	£0.76
Eggs (a dozen)	£3.94	Tomatoes (1kg)	£4.17
Chicken Fillets (1kg)	£7.00	Apples (1kg)	£3.05
Rice (white, 1kg)	£2.31	Oranges (1kg)	£2.38
Potatoes (1kg)	£1.23	Bananas (1kg)	£1.17

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

Get discounts

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

HOUSEHOLD GOODS

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

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



CHARITY SHOPS

There are some charity shops in Oxford which sell second-hand clothes, shoes, furniture and lots of things you might want for a new house. These have been donated by people who no longer use them.

You can also find second-hand items on [gumtree.com](https://www.gumtree.com) and [dailyinfo.co.uk](https://www.dailyinfo.co.uk)



COSMETICS, TOILETRIES

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

MEDICINE AND PRESCRIPTIONS

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

Healthcare

MEDICAL

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

More information about student health at Oxford Brookes University.

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.

More information about accessing health care in the UK.

Register with a GP as soon as possible after your arrival in the UK



DENTAL

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

MENTAL HEALTH

If you feel low or need support with your mental health, you can contact the Brookes Counselling team (see [page 27](#)). You can also find lots of helpful tips and resources on **Student Minds and Student Space**. If you need immediate help, here's a **list of useful contacts** on our website.

USEFUL CONTACTS

111
non-emergency health advice

999
life-threatening condition,
ambulance

116 123
Samaritans (Mental health
charity with a 24/7 helpline.)



Living in Oxford: travel and safety

TRAVEL AROUND OXFORD

The **Oxford Brookes travel pages** provide a lot of information about travelling locally and student travel offers.

Getting the bus

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

The 400 BROOKESbusU1 and 100 BROOKESbusU5 is a public bus service, with routes tailored for University students, operating between all Oxford campuses and Halls. **More information can be found on the Oxford Bus Company website.**

E-scooter

Information on how to use E-scooters in Oxford.

The BROOKESkey App

The BROOKESkey app is a personal travel account which offers discounted travel for Oxford Bus Company services and their Airline coach services to Heathrow and Gatwick airports. You can apply for it on the **Oxford Bus Company website** as soon as you have set up your Oxford Brookes University email account.

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



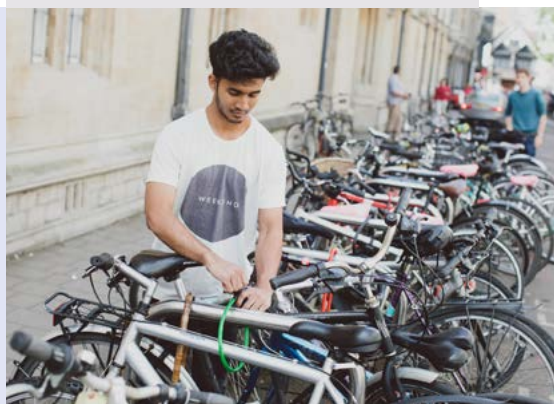
TRAVEL OUTSIDE OXFORD

Train station

You can book your train tickets online/via the **Trainline app**.

Oxford Tube (coach service between Oxford and London)

You can book your tickets online/via the **Oxford Tube app**.



Inclusive Travel Pass

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



STAYING SAFE

Personal Safety

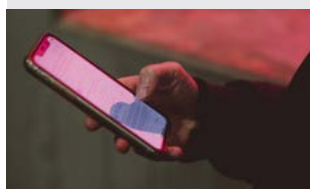
Oxford is a very safe place to live and study but, like any other city, there are risks. Below are just a few pointers which, if followed, will go a long way to aid your safety:

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

Beware of scams

Students are being targeted by fraudsters. Students are contacted on their mobile phone by people claiming to represent the HMRC, UKVI, their bank or other reputable agencies and are told they owe funds immediately or that there is an issue with their immigration status.

Officials will NEVER contact you and ask you to confirm personal information or pay over the phone. If this happens to you, **HANG UP** immediately, **DO NOT** share any personal information and **check our webpage about scams**.



EMERGENCY CONTACTS

999

Police / Fire / Ambulance

101

Police (non-emergency)

Brookes Security Contacts

Oxford Brookes Security team provides a 24/7 security service. They can be reached on **01865 603060** and at [**security@brookes.ac.uk**](mailto:security@brookes.ac.uk). **Follow them on Instagram**. For further information, **visit the security webpage**.

Adapting to life in the UK

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



MAKING FRIENDS

- **Global Buddies:** join the programme to make friends from around the world (see [page 9](#))
- **ISAT social events.** ISAT organises a variety of events to help students socialise (see [pages 7-9](#))
- **Brookes Union societies and events:** meet students with similar interests by joining (or creating!) a student-run society, or attend a social event organised by Brookes Union especially during Fresher's Fair.
- **Brookes Sport clubs:** join a sports club to meet people who are passionate about the same sport as you! More information in the "Staying Active" section on [page 22](#).
- **Chaplaincy events:** the Multifaith Chaplaincy organises events for students of all faiths and none.
- **International Student Club (ISC):** a great place to meet new people from all over the world, to practise your English, to learn about British culture and customs.
- **Meetup:** find groups and activities in Oxford based on your interests. This can be a great way to meet British people.



Develop your academic and English skills

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

Employment

If you want to get a job during your studies, our **Careers service** can help you find opportunities (see [page 27](#)). It is important that you check if there are any restrictions applicable to you on working in the UK. See **work options** and **visa responsibilities**.

Staying active

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



Looking after the environment

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

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

Get involved!

Join our **Environmental Network** or our Hedgehog-Friendly team.

To learn more about **sustainability at Oxford Brookes**.

Culture

Your name while you are in the UK

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

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



Discover the UK with ISAT

Throughout the semester, ISAT organises workshops, trips and activities to help you learn about the UK and the British culture. See [pages 7-9](#) and check out our [event page](#) for more information.

Finding things to do in Oxford

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

The **Daily Info website** is a great source of information too.

Some free time between classes?

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

Find some ideas on trip101.com





BRITISH ETIQUETTE – A GUIDE FOR INTERNATIONAL STUDENTS

🕒 Punctuality

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

💬 Politeness

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

👤 Personal space

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

🔒 Privacy

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

👥 Queuing

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

😊 Humour

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

🍷 Going out

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

💵 Tipping

We only usually tip when receiving table service for example in cafes, pubs, or restaurants. Tipping is normally around 10%. Restaurants may include a service charge – this will be added to your bill (the amount is a percentage of the total bill, ranging from 5-15%). It is not obligatory to leave an additional tip if a service charge is added to the bill, unless you want to show extra appreciation.

🤝 Physical contact

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

STUDYING AT UNIVERSITY

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

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

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



Additional resources

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



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

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

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



Support while you are here

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

International Student Advice Team (ISAT)

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

Student Central Advice Team

This team is your first point of contact for general queries. They can help with your academic programme, financial queries, student cards, transcripts, exceptional circumstances, Council Tax exemption.

Student Support Co-ordinators (SSCs)

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

Exchanges & Study Abroad Team

All Exchanges and Study Abroad students should contact this team for support.



Research Degrees Team

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

Centre for Academic Development

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

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

Multifaith Chaplaincy

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

Counselling

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

Student Finance and Financial Aid team

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

Inclusive support team

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

Specific support needs

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

Careers Service

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

Library

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

Accommodation team

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



Maps



- 1 Cheney Student Village
- 2 Clive Booth Student Village
- 3 Crescent Hall
- 4 Paul Kent Hall
- 5 Warneford Hall
- 6 Westminster Hall
- 7 Canterbury House
- 8 Parade Green

BUS ROUTES

400/U1

100/U5

Semester only

U5 - Weekends

& Monday to Friday eve only,

NUS - Friday & Saturday, late only.

All of our halls and campuses are connected by our **BROOKESbus** services.

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

Accommodation and BrookesBus route

Headington Campus: Headington Hill

DS. Drama Studio

GH. Gatehouse

HHH. Headington Hill Hall

Confucius Institute
Law

RH. Richard Hamilton

Arts

RO. Red Oak

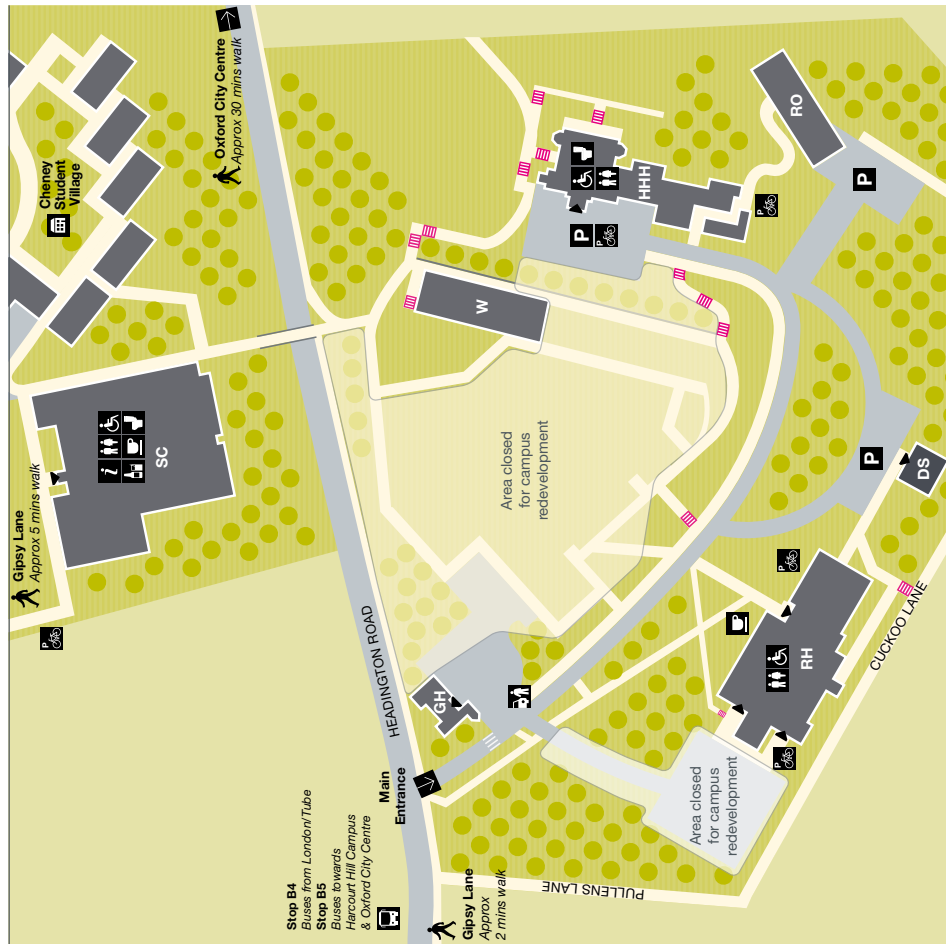
Teaching rooms

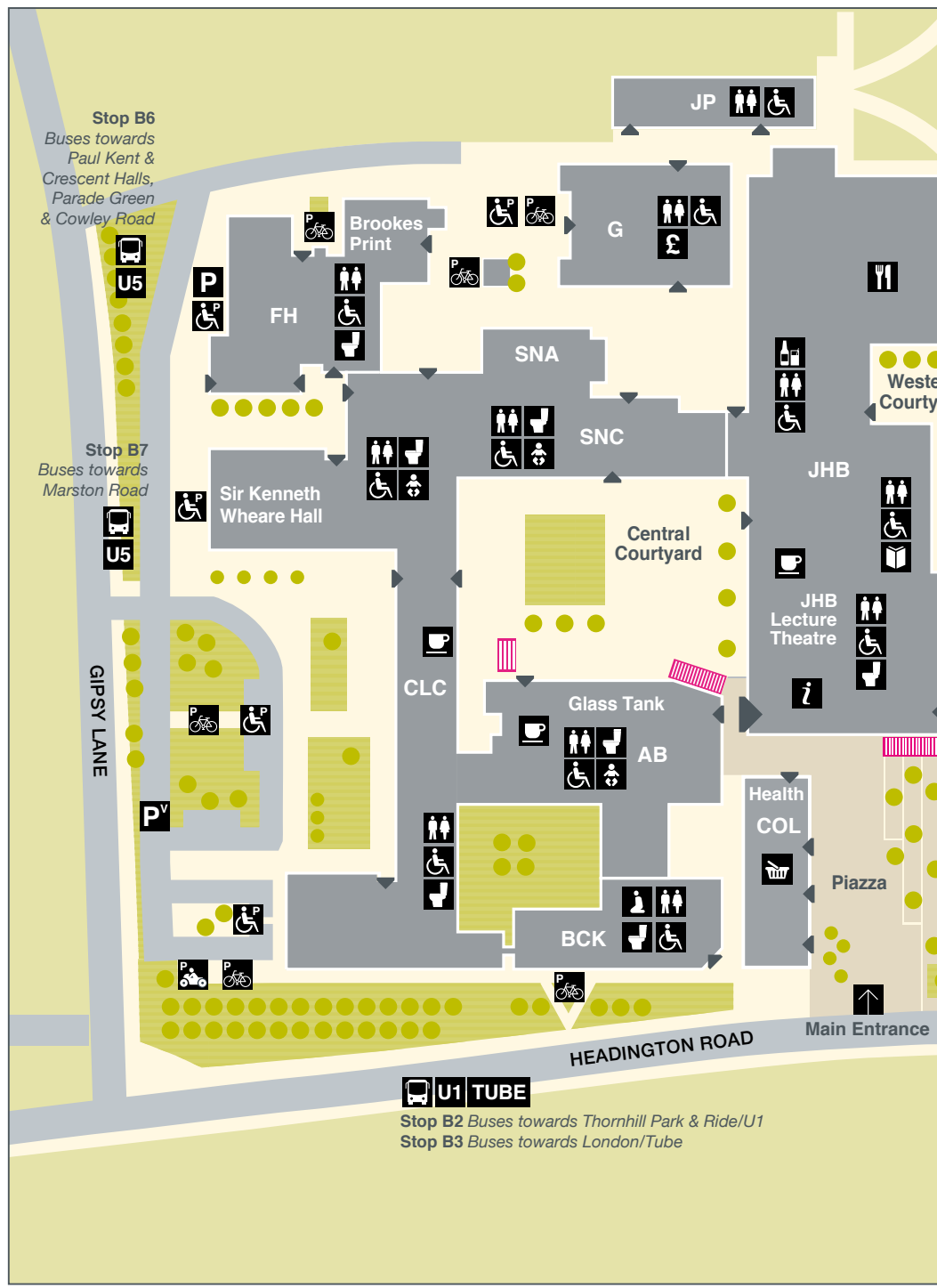
SC. Centre for Sport

W. Willow

Oxford Brookes University Boat Club

The teaching and workshop buildings under construction on the Headington Hill site are set to open during the 2024/25 academic year. Further information can be found at www.brookes.ac.uk/headingtonhill





Headington Campus

GIPSY LANE

AB. Abercrombie

Avo Café
Architecture
Built Environment

BCK. Buckley

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

CLC. Clerici

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

COL. Colonnade

Colonnade Store
Health & Life Science
OxINMAHR
Studental

EC. Enterprise Centre

Enterprise Centre
ScaleBase

FH. Fuller

Print, Post & Distribution

G. Gibbs

Humanities & Social Sciences

JHB. John Henry

Brookes Building

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

JP. John Payne

Architecture workshops
Estates & Campus Services
Technology Laboratory
Sports & Coaching

LLD. Lloyd

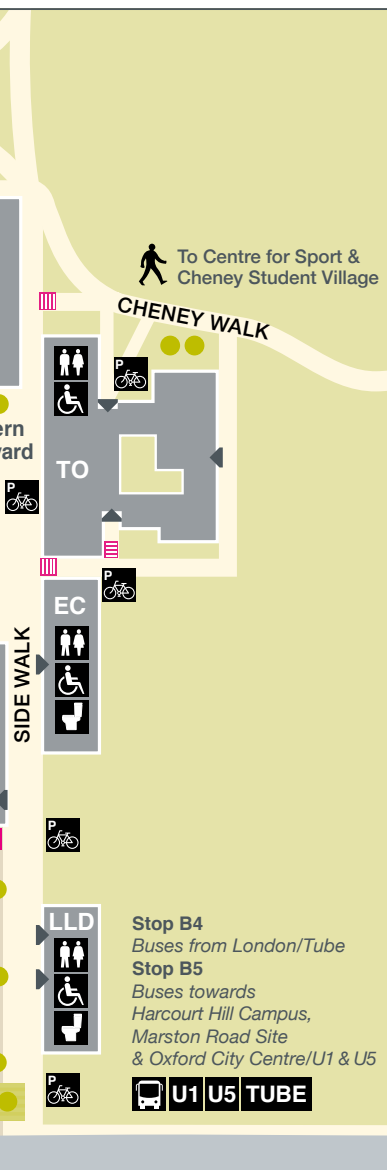
Accommodation Bureau
Admissions
Transport Services
UK Recruitment & Partnerships

SNC/SNA. Sinclair & Annex

Health & Life Sciences

TO. Tonge

Bioinnovation Hub
English & Modern Languages
History, Philosophy & Culture



Information



Cash Point



Bus Stop



Library



Multifaith Room



Parking



Restaurant



Toilets



Accessible Parking



Cafe



Accessible Toilets



Cycle Parking



Bar



Gender Neutral Toilets



Steps

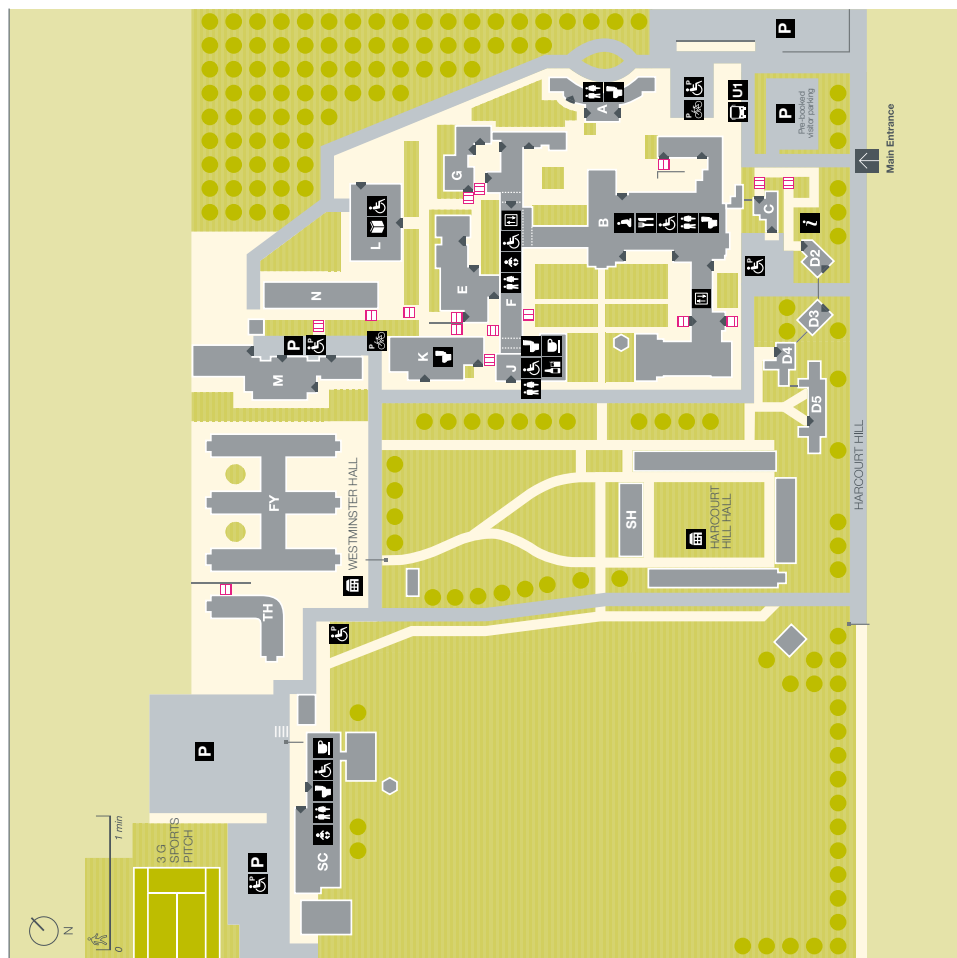


Shop



Baby change

Harcourt Hill Campus



A Building.

Oxford Centre for Methodism and Church History

B Building.

Board Room
Chapel

J Building.

Westminster Square

K Building.

Glasgow Room
Harcourt Kitchen
IT Service Desk
Lecture Theatre
Multifunction Room

L Building.

Library

C Building.

Reception

M Building.

Art and technology studios
Music practice rooms

D3 Building.

N Building.

Residences

D5 Building.

Institute of Public Care

E Building.

Science laboratories

F Building.

24-hour computer room

SC. Sports Centre

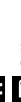
SH. Scott House

Residences

Westminster Hall

TH. Trevor Hughes

FY. Frances Young



Headington Campus: Marston Road

MRA. Annex

MRG. Gym

Clinical skills and simulation labs

MR. Main Building

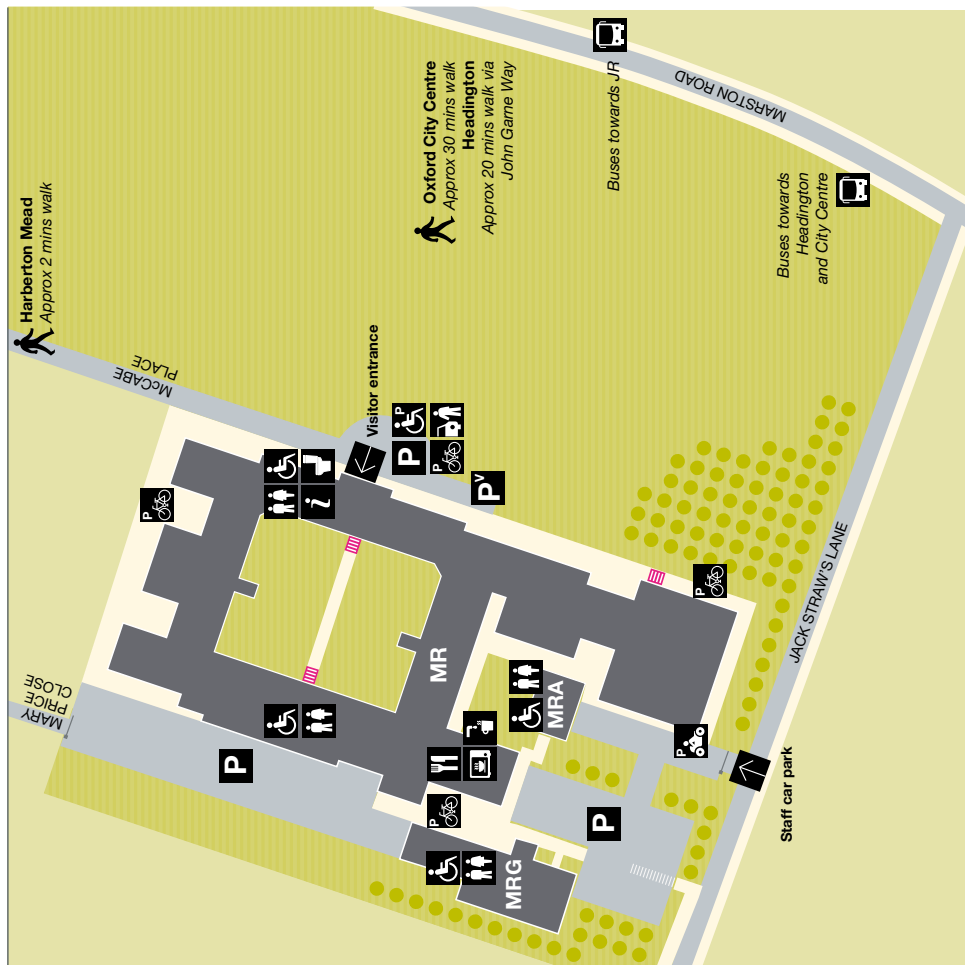
Clinical skills and simulation labs

IT Service Desk

Jane Ashley Lecture Theatre

Nursing and Midwifery

Restaurant and Cafe



- Information
- Restaurant
- Accessible Parking
- Toilets
- Bus Stop
- Motorcycle Parking
- Accessible Toilets
- Drop off point
- Cycle Parking
- Parking
- Gender Neutral Toilets
- Steps

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

International Student Advice Team (ISAT)

 www.brookes.ac.uk/students/isat

 isat@brookes.ac.uk

 Face-to-face appointments:
www.brookes.ac.uk/students/isat/contact

 Zoom Room:
www.brookes.ac.uk/students/isat/contact

 [@brookes_isatsocial](https://www.instagram.com/brookes_isatsocial)

 [@isat.brookes](https://www.facebook.com/isat.brookes)



9469_OSLE_12/24

To enquire about other formats, please get in touch

OXFORD
BROOKES
UNIVERSITY

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



When you have finished with
this publication please recycle it.