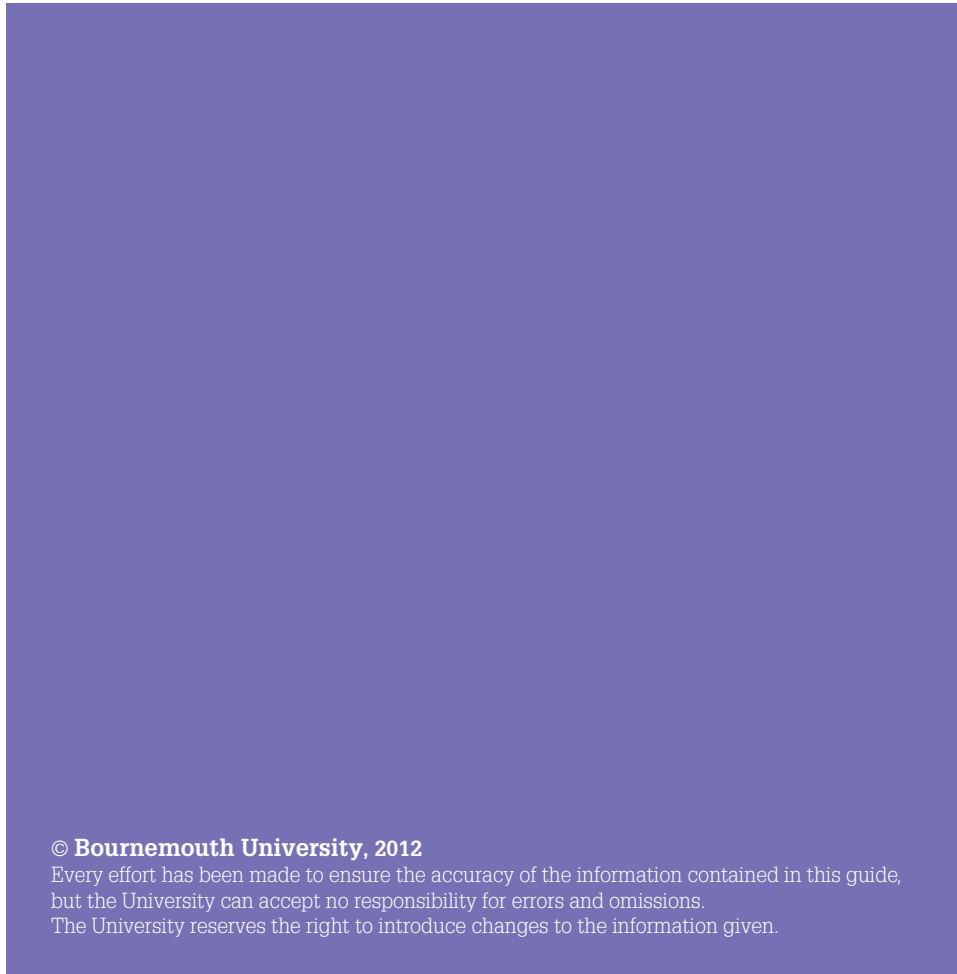


Student Services
Poole House
Bournemouth University
Talbot Campus Fern Barrow
Dorset BH12 5BB UK

Tel: +44 (0)1202 969696
Email: askbustudents@bournemouth.ac.uk
Web: www.bournemouth.ac.uk/international



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www.bournemouth.ac.uk/social

Alternative formats available from formats@bournemouth.ac.uk



BU
 Bournemouth
 University

INTERNATIONAL EDITION

Student Handbook 2012-13

What you need to do next!

Use this checklist to make sure you are ready to start your studies at BU.

Before you arrive:

- Confirm your place on your course.** Tell us when you have met the conditions of your offer and confirm your results to us if necessary. If you are a postgraduate student you will also need to pay your deposit.
- Accommodation.** After confirming your place, you can apply for University-managed accommodation online using the form at www.bournemouth.ac.uk/accommodation. If the Accommodation Office are able to offer you a place to live, they will email you with an offer and you will have to pay a deposit to secure your place.
- Online registration.** We will contact you with your username, password and link to the online registration web pages. Online registration includes paying your fee (or telling us who will be paying your fee). You must complete the online registration process before you can enrol on your course.
- Prepare!** Read this handbook and look carefully at the New Student Essentials web pages to make sure you know everything you need to know! Visit: www.bournemouth.ac.uk/student/essentials

After you arrive:

- Enrolment.** Attend your enrolment session. We will contact you in advance to tell you where and when this is. If you don't know, contact askBU. You will need to bring:
 - Your educational certificates (originals only please)
 - Evidence that you meet any other condition of entry for your programme
 - Your passport (and visa if you are a non-EEA student).

It's really important that you bring all the relevant documents with you because we can't enrol you without them.

At your enrolment session, we'll provide you with the information and documents you need to start your studies. This will include the following:

- Your Programme Handbook and other documents as appropriate
- Your timetable (you should be able to access this in advance by logging in to myBU)
- Your ID card (which is also your Library card, SUBU card and stores printing credits to use in BU's computer rooms)
- Your Council Tax Exemption Certificate.

That's it! You're a fully enrolled student and ready to start your studies.



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Welcome to Bournemouth University.

This handbook will give you a brief summary of the information you need to start your student journey at BU. Throughout this handbook there are lots of weblinks to direct you to the pages of our website where you can find more information. We use the BU website as our main way of communicating with you, so you'll always have accurate, up-to-date information when you need it. Please use the 'Arriving Students' web pages, as well as this handbook, to help you prepare for starting your studies with us. We think you'll find it really useful.

www.bournemouth.ac.uk/student/essentials

We've included a Glossary on page 79 which explains any words or phrases that you might not understand.

Who is this guide for?

This International edition of the Student Handbook is for all international students who are coming to study at BU. This includes both EU and non-EU students. We know that all students have different individual needs, so we have included as much information as possible. Even if you are an international student already living in the UK, please take the time to read this handbook. You will find lots of the information very useful, even if there are some sections that are not relevant to you.

If you are an exchange student, you will find the information on the 'Incoming Exchange Students' web pages (www.bournemouth.ac.uk/exchanges) particularly helpful, in addition to everything in this handbook.

If you are bringing your family to the UK with you, please read the information on our 'new student essentials' web pages to find out about schools, childcare, health care and accommodation for you and your family.
www.bournemouth.ac.uk/student/essentials



At BU, we welcome over 1,700 international students from 130 different countries around the world.

How is BU structured?

We have six Academic Schools: School of Applied Sciences, The Business School, School of Design, Engineering & Computing, School of Health & Social Care, The Media School and School of Tourism.

We also have five Professional Services: Estates & IT Services, Financial & Commercial Services, Human Resources, Marketing & Communications and Student & Academic Services.

You can find out more about each School or Professional Service on our website at www.bournemouth.ac.uk

We also have links with our Partner Colleges, which deliver qualifications that are validated by BU. These include: Bournemouth & Poole College, Bridgwater

College, Kingston Maurward College, University Centre Yeovil, Weymouth College and Wiltshire College Salisbury.

Management structure

The University Board has overall responsibility for the management of BU. It comprises members from higher education, industry and commerce, together with representatives from students and staff. The Vice-Chancellor is responsible for the day-to-day management of the University and is supported by other members of the University Executive Team (UET). Senate is responsible for the academic direction of the University and comprises members of UET, Deans of Academic Schools and representatives from students and staff. For more information about the staff at Bournemouth University, visit www.bournemouth.ac.uk/about/people_at_bu

Community involvement – be part of something!



Being a student is about so much more than just you and your studies. Your time at BU will bring you into contact with all sorts of different communities. Each of them will give you different opportunities to learn and develop as an individual and each community will expect different things of you.

The academic community

Many students feel a strong sense of 'belonging' to their course group and the academic school that they study in. Hopefully you will find it exciting to study alongside other students and staff who are passionate about your subject area.

The academic community, like any other, has its own rules; for example, you will be expected to respect other people's work by properly referencing the ideas of others when you use them in your work. You can read more about these rules on page 43.

The international student community

As an international student at BU, it is natural that you will want to meet other international students. There will be many opportunities for you to do this and you will find a strong international student community at BU. In addition to your new international friends, it's a really good idea to try to take part in activities and social events with British students. There is a lot that you can learn from them and that they can learn from you. You can find out more about activities and events that will help you to meet new people in the 'Social Life' section of this handbook.

The diverse university community

When you start your studies at BU you will become part of a diverse community made up of students and staff from a wide range of backgrounds. As a student here, we believe that you deserve to be respected by other students and staff, whatever your background, beliefs, values or lifestyle choices. In return, we expect you to be equally respectful of others.

There are a number of University policies which make reference to dignity, diversity and equality. Students who do not comply with these policies may ultimately be subject to disciplinary action.

If you would like more information about these policies or you want to find out what BU is doing about diversity and equality issues, have a look at our web pages: www.bournemouth.ac.uk/student/diversity. To discuss any equality matters or find out how to get involved in activities, contact Dr James Palfreman-Kay, our Equality and Diversity Adviser on 01202 965327 or email diversity@bournemouth.ac.uk

The local community where you live

Respecting your neighbours

You may have an active social life whilst studying at BU. However, please remember that your neighbours probably won't be students and may have to work early in the morning or have young children.

Top tips for having a good relationship with your neighbours:

- Take the time to introduce yourself when you move in
- Keep the outside of your house tidy
- Don't leave waste on the streets or pile it up in the garden or communal areas (use recycling bins where possible)

The Students' Union (SUBU) promotes and supports equality issues through the following dedicated executive posts: Mature and Part-time Students Officer, International Officer and Equal Opportunities Officer. They will be happy to discuss any issues or ideas with you. They can also help to put you in touch with student societies and support networks that might be useful for you. SUBU also represents your views at the University's Dignity, Diversity and Equality Steering Group, which is the main forum to discuss equality issues.



- If you're going to have a party, tell your neighbours in advance and agree a sensible time for the party to finish (or at least to turn the music off)
- Be aware of the dangers of advertising parties on social networks – often people you don't know arrive and can cause problems
- Try to return quietly when you have been out socialising, and if you have a party, try to make sure that your guests leave quietly.

BU is actively working with partners such as Bournemouth Borough Council, community and residential groups and the local Police Safer Neighbourhood Teams, who all share the goal of trying to ensure the best experience for students and for the communities living around them. If you or your housemates make too much noise and disturb your neighbours, you may be issued with a noise abatement notice which will lead to internal BU disciplinary action.

The global community

Being an active global citizen while you are studying is about being cross-culturally aware, as well as understanding global issues and the need for sustainable development.



As a member of the global community you have a responsibility to think about the way your daily actions impact on the wider world and the future of the planet. Walk or cycle when you can, switch off lights and electrical equipment when you're not using them, don't waste water and reuse and recycle as much of your waste as possible. Choosing to buy Fairtrade-certified products is another way to be a responsible global citizen. By choosing Fairtrade (www.fairtrade.org.uk) you are providing opportunities for people in developing countries to have a better standard of living.

On a personal level, all this is important for you because employers want graduates who are global citizens and who have a knowledge of the world. While you are here, you have a fantastic opportunity to learn about others' cultural perspectives and to understand more about global issues and global processes.

To find out more about developing a global perspective and opportunities to engage, visit the Centre for Global Perspectives website at www.bournemouth.ac.uk/globalperspectives

To help you lead a more sustainable life at University and to find out about green events visit studentportal.bournemouth.ac.uk/help/environment

Before you arrive



Immigration

If you are a national from the EU or EEA you do not need a visa to come to study in the UK.

If you are a non-EEA national, you need to apply for a Tier 4(G) student visa if you will be staying in the UK for longer than six months. This type of visa, which you need to apply for before you travel to the UK, is called Entry Clearance.

Under the Points Based System (PBS) for immigration, BU is required to monitor

students' attendance and progression. If you do not enrol on your course, or if you stop attending or withdraw from your studies, we are required to report you to the UK Border Agency (UKBA). If you are having problems that mean you will not be able to enrol or you need to take a break from your studies, it is essential that you contact us to tell us what is happening.

All the detailed and up-to-date information about immigration, visas and reporting is on our website. Please do take time to read the web pages about your student visa and find out how BU can help you:
www.bournemouth.ac.uk/immigration



Before you arrive

To give yourself the best possible start, there are a few things to consider before you arrive:

Things to do	Check
Bournemouth University	
Read the letter you receive with your welcome pack and check other correspondence that has been sent to you throughout your application process. These will contain important information about your arrival and any special equipment you need	
Complete your online registration. If you experience any problems with this, contact askBU Students Service	
We are developing pre-programme information on our website, which you will be able to access through myBU once you have completed online registration. Please make full use of this if it is available for your course	
Look at www.prepareforsuccess.org.uk for lots of information and interactive resources to help you prepare for your studies in the UK	
If you have an additional learning need, contact Additional Learning Support to discuss the support that we can offer you (see page 50 for more information)	
If you are an exchange student, inform the International Exchanges Co-ordinator at BU of your arrival, especially if you are arriving outside traditional term start dates	
If you are a research student arriving outside traditional term start dates, inform your Research Administrator or the Graduate School of your arrival date	

Many students begin to make friends and contact other students over the summer months before they arrive at BU. The best way to do this is to visit www.subu.org.uk/freshers, to find out what you can get involved in and follow the links to SUBU's Facebook profile.



Things to do	Check
Money and fees	
You should make arrangements for paying your fees (see page 33 for more information)	
Apply for scholarships or bursaries that you are eligible for (see page 34 for more details)	
Plan how you will transfer money from your own country into your UK bank account	
Accommodation	
Organise your accommodation and, if you have booked into University-allocated halls or UniLet properties, ensure you have signed the contract and returned it with your deposit by the required date (see page 23 for more information)	
Organise somewhere temporary to stay when you first arrive if you have not yet arranged your term-time accommodation	
Health	
Check whether you will be able to access free treatment on the NHS and ensure you have filled out the appropriate forms or arranged insurance as required (see page 53 for more information)	
Organise to bring any medicines that you may need for the first month	
Non-EEA students: Check to see if you need to be immunised against tuberculosis and whether you will need to take chest X-ray photographs with you when you travel (see page 54 for more information)	
Travel and immigration	
Think about how you are going to travel to Bournemouth and book an airport transfer if you need one (see page 18 for more information)	
Organise insurance to cover health, possessions and travel	
If you are travelling with valuables such as computers and cameras, make a note of their serial numbers	
Keep a record of your credit card numbers and a photocopy or scan of your passport details	
Make sure you have a safe place to keep your money while travelling	
Check how much luggage you can take on the flight (usually 20 kilos maximum)	
Non-EEA students: Complete all immigration requirements to enable you to leave your country and come and study in the UK	
Read this handbook!	

Pre-departure checklist – things you need to bring with you

We suggest you keep all of these items in your hand luggage when you travel so they are easily accessible if you need them:

Items	Check
A valid passport (or national identity card)	
Non-EEA students: Visa/Entry Clearance (normally this is a sticker in your passport) and your original ATAS certificate (if required)	
Your letter from BU offering you a place for a full-time course at the University, or a letter describing your exchange/study abroad course if you have one	
Your relevant academic transcripts if you are an exchange/study abroad student	
Original certificates of your qualifications (and official translations if necessary) or certified copies. For visa extensions, it is important that you keep these in the UK with you for the duration of your course	
Enough money (preferably pounds sterling – cash and/or travellers' cheques) to meet expenses over the first two weeks in the UK	
Proof that you have enough money to meet tuition fees and living expenses for you and any dependants travelling to Bournemouth with you (eg. bank statements, letter from sponsor, proof of scholarship etc.)	
Travel/possessions insurance details	
Your accommodation contact details and University joining instructions	
Any other documents that your own country or embassy says you need	
If you are from a country with a high risk of tuberculosis, a Certificate of Health/Vaccination and/or X-ray reports (see page 54 for further information)	
This handbook (you may find the contact details and the maps useful when you first arrive)	

Important!

Make sure that all the documents you have are consistent with each other. Some students from the Far East, for instance, may wish to be known by a 'western' name when they are in the UK. If, however, documents from the University carry your 'western' name while your passport and your visa carry your 'eastern' name, this could cause problems and delays at Immigration, as the officers will need to establish that both the names used actually refer to the same person.



What to pack

It can be hard to decide what to pack, but remember you will have to carry your suitcases! Also, coaches and taxis have limited luggage space and may not allow you to board if you have too many bags. When you arrive, you may find your room has limited storage space.

Please note: There is nowhere to store suitcases at BU on arrival.

Clothes and the British weather

If you are travelling from a hot climate, please carry some additional clothing with you in your hand luggage. The plane can often be quite cool and when you arrive in the UK you may be surprised at the difference in temperature, especially if you are arriving in winter. British weather has four seasons and is changeable throughout the year. In the winter you need warm, waterproof clothing. If you are living in private accommodation, heating can be expensive in the winter, so bring warm indoor clothes, slippers, pyjamas and sweatshirts. Pack clothes that you can layer (thermal underwear, T-shirts, sweatshirts).

Also remember that you will have to wash your own clothes while you are here. Pick clothes that are easy to keep clean for everyday use. Some silks and delicate materials will need dry cleaning, which is quite expensive. Drying clothes can be difficult in Britain because of the wet weather, so plan to budget for use of dryers at the laundrette.

Styles of dress in Britain are varied. During the day at lectures you can dress informally. It is common for students to wear jeans to lectures. However, the British do expect you to dress well for formal occasions; usually women wear dresses and men wear suits. There are also some occasions when students and staff wear national or traditional clothing, so please do bring yours and share your culture with us.

In Bournemouth, two of the easiest ways to get around are walking and cycling. Comfortable, warm, waterproof shoes are important in winter. You may wish to wait until you get here to buy shoes and some other items such as coats, pyjamas, sweaters and socks that are more suited to the British climate.

Getting to BU

The University is split over two sites, the Talbot Campus and the Lansdowne Campus. The Talbot Campus is about two miles from the centre of Bournemouth, while the Lansdowne Campus is close to the town centre: www.bournemouth.ac.uk/maps

There are detailed directions about how to get to BU by rail, coach and car from within the UK on our website: www.bournemouth.ac.uk/gettinghere

By air

London airports connect Bournemouth to anywhere in the world and are just a couple of hours away by car or public transport. Bournemouth and Southampton airports serve many European destinations.

By coach from Heathrow Airport

National Express coaches depart for Bournemouth every one to two hours from the Central Coach Station (serving Terminals 1 and 2), Terminal 3, Terminal 4 and Terminal 5. Each terminal has a National Express office where you can ask for timetable information or buy a ticket. The journey time is around two hours and the cost is approximately £26 one-way. It is advisable to book your seat on the coach in advance. Make sure you book on a direct coach to Bournemouth. Some of the coaches that travel via London and/or Southampton take much longer.

By coach from Gatwick Airport

Coaches depart for Bournemouth every one to two hours from both North and South Terminals. There is a National Express office for information and tickets at South Terminal. The journey takes about 3 hours 30 minutes and currently costs about £31 for a single ticket.

"It is very easy to travel from Heathrow to Bournemouth if you book a National Express coach ticket in time from their website. The station is just in the airport, so you can't miss it!"

Ana-Maria Tolbaru, Romania
BA Multimedia Journalism

Taxis from Heathrow or Gatwick Airports

If you want to take a taxi from the airport, we advise that you book it in advance otherwise it will be very expensive. Pre-booked taxis cost about £90 from Heathrow Airport and £95 from Gatwick Airport, but allow for extra money just in case it is more. To book a taxi in advance, please contact Travel Link UK Transfers: www.travelinktransfers.co.uk

If you have to take a taxi and have not booked in advance, make sure you use a recognised taxi firm. Do not take offers of lifts from anyone who approaches you offering a taxi service. If in doubt, ask at the Information Desk at the airport.

By train from Southampton Airport

If there is an option of flying direct to Southampton Airport you can catch the train to Bournemouth from directly outside the airport and it only takes approximately 40 minutes. Trains from Southampton Airport Parkway run frequently to Bournemouth.

Airport transport table

Airport	Car journey to Bournemouth	Airport transfer service?	National Express coaches?	Taxis?	Trains?
Bournemouth	15 minutes	No – use airport shuttle bus	No	Yes	No
Southampton	40 minutes	No	No	Book in advance	Yes (easy station access/40-minute journey)
Heathrow (London)	2 hours	Yes – at certain times of year. You must book in advance	Yes	Book in advance	Not direct
Gatwick (London)	3 hours	No	Yes	Book in advance	Not direct

By airport shuttle bus from Bournemouth Airport

Bournemouth Airport is only 15 minutes from the town centre and offers an increasing number of international flights. There is a regular airport shuttle bus service that runs between the airport and the town centre and only costs about £5. For timetable and further details see www.bournemouth-airport-shuttle.co.uk

Airport transfer service

At times of the year when there are a lot of international students arriving at the same time, BU operates an airport transfer service from Heathrow Airport. To find out if you can use our airport transfer service, check our website where you'll find detailed information about the dates, times and how it works. You must book in advance if you want an airport transfer. Visit www.bournemouth.ac.uk/airporttransfers

You can check travel times and make bookings in advance by using the following websites:

Rail: www.nationalrail.co.uk
Coach: www.nationalexpress.com



Your introduction to BU



To help you adapt to life at BU you will have the opportunity to get involved in a range of both social and academic activities at the start of term. BU and SUBU work together to create a fantastic programme for you. Some of it is serious, lots of it is fun but all of it is important, to ensure that you have all the information that you need – and most importantly, to be happy here! Activities will include settling in to your accommodation, enrolling on your course, attending workshops, course introduction sessions, excursions and much more.

There will also be specific sessions for international students on topics such as immigration, cultural transition and the UK education system as well as opportunities for you to organise the practical aspects of your life in Bournemouth, such as opening a bank account and registering with a doctor.

At the Freshers Fair you will be able to find out about clubs and societies, volunteering and other non-academic activities that you may want to get involved in during your time at the University. We know that employers



value involvement in extra curricular activities such as volunteering and many of these can be a useful addition to your CV. The Freshers Ball is something to look forward to and is held during the first few weeks of term. See www.subu.org.uk/freshers for more details.

We will contact you during the summer with more information about all these activities and you will be able to access the whole timetable of events on the Student Portal: www.bournemouth.ac.uk/student/essentials

Students starting courses in January/February

There is also a programme of introductory lectures and workshops for students starting their course in January or February. A social event or excursion is usually held to allow you to meet other students, including those who have already been studying at BU for some time. You will receive information about your introduction to BU from your school before the start of your course. Email askbustudents@bournemouth.ac.uk or telephone: +44(0)1202 969696 for more information.



Orientation checklist

This is a checklist of all the things you need to do during the first two weeks after arrival:

Task	Check
Move into your accommodation	
Contact friends and family at home	
Find out about induction activities so that you don't miss anything	
Find out when and where you have to be on the first day of your course	
Find out where your nearest supermarket is and buy food	
Equip your flat/house with necessary items (kitchen equipment, bedding)	
Find out where askBU is located	
Log in to myBU and find out how to access information through the different communities there	
Check if your accommodation contract provides you with possessions insurance. If not, talk to Endsleigh Insurance about how to insure your property (especially bikes, laptops, cameras)	
Register with a doctor	
Non-EU students: Register with the Police if necessary	
Open a UK bank account	
Pay your tuition fees if you haven't already	
Make sure you have completed online registration	
Enrol on your course	
Log on to the University IT network so that you can access free email and internet services	
Get to know your way around the important parts of the campuses	
Get to know how to use the University buses	
Meet other students	

Accommodation



I've confirmed I'm coming. Where am I going to live?

To make the most of your BU experience it is important that you are happy and settled in your accommodation. Therefore, please do your best to arrange your accommodation before you arrive.

You should apply for your accommodation online at www.bournemouth.ac.uk/accomapplication as soon as you have an Unconditional Firm offer.

We aim to offer accommodation to all international students starting their courses in September/October, providing we receive

your application before the published deadline (mid-August).

If you're studying on an NHS-funded programme, you may be eligible for NHS-managed accommodation, but this is not allocated by us and there is limited availability.

For information on the different types of accommodation, including photos, a virtual tour, prices and an application form, please visit the website at www.bournemouth.ac.uk/accommodation or contact the Accommodation Service via telephone on +44 (0)1202 961671.



for details of how much health cover you are entitled to on the NHS.) Endsleigh is the official insurance service of the National Union of Students (NUS) and, in conjunction with UKCISA (the UK Council for International Student Affairs), offers special policies to protect you during your studies. For further information visit www.endsleigh.co.uk. Endsleigh Insurance is not a Bournemouth University service.

- You might also want to bring some things to remind you of home and to show other students what your home life is like:
- Photos of your home/family/country/town
- Cookery book with your favourite recipes
- Map of your country
- Traditional clothing
- Small gifts from your country for when you visit friends
- Music
- Bilingual dictionary
- Camera.

Please note: you are not allowed to bring certain foodstuffs into the UK. Please visit www.hmrc.gov.uk and look under the Travel section for more information.

Location

It is important that you consider the location of your accommodation in relation to your place of study. Some accommodation may be within walking distance; in other cases you may wish to buy a bike or take a bus. There is a dedicated bus route during term time to all University-allocated halls. UniLet houses are within walking distance of the bus route. In order to help you choose your accommodation you should find its location on www.multimap.com (type the postcode in the search box). Remember to check which campus you will be studying on. Please note: Corfe House is located in Poole, not Bournemouth, overlooking Poole Quay and close to the railway station and bus stops. Due to its location in Poole, Corfe House is only suitable for students studying on Talbot Campus.

What if the University can't offer me accommodation?

If you miss the deadline, or you are arriving outside the traditional start dates (for example, PhD students, exchange students or January/February start Masters students) we are not always able to offer you accommodation. However, you should still contact the Accommodation Service, who will check for cancellations and vacated rooms and advise you about how to find privately rented accommodation.

The Accommodation Service also has Facebook pages for students who want to advertise their room because they wish to leave University. Log in and search "BU Accommodation" and select the relevant site for you.

What do I need to bring?

Your room

If you are going to live in halls of residence, you can check the website to find details about the size of your room and what furniture and equipment is provided for you.

Wherever you're going to be living, you will probably need to provide the following yourself:

- Bedding (sheets, pillows, duvets)
- Towels and tea towels
- Cups, saucers, plates and cutlery
- Cooking utensils and saucepans.

You can bring these things with you or buy cheap household items here. There is a list of shops selling household goods on our website: www.bournemouth.ac.uk/student/living-in-the-uk

You can buy a comprehensive equipment pack (including bedding) from www.theuni-box.com or www.all-unied.com. Please note these websites are not connected with the University in any way.

Halls of residence rooms are single, so the amount of storage space is limited. As a

result, it makes sense to bring the minimum amount of possessions with you, until you see how much space you have. It might be a good idea to buy some items for the kitchen in Bournemouth with your new flatmates to avoid duplication.

You should also consider the following:

- Electrical appliances – look at any electrical goods you plan to bring. Ensure plugs and power cords are in good condition. Bring a plug adaptor for your electrical equipment: the UK has 240 voltage and generally uses three-pin plugs. Note: US appliances plugged into UK mains, via an adaptor, may run faster or more slowly. Alternatively, you can buy British appliances when you arrive. They are quite cheap (hair dryers, for example, cost about £12).
- TV Licence – if you intend to bring your television make sure you buy a TV Licence. Students in halls have free access to IPTV, and can view multi-channel television (with premium channels available) on their laptop or PC using the Freewire Service; bringing a separate TV is not necessary. Students accessing the Freewire Service are still required to purchase a TV Licence. Information about obtaining a TV Licence can be found at www.tvlicensing.co.uk
- Insurance – students in University-allocated accommodation (including UniLet houses, halls owned by UNITE PLC and Signpost Homes, and students finding private housing via the BU Letting Service) will have Personal Possessions Insurance included with the booking fee. This insurance does not cover bicycles or mobile phones as standard, but you can upgrade your insurance to cover these items if you want to. Bournemouth University cannot accept responsibility for loss, theft or damage to personal property.
- If you need insurance, either to protect your personal property or to cover health or travel, there are several student insurers that offer specialist insurance policies designed exclusively for international students. (See page 53

Telephones and internet services

Most University-allocated residences have an internet telephone handset in the bedroom. Okeford House and Lyme Regis House do not have this facility; however, an IP phone can be purchased and the broadband connection to the room used to make calls. Outgoing calls need to be made by pre-paid card. A variety of international telephone cards can be easily purchased in local newsagents.

In UniLet houses there is at least one telephone line in each house accepting incoming calls. Again, outgoing calls need to be made by pre-paid card.

All University-allocated residences have an internet connection.

Laundrette facilities

All University-allocated residences have a laundrette which is coin operated. The number of machines varies. Costs are average for a commercial laundry, typically around £2 for a wash and £1 for a dry.

Your flat/house mates

You will be expected, with your flat or house mates, to keep the accommodation clean and tidy. Please have respect for the other people who share your accommodation and recognise that they may have different timetables, habits or food preferences to you. Part of the challenge of coming to university is learning to live with others. Sharing accommodation with students from the UK and other parts of the world is a great opportunity to get to know new people and learn about different cultures. Make the most of it!



Transport and parking



Unilinx bus service

The Unilinx service operates between our two campuses and extends to areas in Poole, Bournemouth and Boscombe that are populated by students. You can also get discounted travel on selected Wilts & Dorset bus routes by showing your student ID. For more information on bus times and routes, see www.thebusforbu.co.uk

Other local buses

There are two major bus companies in Bournemouth and Poole: Yellow Buses (www.bybus.co.uk) and Wilts & Dorset (www.wdbus.co.uk). Always check timetables carefully and make sure you are waiting on the right side of the road for the direction you want to go in! Many of these buses start and finish in Bournemouth town centre (the Square) and Poole Bus Station, which is right next to the Dolphin Shopping Centre. Some stops are only 'request stops' which means you need to put your hand out as the bus approaches to ask it to stop. Remember to have your money ready and try to have the correct change. It is usual to queue at bus stops and, although a queue may not be obvious, it is polite to allow people who arrived at the bus stop before you to board the bus first. Keep your ticket – sometimes bus inspectors get on the bus and

will want to see that you have bought one. You may find the prices more expensive than in your own country, but both bus companies offer discount card schemes.

Cycling

Bournemouth and Poole have numerous cycle paths and many other wide roads where cycling is good and enjoyable. Cycling is the ideal way to get around – cheap, efficient and with no parking problems. Bournemouth Borough Council offers help and advice for cyclists. Please visit www.gettingabout.info for details. BU provides cycle lock-ups and secure bike compounds at our campuses and students' residences, special showers and lockers, discounts at over 11 cycle shops in the area, free hi-vis jackets, vastly discounted quality lights and D-locks, and free cycle maintenance events. We also have our own bike user group and mountain biking club.

International students are not always used to British roads and will therefore need to take extra care to ensure that they follow the laws of the road in this country. Also, your expectation of conditions and drivers may well be different from what you have experienced when travelling in your own country. Sadly, every year international students are injured on the road and we

want to make sure this doesn't happen to you. Be careful when you cycle. BU has produced a cycling safety film in conjunction with Bournemouth Council and Dorset Police. You can view it online at www.bournemouth.gov.uk/streetstransport/roadsafety/adultroadsafety/cycling.aspx

For more information on cycling at the University, including guides on what to look for when buying a bike, storage facilities at the University, bike maintenance and local cycling maps please visit www.bournemouth.ac.uk/student/cycling

Taxis

If it is very late and you are alone, take a taxi. There are taxi ranks all over town (big ones at the station, on the Lansdowne Roundabout, in the Square and opposite the cinemas in Westover Road). It is also a good idea to make sure you have the number of a taxi company with you, programmed into your mobile phone. Choose one of the larger, more well-known companies. If you order a taxi, tell them your name. Make sure when the taxi arrives they tell you who they are picking up. Do not get into a car with anyone unless you are sure they are working for an official taxi company. Depending on the taxi company, you can sometimes 'flag down' a taxi by putting out your hand.

Typical fares:

Travel Interchange (train/coach station) to Winton/Charminster: approx £6

Bournemouth town centre to Winton/Charminster: approx £8

Bournemouth town centre to Talbot Campus: approx £9

Poole train station to Corfe House: approx £5

Poole town centre to Bournemouth town centre: approx £15

After midnight taxi prices are much more expensive. Most of the bigger companies offer student discounts. They will charge you according to a meter, so the price should be fair.

Trains

Trains are often the quickest and easiest way to travel long distances. They can be expensive but if you book in advance, tickets are usually much cheaper. Megatrain offers very cheap tickets from Bournemouth to London if you book several weeks in advance. It also operates Megabus which offers similarly cheap services from BU's Talbot Campus to London and some other cities by bus. Visit www.megatrain.com for more details.

Driving in the UK

You must have a valid driving licence to drive in the UK. If you want to bring a car with you here, you need to be aware of the relevant legal requirements.

You will find everything you need to know about driving in the UK in the UKCISA guidance note 'Driving in England, Scotland and Wales: a guide for international students' on the UKCISA website: www.ukcisa.org.uk

Car parking

In support of our commitment to the environment, student parking is limited at the University.

There is no student car parking at any of our halls of residence. If you want to bring your car with you then a Unilet house would be a better option for you.

There is no parking available for students based at Lansdowne Campus and very limited parking at Talbot Campus. Where parking is available, the purchase of permits is limited to students in specific groups, and is allocated on a priority basis. For further details and an application form for a student parking permit, please see www.bournemouth.ac.uk/parking. If you intend to bring a car to the campus, it must be registered with Poole House Reception.

Staying safe



Bournemouth is a relatively safe place to live. However, as in most towns and cities around the world, it is sensible to take precautions to protect yourself and your property from crime.

The British Council has produced an excellent leaflet for international students about keeping safe whilst you are in the UK. You can download it from their website and we recommend that you take some time to read it: www.britishcouncil.org/educ-comfort-zone.pdf

The Universities Safer Neighbourhoods Team (SNT)

We are Sergeant Steve Houston, PC Andy Scarratt and PCSO Majid Samadi.

We can be seen patrolling the two university campuses on a regular basis. Please feel free to stop for a chat.

We also work very closely with our colleagues from the Winton, Charminster and Lansdowne Safer Neighbourhood

Teams because they cover the areas where the majority of the town's students live and spend their time.

We have an office on campus. If you have any community safety concerns or would like to speak to one of us in person, come and see us in Room T108, Talbot House, on BU's Talbot Campus. Alternatively you can ring us on our mobile: 07554 439 650 or email us: universitiessnt@dorset.pnn.police.uk. Please note, if a crime is in progress or life is in danger, dial 999.

You can also raise your concerns at one of our surgeries. These are held every week at both the Talbot and Lansdowne campuses.

Visit our webpage at www.dorset.police.uk to find out more.

Burglary prevention

Following a recent increase in burglaries at student properties, we would like to remind residents about the importance of security in the home. By following a few simple steps, students and non-students alike can significantly reduce the risk of becoming a victim of burglary:

- Lock doors and windows when you leave the house for any length of time, even if you are only going into the garden
- Make sure that all external doors (and internal doors in shared accommodation) and windows are locked at night
- Don't leave valuables such as mobile phones, handbags, wallets and jewellery in view of ground-floor windows or external doors
- Remove keys from windows and doors and keep them out of sight
- If you have a burglar alarm or security light, ensure these are working and switched on
- Mark valuable items with your postcode using an ultra-violet pen and register the items' serial numbers for free at www.immobilise.com. This will increase the chances of property being returned to you if it is lost or stolen and recovered by Dorset Police
- Join a Home Watch or Neighbourhood Watch group in your area to receive regular crime updates and crime prevention advice. Contact the Safer Neighbourhood Team for more information on this.

Personal safety advice

When you are out and about, particularly after dark, please take on board the following personal safety advice to avoid becoming a victim of crime:

- Plan ahead. Make sure you know where you are going and how to get there. If you are catching a bus or train, find out the times to avoid waiting for long periods at bus stops or stations. If you are planning

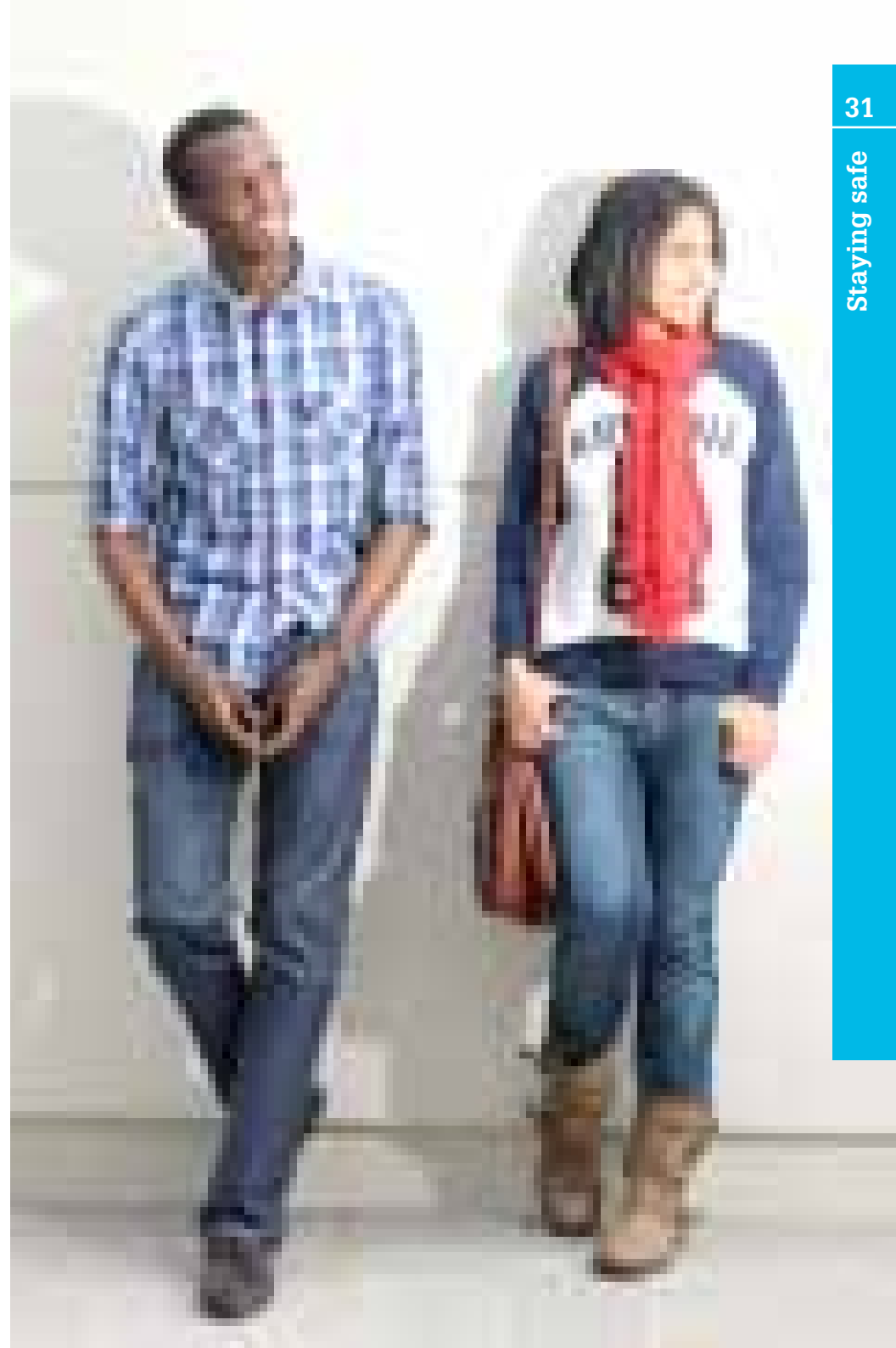
to take a taxi or minicab home, then either book it before going out or take the number of a licensed cab company with you

- When walking, stay on busy, well-lit streets whenever possible. Avoid quiet or badly lit alleyways, subways or isolated car parks
- If you feel threatened the best idea is to head for a public place where you know there will be other people, for example a garage or pub
- Avoid passing stationary cars with their engines running and people sitting in them. Whenever practical, walk facing oncoming traffic to avoid curb crawlers
- Stay alert and keep your mind on your surroundings – remember, if you are wearing headphones or chatting on a mobile phone, you will not hear trouble approaching
- If you think you are being followed, trust your instincts and take action. As confidently as you can, cross the road and look to see who is behind you. If you are still being followed, keep moving. Go to a busy area and tell people what is happening
- Try not to keep all your valuables in one place. Instead, place valuables such as wallets in an inside pocket or use a money belt
- Try to keep both hands free and don't walk with your hands in your pockets
- Consider carrying a personal safety alarm, which can be used to shock and disorientate an attacker, giving you vital seconds to get away.

This information and much more can be found at www.suzylamplugh.org

Bicycle thefts

Remember to lock your bike in a designated area rather than to a lamp post or fence, as these are under regular surveillance. Use a good quality lock. These are inexpensive and are available on campus and at local cycle shops.



Timetables and reading lists



Timetables

The timetable for your course should be available to you online before your course starts. You will need to complete online registration in order to get your computer username and password. You can then log-in to access your timetable at www.bournemouth.ac.uk/student/timetable

Proposed term dates 2012-2013

Autumn Term:

24 September-14 December 2012

Spring Term: 7 January-29 March 2013

Summer Term: 22 April-28 June 2013

The dates above are the proposed standard term dates for undergraduate full-time programmes at the time of going to press, but they are subject to change.

Postgraduate programmes are likely to have different term dates, so please check with your Programme Administrator. Information about the specific start date for your programme will be provided in your welcome letter. If you are unsure of your start date, or for exceptional reasons are unable to attend on the date specified, please contact your Programme Administrator for advice.

Reading lists

The reading list for your course is included in your Programme Handbook, which you will receive at enrolment. You can normally access it in advance on myBU once you have your University username and password. You don't need to buy all the books on your reading list. You will be able to borrow them from the library or access them online.

Fees and your finances



Do you have sufficient funds?

You are strongly advised to make sure you will have enough money to cover all your expenses while studying in the UK. Students who arrive without sufficient funds often cannot complete their courses and have to return home. Unfortunately, there are no funds available at the University to help students in this situation. Failing to complete the course is a waste of your time and money and can be a very distressing experience.

Fees and how to pay them

You remain ultimately liable for your tuition fees, regardless of whether or not someone else is paying for them (except for those that are funded directly by the NHS). It is therefore your responsibility to ensure that your fees are paid, no matter what the source of the funds – your parents,

Student Loans Company, employer or any other sponsor.

During your online registration you are required to specify who will be paying your fees and the method of payment. Depending on your course it may be possible to pay your fees in instalments. However, if you do not pay your fees by the agreed payment dates, then you may have your IT access and Library borrowing rights suspended and ultimately be withdrawn from the University. You will not be issued with your degree certificates until all outstanding fees and academic charges have been repaid. Please note that the University has a published policy for refunds (normally fees are only refunded up to 60 days from the start of the course for full-time courses). Full details can be found at www.bournemouth.ac.uk/student/financial-rules

For full details of tuition fees, how to pay and funding opportunities, please visit www.bournemouth.ac.uk/funding or www.bournemouth.ac.uk/international

You can also contact the International Admissions Team by emailing internationaladmissions@bournemouth.ac.uk

Full-time undergraduate EU students may defer payment of their tuition fees until after they complete their course by taking out a Student Fee Loan. This does not need to be repaid until your earnings are over the income threshold (which was £21,000 in January 2012). Interest is charged on Student Fee Loans which will vary according to how much you earn after study. We recommend that you visit the Direct.Gov website for up to date information on interest charged: www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance

Scholarships and bursaries

BU offers a range of scholarships to EU students which are awarded on the basis of academic excellence. There are also scholarships for international (non-EU) students. Information about BU Scholarships (including appropriate deadline dates) can be found on the website at www.bournemouth.ac.uk/funding

There are a number of scholarship opportunities for international study in the UK. It is important to note that many of these scholarships have very early deadlines, particularly those that are externally funded. If you are relying on a scholarship to fund your studies it is important that you make sure you have the details confirmed before you travel to the UK.

Fee status

If you or any member of your family is an EU national, or if you have Indefinite Leave to Remain in the UK, you may be entitled to pay the EU fee. If you have any doubts about whether you should pay the

EU or Overseas fee for your course, please complete a Fee Status Assessment form available from the International Admissions Team (contact details on your offer letter) or visit the UKCISA website (www.ukcisa.org.uk) and under 'Advice for International Students' click on 'Fees and Funding'.

It is your responsibility to inform us of any changes to your circumstances that may affect your fee status.

US students

Students from the USA are entitled to apply for US Stafford loans. BU is registered with the US Department of Education and as such, we are allowed to certify US loans. The process of applying for a loan to study at an international institution is lengthy and different to the process of applying to a US institution. Therefore, as soon as you accept your place at BU, please look on the FFELP pages on our website for the administrator contact details and further information about how to apply for your US loan and find a US lender: www.bournemouth.ac.uk/usa

"To help pay for my course fees, housing and living expenses I took out a US Federal Loan. The process appears daunting and long at first but the staff at BU are able to assist in any way possible, making the transition to a foreign university and loan process much easier.

"I would recommend that future students begin the application process as early as February to start the FAFSA forms. I also suggest making sure that when estimating the amount for the loan, you include everything (food, laundry, travel to and from home, travel locally, household supplies, leisure, transport etc.) so as not to underestimate the amount."
Elisabeth Pontoski, USA, BSc Psychology

What are the costs of studying and living in the UK?

How much money you spend will depend on your personal lifestyle. However, most international students say that living in the UK is more expensive than they had originally imagined.

As an overall guideline, in addition to your tuition fees, you should allow approximately £8,000 for yourself each calendar year (12 months), plus at least an extra £3,500 for a spouse/older child and £2,000 for each young child.

To give you an idea of costs, here is a list of things you are likely to need to pay for (all prices are approximate):

- Rent: £60-90 per week for a student room or approx £650 per month to rent a flat or small house

British currency

It may take you a little while to get used to British money.



Coins

1 penny/1p
2 pence/2p
5 pence/5p
10 pence/10p

Colour

Copper
Copper
Silver
Silver

Coins

20 pence/20p
50 pence/50p
100 pence/£1 (one pound)
200 pence/£2 (two pounds)

Colour

Silver
Silver
Gold
Silver and gold

There are also £5, £10, £20 and £50 notes in circulation.

Estimated costs for studying for one year:

Study costs		Estimated annual cost	Converted into own currency*
Tuition fees			
Expenses relating to producing photos/films			
Dissertation/thesis (binding costs)			
Field trips			
Lab/bench costs			
IT costs			
Travel costs to and from campus			
Travel costs related to research			
Books			
Stationery (pens and paper)			
Graduation (clothes, photos, travel, accommodation)			
Subsistence	Monthly costs	Estimated annual cost	Converted into own currency*
Rent			
Bills:			
Electricity			
Gas			
Water rates			
TV licence			
Council Tax ** (see page 56)			
Telephone rental/internet provider			
Telephone/mobile			
Personal insurance			
Food			
Laundry			
Medicines			
Leisure activities:			
Sports card			
Membership of clubs and societies			
Eating out/social activities			
Leisure travel (visa fees/travel costs)			
Other			
Registration with the Police**			
Visa extension charges			
Totals			

* Does your country have foreign exchanges controls? What is the maximum you can convert in one year?

** If applicable



Managing your money

Coming to university may be the first time that you have been financially independent. It may mean that there is a significant change in your financial situation. Many students find it difficult to manage their finances and balance studying with part-time work.

You can find an excellent tool designed to help international students budget for their studies in the UK at www.studentcalculator.org.uk/international

Top tips:

- Try to find second-hand books from the Students' Union website
- Look for second-hand clothes in charity shops (there are lots in Winton, Boscombe and Westbourne)
- Check whether you need a TV licence. One licence will cover all the TV sets in one house, but individual rooms such as Halls of Residence will require one each
- Insurance of personal possessions will vary. You may be able to get cover under your family's home insurance
- You should not have to pay Council Tax while you are a full-time student
- If you intend to use an accommodation agency, make sure you get details of all additional administration charges before you agree to anything. Charges can be for the costs of preparing the contract, inventory, checking in/out fees or damage to items, and can be considerable. There is no legal limit to the charges agencies can make. SUBU Advice has a list of some agencies and the charges they make. Alternatively go to www.studentpad.co.uk for a list of private landlords.
- Reduce fuel bills (and your carbon footprint) by following a few simple tips such as turning off lights when you leave a room, turning off computers, not leaving TVs on standby or mobile phone chargers plugged in, fixing dripping taps and insulating windows. If you're cold, don't



automatically turn the heating on; try wearing an extra jumper

- Some supermarkets are cheaper than others – ask around!
- Use cheap international phone cards to make calling home cheaper – or use the free email access at the University
- Use Skype or similar online services to make free telephone calls to your home country. You might want to help your family to set up their computers at home and show them how it works before you leave.

Tips to save money on food

You can often find more reduced items if you shop late in the evening. Buy supermarket own brand and 'value' or 'basics' ranges which are often cheaper than well-known brands. Plan your meals in advance, make a list of what you need and don't buy any extras.

Eat seasonal food, it's cheaper! www.eattheseasons.co.uk has information on what is in season and when.

Go food shopping with your housemates.

It's often cheaper to buy things in big quantities and you can take advantage of offers like 'buy one, get one free'. Even if you and your housemates don't like the same food, you can save money by sharing basic products like bread, milk, cheese, cereal, rice and pasta.

Buy vegetables at a market or greengrocer

– it's often cheaper than buying them in a supermarket. Boscombe has a good market on a Saturday morning.

Be a part-time vegetarian – vegetables are generally cheaper than meat, and healthy! See the Students' Union Advice Centre website for healthy recipe ideas on a student budget!

Opening a bank account

You can find detailed information about how to open a bank account in the UK on our website: www.bournemouth.ac.uk/student/living-in-the-uk

It can take time to open an account. You should bring money with you for the first two weeks. £500 in British currency and/or travellers' cheques will probably be enough to cover your expenses during this time. You can also use all major credit cards at most shops in the UK, although American Express and Diners Club Card are not as widely accepted as Visa and Mastercard. Debit cards with the Maestro symbol on them are also widely accepted. You will need your PIN (Personal Identification Number) for most credit or debit card transactions in the UK, so make sure you know what it is!

Do not carry too much cash on you because of the risk of loss or theft.

Don't get takeaways every day! It's usually much cheaper and healthier to cook your own food and it doesn't need to take much time.

Freeze things. You can save money (and time) by cooking large quantities and freezing some. Then, when you're busy, you can quickly defrost a meal from the freezer. Keep a couple of pints of milk and a loaf of bread in the freezer – perfect for making sure that in an emergency, you can still have toast and tea!

Try growing your own food – it's easier than you may think and can feel very satisfying. You can grow herbs or salad in a pot on the window ledge and it's easy to grow potatoes in the garden without much effort at all.

You can find more information and tips on budgeting and saving money on our website: www.bournemouth.ac.uk/futurestudents/funding/budgeting





Assessment

Your programme will be made up of a number of units, each of which will have a credit rating and contribute towards your overall result. For some programmes, all students are required to take the same units, while others have optional units for all or part of the programme. The particular structure and units for your programme are outlined in your Programme Handbook. Some full-time undergraduate programmes have a placement year when students gain work experience relevant to their degree, which is often paid employment.

During your studies you are likely to undertake a variety of activities including lectures, seminars and laboratory work; self-directed or group learning in the Library and Learning Centres on your campus;

and work-based learning in placements, field work or other practice-based settings. Some of these modes of study may be new to you, or it may be a while since you had any experience of them. If you would like to improve your study skills, you can explore the online help available on the Academic Skills Community in myBU.

We also recommend that you take some time to look at www.prepareforsuccess.org.uk which has an excellent range of interactive resources especially designed to help international students prepare for UK Higher Education.

Each unit will be assessed by one or more pieces of coursework and/or examination. Information about how your programme will be assessed is contained within your Programme Handbook. If you have an

additional learning need which makes it difficult for you to undertake certain forms of assessment, you can apply for an alternative method to be used via Additional Learning Support (see page 50 for details).

The Assessment Regulations for your programme specify the pass mark, tell you how much work you are permitted to repeat if you fail and explain the arrangements for repeating or resubmitting or resitting. The main examination period is normally May to June, with some exams in January, although some programmes will have exams at other times during the year. The examination timetables are normally published at least two months in advance of the main exam period. Deadlines for coursework will be spread across the academic year.

It is your responsibility to make sure you attend exams and submit your coursework by the deadline. If you submit work after the deadline or do not attend an exam, you will be given a mark of 0%. If you think you will be unable to meet a coursework deadline it may be possible to request an extension; however, this is normally only granted where there are some significant personal circumstances (eg. ill health). All requests for extensions should be discussed with your Programme Leader in advance of your deadline.

If you have submitted your coursework or sat an exam on time but believe that your results may have been affected by your circumstances, you must submit a mitigating circumstances form for consideration by the Assessment Board. We will not normally increase your marks but you may be given another opportunity to be assessed. Examples of mitigating circumstances are if you have suffered ill-health or have faced a serious personal problem during the period of assessment. Going on holiday during term time or missing the bus are not considered valid mitigating circumstances! Please see the Mitigating Circumstances Policy & Procedure for information or contact askBU Students Service or SUBU Advice.

Grading systems and feedback

The grading system is often harder in the UK than in other countries and many international students have a shock when they receive the grades/marks for their first assignment. For undergraduate courses 40% is a pass mark. Any mark over 70% is a 'first' – only very few students achieve this. Any mark over 60% is a 2:1 (Upper Second Class) which is considered to be a very good grade. If you have any doubts about your marks and what they mean, make an appointment with your tutor to talk about your concerns.

You will receive feedback on each piece of assessment so that you can understand how to improve on your work. The University has a clear set of Assessment Feedback Principles which outline what you can expect and the way feedback should be provided to you. These are available in the Assessment Procedures handbook online: www.bournemouth.ac.uk/student/rules



Getting your results

At least once a year, the Assessment Board for your programme will meet to consider your academic progress. To continue to the next stage of your studies you need to have successfully completed and passed all your exams and coursework. If you have failed a small amount of work you may be given the opportunity to resit your exam or resubmit your coursework in the same year; however, if you fail a second time, or you fail a substantial amount of work at the first attempt, you may be required to repeat your failed units the following year. Information about the level of failure permitted on your programme is available in your Programme Handbook and (providing your programme follows standard University regulations) the Standard Assessment Regulations available on the Student Regulations section of the website.

A results list is published (normally on the programme noticeboard and/or on myBU) within two weeks of the Assessment Board meeting. If you are required to resubmit any work or resit an exam you will be notified in writing and provided with information about how and when you need to do this. If you fail, you should contact your tutor as soon as possible to discuss any particular issues that you may have.

Appeals against the Assessment Board

If you believe that the Assessment Board decision is wrong, you have the right to appeal the decision, but only under certain circumstances. You are not allowed to question the academic judgement of examiners. However, you do have a right of appeal if you can provide evidence that one of the following has occurred:

- There has been material irregularity or significant administrative error in the assessment process
- The assessment was not conducted in accordance with the regulations for the programme
- Your performance in assessment has been affected by illness or other factors

which, for valid reasons, you were unable to tell us about before the meeting of the Assessment Board (but please refer to the Mitigating Circumstances Code of Practice in respect of your responsibilities).

Appeals should be submitted to your School's Academic Administration Manager within ten working days of the publication of results. SUBU Advice can provide information about how to submit an appeal, guide you through the process and be present to support you at a hearing if necessary.

Suspending or withdrawing from your studies

In some circumstances, if you can provide us with evidence of genuine mitigating circumstances, we may allow you to suspend your studies and rejoin your course again later. For example, if you suspended your studies at the end of Stage 1, having completed those units, you could rejoin at the beginning of Stage 2 the following year. The University is not obliged to offer a suspension of studies to any student. However, we may permit you to do this if you are doing well on your course, but due to unforeseen health or family problems you are unable to continue at that particular time.

If you feel you need to suspend or withdraw from your studies, it is important that you talk to your Programme Leader or Programme Administrator. Any suspension to your studies needs to be officially agreed and recorded.

If you have completed the taught part of the unit, you will not normally be permitted to suspend your studies during that unit. This is so that things are fair for all students and avoids any student gaining an unfair advantage by suspending their studies prior to major pieces of assessment.

If you plan to suspend or withdraw from your studies, you should check the policy for refunds of tuition fees which is available online at www.bournemouth.ac.uk/student/financial-rules



Plagiarism

“To take and use as one’s own, the thoughts, writings or inventions of another.” (Oxford English Dictionary)

Plagiarism is the most common academic offence committed by university students. Often students plagiarise work by accident because they don’t understand how to reference properly. Unfortunately, you will be penalised for plagiarism, regardless of whether or not you did it deliberately.

The University uses software to help to detect plagiarism and other academic offences. When you are compiling your coursework you must ensure that all statements, opinions, conclusions etc. taken from another writer’s work are appropriately cited, whether the work is directly quoted, paraphrased or summarised and whether

the information comes from books or online resources including websites.

The University follows a version of the widely used Harvard System of referencing where cited publications are referred to in the text by giving the author’s surname and the year of publication, and are also listed at the end of the text. You may receive information about plagiarism and appropriate referencing as part of your induction or during your studies. Other useful resources are the online plagiarism course and the guides on referencing available via the Academic Skills community on myBU.

Managing your time

Time management is something that many students find difficult. When you’re studying at university level in the UK, you

will be expected to do a lot of independent study. This means that you will need to learn to manage your time well. It may be even more challenging if you have childcare commitments or if you haven't been studying for several years.

There isn't just one solution for time management. What can work extremely well for one person may not be so effective for others. You need to find out what works best for you in your situation.

Study tips

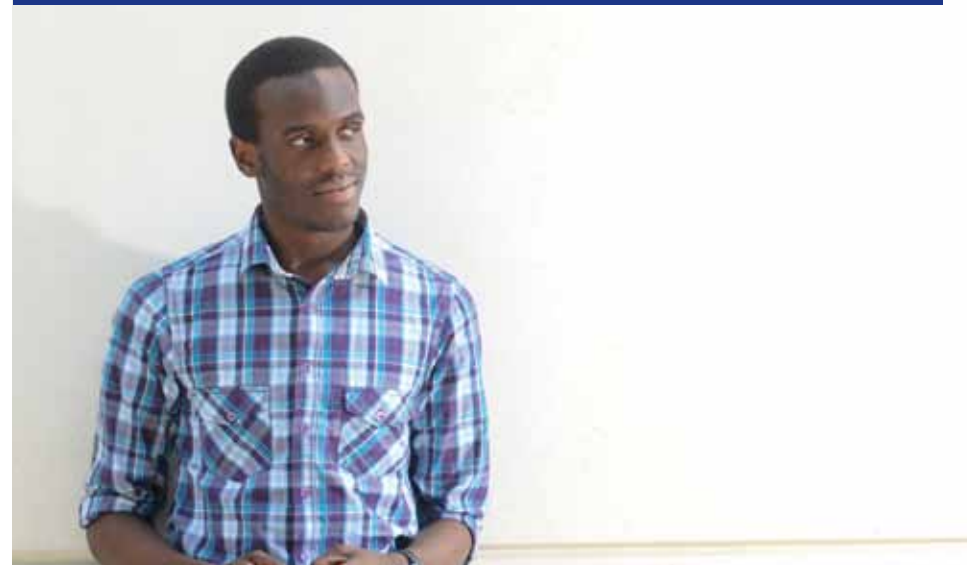
- Always plan ahead – this way you are more likely to achieve your goals and complete your assignments on time. Why not keep a wall planner with deadlines and targets listed on it?
- Identify your free time and dedicate a certain portion to study. For parents this may be when your children are in bed or at school
- Make the most of time when you are not scheduled to be in lectures and seminars. A spare hour between lectures is enough time to read a chapter of a book or perhaps make an essay plan. Don't be

tempted to always sit and have coffee with friends during your free time

- Prioritise your work and make sure you complete the most important or urgent tasks first, rather than the easiest or most enjoyable
- Break large tasks into smaller chunks to make them easier to manage
- Try to complete your work a few days in advance of the deadline so that if anything goes wrong or you have an emergency, you will still have a bit of extra time available
- Be sure that your family, friends or people you live with are aware that your study time is your own. Consider shutting yourself away from distractions and putting a 'do not disturb' sign on your door if you need to
- Turn your phone off or to 'silent' to ensure that you are not interrupted by phone calls during your study times
- Don't forget that everyone needs relaxation time! Remember to schedule this into your plans. Life at university isn't all work and no play after all.



What to expect as a student – your rights and responsibilities



After you've settled into life at BU, started your studies and made new friends, what can you expect while you are with us? And what is expected of you?

What we expect of you

Firstly, we expect you to work hard and try to get the most you can from your studies. We will do everything we can to support you to do that. Being a student is a bit like being a member of a gym. Just being a member won't get you fit. You need to put in the effort and hard work on a regular basis. Think of your tutors like your personal trainer; they are there to give you advice and guidance, and to share their expertise with you but ultimately, it's still you who has to do the hard work!

It is especially important that you remember to ask for help if you need it and that you tell us if you are experiencing any problems that you think may affect your studies.

As you'd imagine, the University has a lot of rules and regulations, and we expect you to read them and abide by them. They cover things like academic offences (such as cheating and plagiarism), the use of University facilities and your behaviour (both on campus and in the local community where you live). There are severe penalties (including expulsion from the University) if you do not behave according to the rules, so it is really important that you take some time to read them before you start your course.

A summary of some of the most important Student Regulations is at the back of this handbook in Appendix 1. All the rules and regulations can be found online at www.bournemouth.ac.uk/student/rules



Drugs

The UK has very strict regulations regarding the possession of drugs. If you are caught in possession of drugs (other than those available from a UK pharmacist or on prescription) you will be arrested and either taken to court in the UK or deported. The Police will always inform the University of any student who is arrested on drugs-related charges. BU always takes this very seriously and will take disciplinary action against the student in addition to any legal action.

What you can expect from us

We will support you throughout your studies and will work with the Students' Union to listen to student feedback. We are committed to ensuring the standard and quality of our programmes, services and facilities. In order to understand more

about your learning experience we ask you to complete the annual Student Experience Survey to help us improve what we offer, how we communicate with you and what else you would like from us.

Complaints

If you are unhappy with something relating specifically to your programme, you can raise it directly with your Programme Leader or bring it to the attention of your Student Representative, who will report it at the next Programme Team Meeting and to the SUBU Representation Team. If you still aren't satisfied, or your complaint relates to a non-academic issue, you can make a formal complaint using the process outlined in the Student Complaints Procedure. Information about how to make a complaint is available from askBU Students Service.

How you should communicate with us

Normally you will communicate directly with your Programme Leader, Programme Administrator and other staff in your school for academic matters relating specifically to your studies. You should be aware that we use software to identify potential 'spam' from incoming emails, and if you email us from outside the University, we cannot guarantee that your email will reach us. To be sure that your message has got through you are advised to use your University email account for sending messages to the University and its staff.

If you have a general query you may find the answer on the Student Portal (www.bournemouth.ac.uk/currentstudents). Alternatively please contact the askBU Students Service team by email: askBUstudents@bournemouth.ac.uk, telephone +44 (0)1202 969696, or in person at The Base, Poole House or the ground floor of the Sir Michael Cobham Library, Talbot Campus or The Library, first floor Bournemouth House, Lansdowne Campus (please check the website for opening hours).

How we will communicate with you

We will communicate information about your programme and the University to you in a variety of ways. General notices will be posted onto myBU and the Student Portal in addition to the digital screens you will see around both campuses. We will also email your University email account from time to time so you should check this regularly. Sometimes we might write to you at the latest address that we hold for you (or to your home address during vacations or the holidays).

You can use your online timetable to set up SMS alerts for last minute changes to teaching sessions, in addition to the automatic email that you will receive. Simply insert your mobile number in to the 'personalise' section of your online timetable and click to receive text alerts.

It is essential that we have the most up-to-date contact details for you. You can update your details on the Student Portal; please contact askBU Students Service or your Programmes Administrator if you have any problems.

SUBU Advice



SUBU Advice offers free independent advice about appeals and complaints. They can help you to understand the process, advise you about your rights and attend a hearing with you if you want them to. For more information see www.subu.org.uk/advice.

SUBU Representation



The core role of a students' union is to ensure the student voice is heard. At BU this is done in three ways. Each year, four students are elected as full-time SUBU officers with the responsibility to represent student opinion to the University and the Union on both campuses and at partner colleges. Alongside the four full-time officers, any student can run for one of the 15 part-time positions to sit on SUBU's Executive Committee and to represent their fellow students. The Executive Committee meets weekly to discuss a variety of issues and works closely with the National Union of Students (NUS) to run campaigns and represent the student voice on a national level. Students are also represented at a school and programme level through the student representation system managed by SUBU in partnership with the University. Any student can nominate themselves to be a student rep and work with SUBU to ensure the student experience is what it should be.



Libraries

The Sir Michael Cobham Library is on Talbot Campus and on the Lansdowne Campus you will find the Executive Business Centre Library i-Floor and Bournemouth House Library. Subject Librarians provide advice on information resources for assignments, dissertations and research as well as guidance on referencing and avoiding plagiarism. Staff also offer one-to-one appointments and group information skills sessions. The Library tab and Academic Skills tab in myBU provide help and guidance on library and study skills related topics that you can access online.

As part of your course induction you will need to attend a Library introduction to find out how to use the Library, and in particular,

how to access the 85,000 e-journals and report series, and 90,000 e-books available to you anywhere, anytime.

All the BU Libraries have Wi-Fi and you will also find a variety of study spaces, from silent study areas to group rooms, techno booths and social learning spaces.

Students undertaking clinical placements at a hospital within the area will also be able to access their hospital library.

Use of the Bournemouth University Library is subject to its rules and the Library Service Statement.

www.bournemouth.ac.uk/library

Information Technology (IT) support and facilities

There are Open Access Centres on both Talbot and Lansdowne campuses which give you access to computers and printers 24 hours, 7 days a week. Most learning and teaching areas and key university buildings have Wi-Fi.

IT telephone support is available to students 24 hours, 7 days a week by calling +44 (0)1202 965515 or alternatively you can log your request or fault online at servicedesk.bournemouth.ac.uk. In addition, Library and askBU staff are able to help with basic IT queries face-to-face on both campuses. For details about workshops, help sheets and other services, please visit the IT Services homepage at www.bournemouth.ac.uk/student/it

Students are encouraged to bring their own computers with them. Halls of residence have internet connections but all computers must comply with our anti-virus and operating patch level requirements. These are set on the network and you will be able to check that your computer complies before

you come to the University. We will email details to you after you have completed online registration. You will also be provided with your own BU email address.

www.bournemouth.ac.uk/student/it

myBU

myBU is the University Virtual Learning Environment which you can access anytime, anywhere, by using your University username and password. It contains programme materials, including reading lists and past exam papers, and offers opportunities for communication, collaboration and e-assessment.

The Library tab on myBU provides access to our chat enquiry service, catalogue, help sheets and the e-resources. The Academic Skills Community contains materials designed to help you improve your study skills. You can telephone +44 (0)1202 965959 or chat to us online for help and advice during normal working hours or use the resources in myBU at any time.



The Language Centre

The Language Centre is located on the first floor of The Sir Michael Cobham Library on Talbot Campus. It holds a wide range of learning materials for international students who want to improve their English language skills. In the Centre you can also access software programmes aimed at improving your academic English.

You can also use the Centre to learn a new foreign language or improve your existing foreign language skills. The Language Adviser, whose office is just opposite the Centre, will be pleased to help you select the most appropriate materials or show you how to use the facilities in the Centre. There are also two communities on myBU which are linked to The Language Centre. One community is called Languages@BU, which contains resources and information for foreign language learning. The other community is called the English LAB, which has resources, links and guidance to help you with the English language. In order to register for either of these communities please go to the Languages@BU community on myBU and download the application form by selecting Information and Registration tab. Once you have done this you can make an appointment with the Language Adviser to arrange one-to-one counselling sessions and grammar diagnostic testing. You can also sign up for the English LAB workshops, which run for six weeks in the autumn and spring terms.

Peer Assisted Learning (PAL)

Some programmes offer students the opportunity to take part in Peer Assisted Learning (PAL) sessions. These are group sessions where first year students meet with more experienced students (usually the Year 2 students on the same programme) to learn more about study techniques and approaches relevant to that programme. Students tell us that this helps them adjust more quickly to University life.

Additional Learning Support (ALS)

Do you have a disability, specific learning difference, medical or mental health condition?

If you have any of the above, it is extremely important that you disclose this before you arrive. Any information that you supply will be treated confidentially and only disclosed to those members of staff who need to know about it in order to provide you with the appropriate support.

Disability encompasses a broad range but it must have a substantial adverse effect on your ability to carry out normal, day-to-day activities and affect your studies. It must also have lasted for at least 12 months and



The Sir Michael Cobham Library



be likely to last for 12 months or more. It could be problems with your eyesight or hearing, dyslexia, mental health problems or any other kind of illness that may seriously affect your studies.

ALS is based in The Sir Michael Cobham Library on Talbot Campus. Advisory and additional learning support is offered at both Talbot and Lansdowne campuses and at various places off-campus. We will support you to learn and provide enabling strategies so that you are not only empowered to achieve the required academic standards but also have the employability skills needed during placements and beyond graduation. You are not under any obligation to disclose a disability, learning difference, medical or mental health condition unless there are health and safety considerations, but we are not able to offer you the appropriate level of support if we are not aware of your needs. Please contact ALS before the start of the academic year, or as soon as possible after

starting your programme, to ensure you are aware of all the support available to you. If your course has a placement element, it is important that support is put in place in good time to ensure you gain the maximum benefit from the learning experience that placement provides.

If you have a disability for which you will need personal support such as bathing, dressing or moving around, you must have the financial capacity to pay for this. You will not be eligible for UK Social Services support. Bournemouth University cannot provide personal support, only learning support.

If you are unsure about whether you have an additional learning need or you would like more information about the type of support we can offer you, visit www.bournemouth.ac.uk/disabilities or contact one of the Additional Learning Support team for a confidential chat on 01202 965663.



It's important to look after yourself while you're studying, to ensure a healthy body and state of mind. Health problems can be made worse by adjusting to a different climate, different food and the emotional strain of being away from your family.

We provide medical services and advice to all BU students.

Registering with a doctor

You should register with a GP (General Practitioner) as soon as you arrive, even if you are healthy! You can choose to register with a local GP practice or at the Student Medical Centre on Talbot Campus, which is available to all BU students (see page 54).

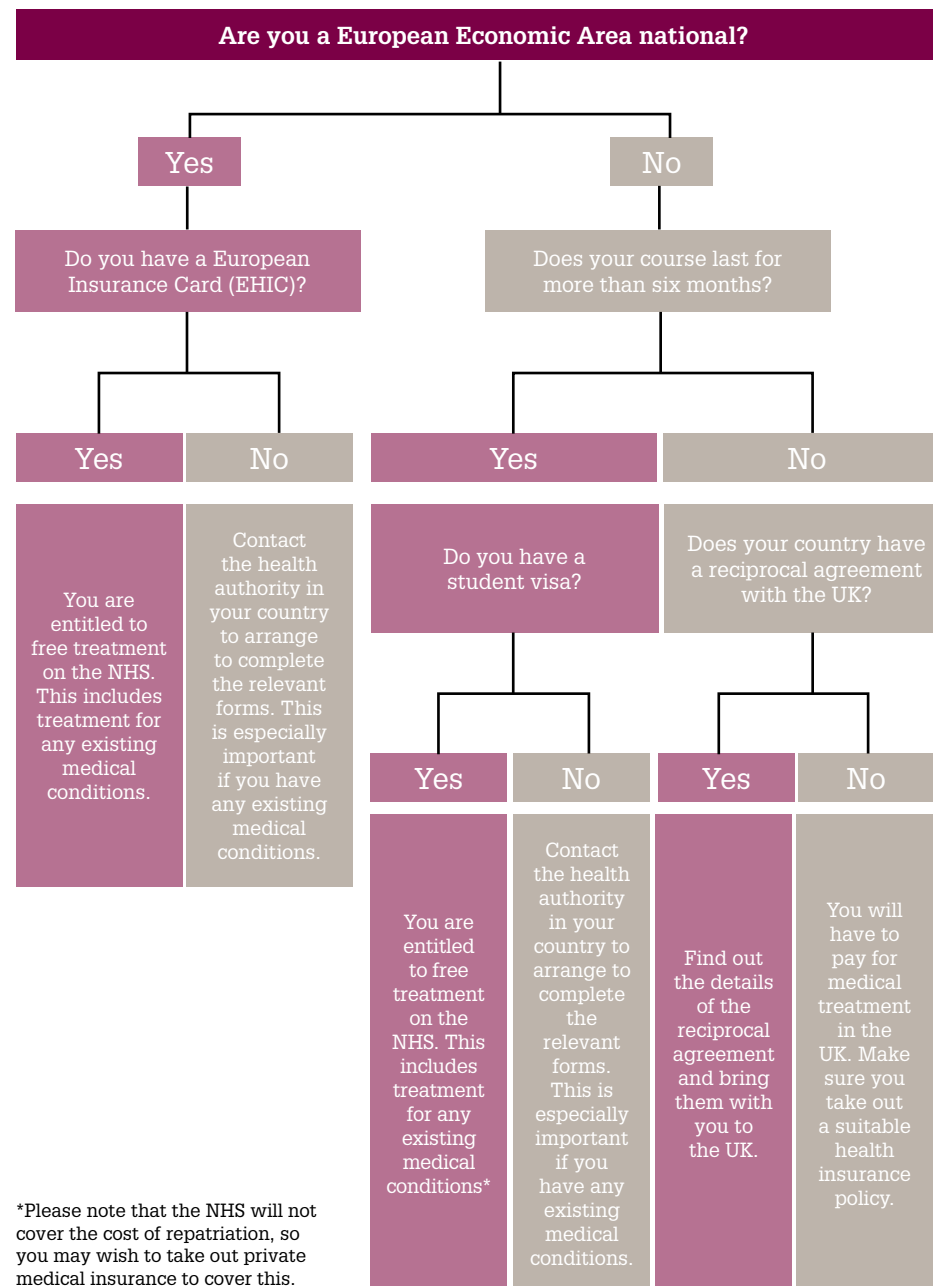
You may be unfamiliar with the way healthcare operates in the UK. If you feel ill, you should make an appointment with a General Practitioner (GP). He or she will either diagnose your condition or send you to a specialist. Unfortunately, there is often a waiting list for specialist treatment on

the NHS, unless your condition is serious. Firstly however, you must register with a GP before you can make an appointment. You should be able to choose whether you see a male or female GP.

If your GP (General Practitioner) refers you on for specialist treatment you will need to provide a letter from askBU as evidence that you are enrolled on a course at BU and are attending. You will also be interviewed by a member of staff at the hospital. This procedure is to protect the NHS against false claims for treatment.

There are also alternative medical practitioners and Chinese Medicine doctors available in Bournemouth. Please note: these are not GPs.

Are you entitled to free healthcare?



*Please note that the NHS will not cover the cost of repatriation, so you may wish to take out private medical insurance to cover this.

Student Medical Centre

The Student Medical Centre offers a range of services including:

- General medical care
- Family planning including routine and emergency contraception
- Sport medicals
- Health advice for travel
- Immunisations (including meningitis)
- Treatment of sports injuries
- Asthma clinic
- Blood tests

You can find further details, including opening times on the Medical Centre website: www.bournemouth.ac.uk/student/medical

Advice for minor ailments

Go to the NHS Direct website (www.nhsdirect.nhs.uk) where you can check your symptoms and get basic advice.

Sore throats and dental symptoms

Sore throats are usually viral, so antibiotics will not help. Gargle with two soluble aspirin four times a day. Make an appointment with your GP if symptoms persist for 72 hours, or if you can see pus down your throat. For dental problems, rinse mouth with hot salt water, take painkillers and contact your dentist if the pain persists.

Diarrhoea/vomiting

For tummy cramps, take two paracetamol every six hours. For fluid replacement, drink cooled boiled water with a teaspoon of salt and eight teaspoons of sugar per litre, or Coca-Cola. Cautiously start eating starchy foods as your symptoms resolve. If symptoms persist for 48 hours, please contact your GP.

If you feel ill but you do not feel it is serious enough to see a GP, you can go to a chemist

(pharmacy) and describe your symptoms to a pharmacist – they might be able to diagnose your condition and supply you with over-the-counter (non-prescription) medicines.

Infectious diseases

Students who are diagnosed with an infectious disease must inform the University immediately and should not attend classes or on-campus activities until the condition resolves or they have been given the all-clear by their GP.

Meningitis

Meningitis is a disease that strikes infrequently, but young people living in shared accommodation seem to be at greater risk. It can be fatal. As a precaution, all young people in England will have received immunisation against meningitis before coming to University. If you are coming from a country where this may not have been carried out, you are strongly advised to have a meningitis C vaccination before your arrival at the University. If you are unable to get a vaccination, talk to your GP about it when you register.

Tuberculosis (TB)

There are some countries where tuberculosis (TB) is very common. If you are from one of these very high-risk countries, you will need to get a certificate to prove that you do not have infectious TB before you can apply for a visa. You can find more details about this on your country's page of the UKBA website, in the section 'Before you apply': www.ukba.homeoffice.gov.uk/countries

If you are from a high-risk country, you might receive a letter from the Health Protection Authority giving you advice about the symptoms of TB. They may also ask you to attend a TB screening appointment in the UK.

Medication

If you are currently taking a course of medicine, try to bring at least one month's supply with you. Make an appointment soon



after arrival and show your new GP the medication you are taking.

You can buy some common medicines like paracetamol and aspirin from the pharmacy or supermarket. However, for most medication you will need a prescription from your GP. If you are given a prescription, take it to a pharmacy to get the medicine. You normally have to pay for this (except for contraception) and the cost is around £7 per prescription.

Sexual health and family planning

All staff at the Student Medical Centre are family planning-trained and offer a range of contraceptive services and advice. There is also an integrated sexual health clinic which offers extra services including STI screening, emergency contraception, pregnancy testing and condoms.

Dentists

There is a charge for all dental treatment, even under the NHS, but you may be entitled to some assistance with payment. You will need to fill out an NHS form HC1, which you can pick up from the University Medical Centre or the University Dental Practice.

If you have any dental problems you can contact the University Dental Practice. The postal address is 27 Old Christchurch Road, but the entrance is located on Post Office Road. Telephone: +44 (0)1202 315545. For details of other dentists, visit the NHS website: www.nhs.uk

Opticians

To get an eye test, glasses, contact lenses or other related treatment, you will need to see an optician. An eye test will cost approximately £20 and the cost of lenses and frames varies considerably. There are many opticians in Bournemouth so it is worth 'shopping around' to see where you can get the best prices.

Emergencies and accidents

In the case of a serious accident or illness needing immediate hospital treatment, the Accident & Emergency Department (A&E) is open 24 hours a day at the Royal Bournemouth Hospital, located in Castle Lane East, and at Poole Hospital. If there is a genuine emergency and you have no way of getting to the hospital, telephone 999 and ask for an ambulance.

For more information about health matters, read the UKCISA Guidance Note 'Keeping healthy' at www.ukcisa.org.uk and www.nhs.uk/livewell/studenthealth

are there to listen to you, in confidence. Please visit www.bournemouth.ac.uk/counselling. Alternatively, you can email scounsel@bournemouth.ac.uk or telephone +44 (0)1202 965020.

Multi-Faith Chaplaincy

There are four Chaplains available to all students whether religious or not. The chaplains cover both the Talbot and Lansdowne Campuses. In Talbot House we have a spirituality area where you can find a place to reflect, work on computers in a quiet space, have free refreshments and open access to the Chaplains. Additionally, we have a number of Faith Advisors covering all the world religions. Chaplaincy coordinates the Global Café for international students, postgraduate lunches and lectures relating to academic and faith issues.

All students (whatever their faith, if any) are welcome to contact the Chaplaincy to:

- Talk to a Chaplain in confidence about personal matters
- Be put in touch with local faith communities and places of worship
- Explore the concept of religious faith and its implications for justice and peace
- Join a group for prayer, study or fellowship or use our various prayer rooms
- Ask questions about life issues and the working out of one's own spirituality.

BU has Islamic prayer rooms for Muslim students and a kosher kitchen available for Jewish students to use. They are both in Talbot House and can be accessed via the Chaplain, Bill Merrington (01202 965383 or chaplaincy@bournemouth.ac.uk).

Please see www.bournemouth.ac.uk/chaplaincy for further details.

askBU Students Service is conveniently located at both campuses where you can visit us for face-to-face advice:

Talbot Campus: The Base, Poole House, Fern Barrow, Poole BH12 5BB or The Helpzone, The Sir Michael Cobham Library, Fern Barrow, Poole BH12 5BB

Lansdowne Campus: The Library, Bournemouth House, 17-19 Christchurch Road, Bournemouth BH1 3LH

Telephone on +44 (0)1202 969696 (dial 69696 only if calling from an internal phone, including University-managed accommodation) and by email: askBUstudents@bournemouth.ac.uk

Website: www.bournemouth.ac.uk/student/askbu

Counselling Service

BU's Counselling Service is available to all full-time and part-time students currently studying at the University's Talbot and Lansdowne campuses. Unfortunately, the service is not currently available to students at Bournemouth & Poole College. There are five part-time counsellors and a clinical psychologist available, working mainly during office hours, Monday to Friday. Counselling rooms are situated in Talbot House on the Talbot Campus, above the Medical Centre. Counselling sessions are also available some evenings. A series of helpful pamphlets and links are available for you to browse online at www.bournemouth.ac.uk/counselling

Depending on the culture you come from, counselling may be a new concept for you. We recognise that it may seem strange to go and talk about your problems with a stranger. Often family members or friends provide the role of listener or counsellor at home. When you are away from home, however, you may feel more vulnerable or isolated than when you are surrounded by family and friends. You may feel the need to share a problem, talk through an issue that is worrying you or seek help dealing with a personal crisis. Student counsellors



Sometimes you may have issues you wish to discuss with somebody in private. You may feel homesick or stressed; you may have a question about money, health or relationships; you may just want to chat. The support services listed below are here to help you.

SUBU Advice

SUBU Advice offers a free, independent, confidential advice and representation service to students on a wide range of issues including housing, employment and legal matters, funding and academic matters. There are offices on both Talbot and Lansdowne Campuses. Please see www.subu.org.uk/advice for further details, email subuadvice@bournemouth.ac.uk or telephone +44 (0)1202 965779.



professional and helpful advisers are available to help you with information and advice throughout your studies at Bournemouth University. We are able to help with a wide variety of enquiries relating to non-academic issues. For example you can come to see us to:

- Get a letter to confirm that you are a student (for example, if you need to open a bank account)
- Get a replacement ID card or Council Tax exemption certificate
- Find out how to extend your visa
- Reset your computer password or unlock your IT account
- Find out how to submit appeals, mitigating circumstances and complaints.

The Student Financial Support Team and the International Student Support Team are integral to the askBU Students Service. They can provide information and advice on financial queries about bursaries and scholarships and international student issues like immigration, visas and working in the UK.

askBU Students Service

askBU Students Service is your one-stop-shop for student enquiries. Our friendly,

Developing your career



A volunteer painting a mural on a Make a Difference (MAD) day

The BU Student Development Award

The BU Student Development Award holds the key to unlocking your true potential and ensuring that you can stand out from the crowd when speaking to employers. At the heart of the Student Development Award is our desire to do everything in our power to improve your employability. Alongside attending dedicated award workshops, you will need to actively engage in extra-curricular activities and complete an e-portfolio.

To find out more visit www.bournemouth.ac.uk/student/award or email busda@bournemouth.ac.uk

Placements and Careers Service

Your time at BU is designed to develop you as a highly employable graduate. The Placements and Careers Service is here

to help you find the job you want and to develop the skills you'll need to manage a successful and enjoyable career.

We encourage you to make a Career Plan as soon as you arrive at BU and to work on developing your employability from day one. The service will help you along the way so you are able to find the job opportunities open to you, both for placements and for your eventual graduate employment. We support undergraduate and postgraduate students in their job search and in making effective applications, by providing guidance on CVs, portfolios and interview processes.

We have excellent relationships with a wide range of employers, many of whom give priority in their recruitment to BU students, both with placements and graduate employment. Getting a good placement is your first step towards starting a successful career!

Our service is affiliated to the Association of Graduate Careers Advisory Services (AGCAS) which ensures that we offer a high standard of guidance. You can access a wide range of career-related information, including DVD and computer-based applications, particularly for self-assessment exercises.

For further information, please see studentportal.bournemouth.ac.uk/career

Study and work abroad opportunities

Bournemouth University aims to ensure that all students have the opportunity to engage with international activities, either on-campus or off-campus. We are living in a 'global village' and employers are becoming increasingly internationalised. By developing a global perspective, you can enhance your employability both at home and overseas. There are opportunities to participate in a range of international activities including: study exchanges, work placements, summer schools and volunteering. Please note that eligibility conditions may apply for participation in these opportunities. BU has well-established links with universities internationally and there may be opportunities for you to participate in a study exchange for part of your studies. If you carry out a study exchange or work placement in Europe you may also be eligible to receive some funding to help towards your living costs. BU participates in EU funding schemes such as Erasmus, which promote student mobility throughout Europe.

All students are encouraged to apply for funding through the BU Global Citizen Competitive Awards Scheme, which encourages high achieving students to carry out a worthwhile international experience as part of their degree. You are encouraged to participate in a structured international experience during your studies to help develop your cultural awareness, global citizenship and global leadership skills. We believe that these valuable skills will enhance your future

Volunteering

You can improve your chances of finding work in the UK or in your home country if you can demonstrate that you have been involved in volunteering work in the community. The skills that you learn through community engagement can really enhance your prospects.



SUBU runs the hub website (www.the-hub.org.uk) which matches you with suitable volunteering opportunities – it's a really easy way to see what kind of volunteering projects you could get involved in and sign up if you're interested.

Many international students were involved in volunteering last year. Volunteering can give you a chance to meet new people, learn new skills and give something back to the community you live in.

"...it's a great environment to get to know other people and to feel the warmth of teamwork, to accomplish something together that is of great help to others. The reward of a thank you is incredibly satisfying and you do feel good about yourself after helping somebody. It has also helped me to discover new things about myself; it has helped me to grow as a person." (A postgraduate student from Norway describing his experience of volunteering)

graduate employability prospects. Further information about our study and work abroad opportunities is available at www.bournemouth.ac.uk/student/study-abroad and www.bournemouth.ac.uk/student/work-abroad. Queries can also be emailed to studyabroad@bournemouth.ac.uk



Working part-time

Many students choose to work part-time throughout their studies. International students also say that working gives them an opportunity to meet people in the wider community, practise their language and develop skills that will help them to improve their employability.

“In December I spent my first Christmas away from home. Through the friends I knew, I got a part-time job at the local Caribbean Café Bar and have been working there since. I have enjoyed a wonderful management team that allowed flexibility for my working hours. Previously, I managed to get a job through a recruitment agency where I just dropped off my

CV and described what kind of job I desired. Getting a part-time job was not difficult at all.”

**Boikhusto L Ncube, Botswana,
BA Public Relations**

You can find information about available part-time work at the Job Shop in The Edge (near the Sir Michael Cobham Library) or online at www.gradsouthwest.com. You do need to ensure that any paid or voluntary employment does not leave you with too little time to study properly.

If you have a student visa, you must make sure you have immigration permission to work in the UK and that you understand how many hours you are allowed to work. For more information, visit: www.bournemouth.ac.uk/student/working-in-the-uk

Social and extra-curricular activities



An important way of building networks of friends and having fun is making sure you develop an active social life. Even when you are busy it is very important to take a break from time to time!

sportBU

Getting involved in sport and exercise is not only good for your health and wellbeing – which in turn will help your studies – but is a great way of meeting people and socialising. sportBU provides a wide range of facilities catering for both recreational, performance and academic requirements. Our facilities at Talbot Campus include:

- Four (badminton) court sports hall
- Two floodlit 3G football pitches
- A new, fully equipped gym
- Health Zone treatment rooms
- Injury and rehabilitation services

- Two dance and activity studios
- Changing rooms with showers

Nearby we have:

- Dean Park cricket ground
- Two turf football pitches (Wallisdown)

We offer a range of programmes including:

- Group Fitness programmes
- Instructional classes
- Intramural Sports
- Coach Education



Memberships

Membership to our facilities is in the form of a sports pass which entitles users access to our Gym Training Zone, fitness classes, social sports sessions and pay and play table tennis, badminton and basketball court hire. All activities can also be accessed on a pay-as-you-go basis.

Varsity Sport

sportBU competes in the British Universities and Colleges Sport (BUCS) Championships in a number of sports and were ranked a creditable 30th out of 145 in the BUCS 2010/11 season. We hold trials for University sports teams, where athletes are selected to join the squads.

Sport Scholarships

sportBU has two support programmes for elite athletes:

- BU Sport Scholarships: Up to £1,000 available
- EXCEL Scholarships: Provision of in-kind services

For more detailed information about sportBU, please visit our website: www.bournemouth.ac.uk/sportBU or contact sportBU reception: +44 (0)1202 965012

Clubs and societies

In addition to sportBU, SUBU has over 60 clubs and societies, that you can get involved in. A range of activities are offered including floorball, climbing club, tchoukball and skiing. Alongside the existing clubs you are encouraged to start your own if you wish. For more information on how to get involved visit www.subu.org.uk/clubsandsocs



Visual Arts at BU

Bournemouth University is very proud of the quality of the fine art that is displayed on campus and in the public areas. Over the years, we have achieved a growing reputation for showing works by reputable and internationally acclaimed artists. A permanent collection of art has been gradually collected and BU encourages an active engagement in the arts for its students, staff and community.

The BU Art Loan Collection enables the staff and students to engage with the art work as they pass by on a daily basis. Sculptures in the front grounds of Poole House enliven the entrance and give BU a modern and contemporary feel.

We offer life-drawing classes and aim to broaden opportunities to actively participate in art activities each year.

The Atrium Art Gallery (opposite the bookshop in Poole House) showcases a diverse programme of quality exhibitions that are educational as well as visual. See the BU Arts Web pages for full details of exhibition listings.

We invite students to get involved and participate in the gallery exhibitions and programme of forthcoming cultural events. We are increasingly looking to have student academic work exhibited around the University and we seek students who have an interest in art to help the curator as volunteers in the Art Gallery. To get involved, or for any further information about Visual Arts at BU, please see www.bournemouth.ac.uk/student/art or contact Julie Herring, Curator, tel: +44 (0)1202 961428 e: jherring@bournemouth.ac.uk

BU Music Centre

Whether you are a singer or instrumentalist; whether you prefer classical or popular styles; whether you like to listen or participate, we have outstanding musical opportunities to offer you throughout your time at BU.

BU clubs and societies

BU Music offers students, staff and members of the local community the opportunity to participate in a wide variety of ensembles. All clubs and societies meet during term time at The Student Hall Talbot House; the majority do not require auditions and yearly memberships are free for BU students.

Our activities include:

- BU Orchestra
- BU Choir
- BU Big Band
- BU Chamber Choir
- BU Contemporary Choir
- BU Chamber Music Groups

- Popular Music Groups
- Individual Music Tuition
- Rehearsal rooms equipped with pianos, drum kits and Amps

Global Café

Every Wednesday there is a chance to meet other international students, have a free cup of coffee and a chat at Global Café. It takes place on Talbot Campus from 5pm to 6.30pm.

Cinemas

The main cinemas in the local area are:

- Odeon and ABC: Westover Road in Bournemouth town centre
- Empire: Tower Park in Poole
- Lighthouse: Poole town centre (screens both mainstream and independent films)
- The Regent Centre: Christchurch town centre (screens re-runs and independent films).

With a student discount, cinema tickets cost approximately £5.50 per person.

The Students' Union at BU (SUBU) supports a variety of very active clubs and societies run by students for students. There are opportunities to get involved in everything from performing arts and photography to rowing, cheerleading and floorball. If there isn't a club you want to join it's really easy to start your own. Getting involved in a club or society is a great way to meet new people and get to know UK students who share a common interest or hobby with you. There are many internationally focused student societies that organise events including the International Students' Association, Desi Network Association, Chinese Students' Society and Indonesian Society. To find out more information, and for a full list of societies, visit www.subu.org.uk/clubsandsocs



Excursions

Student Services runs a programme of excursions for students throughout the year. We organise day trips to different UK towns, including Oxford, London, Bath and Brighton, and weekend trips to places a bit further away. The trips are a good-value way to explore the UK, get out of Bournemouth for a day and meet new friends. You can buy tickets from the Students' Union reception on Talbot Campus.

"There was so much to see in Bath. I originally went on the trip by myself, but I met another girl from North America and we had lots of fun exploring the town. The Roman Baths are amazing to say the least, but there are many other gorgeous buildings and many churches. Bath has been my favourite trip by far this past year, mainly for the sites but also for the great company!"

Ali Brooks, Canada,
MSc Forensic Archaeology

You can find out about all types of University events on campus on BU's online events calendar: www.bournemouth.ac.uk/student/events

Eating and drinking

The University and SUBU have a variety of restaurants and bars for students to use throughout the day and evening.

Eating at the University is relatively cheap. The outlets on both the Talbot and Lansdowne campuses offer a wide range of meals and snacks from £2.50 for a sandwich to approximately £3.50 for a cooked meal. There are usually plenty of vegetarian options on offer.

BU has a kosher kitchen available for students to use. It is in Talbot House and can be accessed via the Chaplain, Bill Merrington (01202 965383 or chaplaincy@bournemouth.ac.uk).

SUBU outlets



- Dylan's Bar based in Poole House – open weekdays and weekends, with pub food and drink throughout the day and evening, and evening events including Salsa dancing and live music
- The Loft – SUBU's second venue on Talbot Campus offers a more relaxed atmosphere and serves Starbucks coffee
- The Student Shop – open throughout the day and evening for food and stationery, clothing and magazines, all at student-friendly prices
- SUBU's main attraction, The Old Fire Station. Located near many of the halls of residence, providing a wide range of night-time events, including big-name DJs, live comedy acts, and one of the very best student nights in Bournemouth, Lollipop.

All facilities provided by SUBU are leased from the University and permit value-for-money services to be provided to students. Profits made are used by SUBU to fund services to students.

You can find more details about campus food outlets on our website: www.bournemouth.ac.uk/student/eating

"I always cook with friends. It's like a family gathering. We all contribute to the groceries, some cook and those who can't cook clean the dishes afterwards. It's a fair deal! Plus it's great tasting all the different foods your international friends will cook for you!"

Jason Banrey, USA,
MA Multi-Media Journalism



Pubs and 'drinking culture'

International students are often surprised by the very prominent drinking culture among students and young people in the UK. The majority of UK students enjoy meeting friends and drinking beer in a pub or bar in the evenings. Sometimes they may play pool or take part in a pub quiz, but often they just meet to drink and chat. All pubs and bars sell soft drinks, so even if you don't want to drink alcohol, you can still join friends in the pub to be sociable.

Depending on the culture that you come from, you might be shocked at how much alcohol British students drink and the way they sometimes behave when they are drunk. If you don't feel comfortable with this type of behaviour, it can sometimes feel difficult to make friends with British students. Don't forget that not all students

drink a lot. Don't feel pressured into drinking if you don't want to and, if you do decide to drink, be careful – especially if you are not used to drinking alcohol. Drinking will impair your judgement and you may end up taking risks or doing things you regret. There are many events and groups that you can get involved with whose activities do not centre around alcohol. The clubs and societies run by the Students' Union are a great example and a fantastic way to meet British students with similar hobbies or interests to you.

You will find a lot more information on the Cultural Transition pages of our website about what, when and how British people eat and drink, including examples of typically British meals and some tips about eating etiquette: www.bournemouth.ac.uk/student/culturaltransition

Bournemouth and the local area – your new home



Bournemouth Pier

Bournemouth has a vibrant town centre with large high street stores, boutique shops and plenty of cafes and coffee shops. The town is connected to the seafront by the beautiful Victorian gardens. Nearby Poole is a lively, bustling harbour town renowned for its many water sports and Poole Harbour – the second largest natural harbour in the world.

The seafront and beach

Bournemouth is famous for its seven miles (12 kilometres) of sandy beach. In the summer, the beach is very busy with tourists. In the winter it is the perfect place for taking a long walk. You can start at Bournemouth Pier and then either take a left or a right:

If you turn right you will be heading in the direction of Sandbanks and Poole. Sandbanks is a beautiful stretch of beach with views over the Isle of Purbeck and Studland beach. On the other side of Sandbanks beach is Poole Harbour, which is often full of windsurfers and kitesurfers.

Alternatively, if you turn left at Bournemouth Pier you will be walking in the direction of Boscombe Pier and Southbourne. If you have the time (and energy!) you can walk to the very end of the stretch of beach to Hengistbury Head, a prehistoric nature reserve which offers superb views of Christchurch Harbour and Poole Bay.

Arts and cultural activities in the town

The Russell-Cotes Art Gallery & Museum is a beautifully restored house by the sea with collections from around the world and



The Pavilion Theatre, Bournemouth

various works of art, performances and workshops on offer. Entrance is free. www.russell-cotes.bournemouth.gov.uk

There are theatrical and musical performances at the Bournemouth International Centre (BIC), The Pavilion (in Bournemouth) and the Lighthouse in Poole. Events listings can be found at www.bournemouth.co.uk

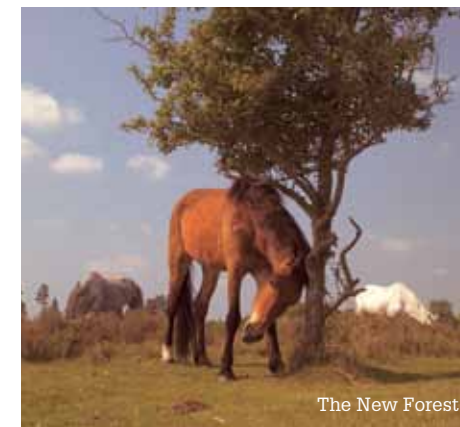
Pavilion Dance is the South West's new dance centre based at The Pavilion offering dance lessons and a great line-up of international and local dance performers.

Poole Quay is also an interesting place to visit with historic buildings, a museum and boat trips around the harbour or to Brownsea Island.

The local area

Bournemouth and Poole sit in one of the most beautiful parts of the country. To the east lies the beautiful New Forest, full of wild horses and cattle, wonderful walks and bike trails and traditional old villages and pubs. To the west lies the 185-million-year-old World Heritage Jurassic Coast and the Isle of Purbeck, with its stunning countryside and the historic village and castle at Corfe.

Christchurch and Lymington are small historic towns that are also worth visiting and are only a short train journey away.



The New Forest



Christchurch

Adjusting to life in the UK



Living in a new country is a fantastic and exciting experience. However, living, working and studying in a different country is not the same as being on holiday and sometimes you might feel frustrated or confused by the way we do things in the UK.

If you are coming to live in the UK for the first time it's a good idea to try and prepare yourself so that you know what to expect. If you have friends who have lived here before, talk to them and ask them about their experiences.

To help you adjust to living here, we've added lots of practical information to the 'Living in the UK' pages of our website, including:

- British weather
- Public holidays
- Supermarkets (including specialist shops that sell food from your home country!)

- Clothes shopping
- Food and mealtimes

www.bournemouth.ac.uk/student/living-in-the-uk

Cultural adaptation

It may take you a little time to adjust to living in a different culture, however similar to your own. Most international students experience a slight culture shock when they move to the UK which is completely normal. It is often the small differences that cause the most discomfort; the smell of certain foods, the way people greet you in the street or on campus, or the sense of humour.

In order to help you adapt to living in the UK it is useful to have an understanding of UK culture and your own cultural identity. You probably already have a certain level of cross-cultural knowledge and understanding. However, it's still a really good idea to prepare yourself by considering the issue of culture before you get here (and while you have time). If you adapt successfully and quickly to the UK culture it will help you to be successful in your studies.

Start thinking!

In order to successfully adapt to a different culture, you need to understand your own culture first. Most of the time we don't need to think about our own culture because we just naturally know how to behave and what is expected of us. We learn these cultural values and behaviours automatically from our families and friends, and the environment around us during our childhood.

On our website you'll find quizzes and activities to help you to understand your own culture and the differences you might find in the British culture. Also on the website, you'll find information about the process of adjusting to life in a new country, including links to BU's YouTube channel where you can watch interviews with international students to find out what they think about British culture and how they have adapted to it.

www.bournemouth.ac.uk/student/culturaltransition

Jetlag

Jetlag is most common when travellers rapidly cross five or more time zones. It might make you feel tired and can affect your sense of time, concentration, memory and performance. The combination of jetlag and culture shock isn't great! If you're feeling tired, it will be harder to deal with any problems that arise and you might feel more emotional than normal, so it's especially important to look after yourself at this time. Normally the symptoms of jetlag

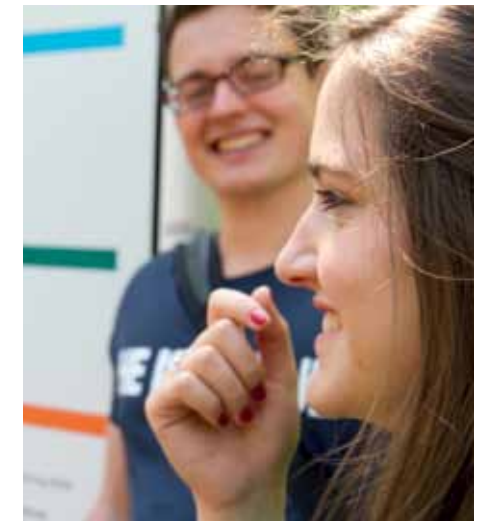
gradually improve and are gone after the first week.

The following advice might help:

- Try to sleep and eat meals according to UK time, starting on your flight – it will help your body to adjust
- When you arrive, try to keep active during the day, spend some time outside in the daylight and avoid sleeping for short periods, allowing your body to adapt to the new time zone
- Limit or avoid alcoholic drinks – alcohol may make you more tired or emotional
- Drink lots of water and eat healthily.

"Adapting to British culture at first wasn't an issue, although every day I did wake up and realise this wasn't home! If you make friends with others that have come from abroad you learn to cope with it together because you are all going through the same issues. I started to feel at home a bit after Christmas."

**Jason Banrey, USA,
MA Multi-Media Journalism**





Graduation

Your graduation day may seem a long way off now, but you will be there quicker than you think! BU's Awards Ceremonies are a part of the celebration of your achievement and we hope you will be able to attend. You will need to budget for the cost of guest tickets, academic dress and photography.

BU Awards Ceremonies are held in November each year at the Bournemouth International Centre. The date of your graduation ceremony will depend on the date when the Board of Examiners meets to confer your award. For some students this may mean that you have to wait several months after the end of your course before you can graduate. This may mean that you need to apply for a new visa. Please contact askBU if you have any questions about this.

Please note that if you are required to repeat work or are granted an extension this may impact on the date on which you are eligible to graduate.

We will not issue your certificate before your ceremony. However, you can use your transcript as proof of your qualification for employers. The University is happy to confirm your dates of study and award to an employer on your behalf, providing we have your written permission.

We publish the names and awards of all graduates in the Awards Ceremony booklet, on the website and in the local press. If you do not wish your name to appear, you must contact Student Administration to inform us.

If you owe fees, fines or any other monies to the University, you will not be permitted to

receive your certificate. The University will print the name we have recorded for you on your degree certificate, so it's important that you tell us in advance of any spelling or other changes. After we have printed the certificate we will not be able to change it for you.

The graduation web pages have more information about Awards Ceremonies: www.bournemouth.ac.uk/student/graduation

The Alumni Association

Stay in touch and involved after you graduate! You're entitled to free membership of the Alumni Association, which exists to keep former students in touch with the University and with each other once they have left BU.

We'll keep you up-to-date with news, event invitations and opportunities through our annual magazine, blog and regular e-mails. You can also take advantage of exclusive benefits and offers, such as big discounts on further study.

If you'd like to stay a bit more closely involved, there are also opportunities to take part in all sorts of activities, from being featured in our publicity to helping the next generation of students through our mentoring scheme.

You can update your contact details with us anytime or find out more about the Alumni Association by visiting www.bournemouth.ac.uk/alumni





The University will hold all your personal information securely both in hard copy format and electronically, and in accordance with the requirements of the Data Protection Act 1998.

Your information is confidential and will be treated with sensitivity. Your details will only be used for internal administrative and management purposes and for those registered with the Information Commissioner under the terms of our Data Protection Registration. We will not share your information with any third party without your agreement unless we are obliged to do so by law (eg. for statutory returns or to your Local Authority). Subject to the terms of the Data Protection Act, you have the right to request a copy of the information held about you by Bournemouth University: www.bournemouth.ac.uk/dpa

We will send some of the information we hold about you to the Higher Education Statistics Agency (HESA). This forms your

HESA record, which contains details of your ethnic group and any disabilities you have. HESA will pass your record, or parts of it, to any of the following organisations that need it to carry out their statutory functions connected with Higher Education:

- Department for Business, Innovation & Skills (BIS)
- Welsh Assembly Government (WAG)
- Scottish Executive (SE) [Scottish Government (SG)]
- Department for Employment and Learning, Northern Ireland [DEL(NI)]
- Higher Education Funding Council for England (HEFCE)
- Higher Education Funding Council for Wales (HEFCW)
- Scottish Further and Higher Education Funding Council (SFC)
- Training and Development Agency for Schools (TDA)
- Research Councils (RCs).

HESA and the organisations listed on page 72 will use the information mainly to produce statistics. This may result in information being published and released to other approved users, including academic researchers and commercial organisations. Your record will not be used in a way that could affect you personally and the organisations will take precautions to reduce the risk of you being identified from the information once it is published and released.

While you are a student, we will need to keep your contact details. These do not form part of your HESA record, so HESA and the organisations listed on page 72 cannot use this record to contact you. Your contact details may be passed to survey contractors to carry out the National Student Survey and surveys of student finances, on behalf of the education organisations listed above. These organisations and their contractors will use your details only for that purpose, and will then delete them.

About six months after you graduate, we will contact you to ask you to fill in the HESA 'Destinations of Leavers from HE' survey. We will not give your contact details to HESA. You might be included in a sample of leavers who are surveyed again a few years after they graduate. If so, we will pass your contact details to the organisation that has been contracted to carry out that survey. That organisation will use your details only for that purpose, and will then delete them. (If you do not want to take part in this second survey, please let us know.)

Under the Data Protection Act 1998, you have the right to a copy of the information HESA holds about you. You will have to pay a small fee for this. If you have any concerns about your information being used for these purposes, please contact HESA directly:

HESA
95 Promenade
Cheltenham
GL50 1HZ
www.hesa.ac.uk



Intellectual Property (IP)

The University does not automatically assume ownership of Intellectual Property (IP) generated by students in the course of their studies or research. However, any student may be required to sign an agreement assigning ownership of such rights to the University as a condition of participation in a specific project. Examples of where this may occur are in the Bournemouth University IP Management Procedures.

Library Rules and Library Service Statement

All enrolled students are entitled to be members of the Library. Use of learning resources provided by the University Library is dependent on the observance of the Library Rules. Failure to abide by the Library Rules may result in the implementation of Library Sanctions. Members may also be subject to sanctions as set out in the Student Disciplinary Procedure.

Programme Handbook

All students are issued with a Programme Handbook at enrolment. The Handbook contains details of arrangements for handing in assignments, how to request an extension and any other information that is specifically relevant to your particular programme.

Public Interest Disclosure Policy

This policy covers disclosure by a member of the University community of confidential information, which relates to some actual or likely danger, fraud or other illegal or unethical conduct connected with the University.

Research Ethics Policy and Procedure

Outlines the principles which the University expects all those undertaking research to adhere to.

academic performance and how you request an assignment extension/exam postponement and/or ask for consideration of your circumstances at an Assessment Board. Circumstances that are not raised in accordance with the Policy and Procedure will not normally be taken into account even in the event of an appeal.

Equality Schemes, Policies and Action Plans

These include information about the University's commitment to equality for all staff and students and its wish to promote a culture which fosters equality and celebrates diversity. Relevant documentation includes (but is not limited to) the Disability and Gender Equality Schemes and Action Plans and the Race Equality Policy. Students who do not comply with these policies may ultimately be subject to disciplinary action.

Fraud Policy

Fraud or suspected fraud by students will be investigated in accordance with the procedures laid out in the Fraud Policy. Students found guilty of fraud will be subject to the Student Disciplinary Procedures and may ultimately be excluded from the University.

ICT Rules, Regulations and Policies

All students are required to comply with relevant legislation and the terms of licence when using specific software and databases and with the guidance for use of IT facilities contained in the University Rules. Students who do not comply (eg. by connecting unauthorised hardware or downloading material which may generally be considered offensive or obscene) will be subject to the Student Disciplinary Procedure and may also be subject to criminal proceedings.
www.bournemouth.ac.uk/student/rules

Synopsis of Policies, Rules and Regulations

With your offer letter you will have received a leaflet summarising Bournemouth University's Rules and Regulations and the associated regulations, policies and procedures. It is a condition of your enrolment that you agree to abide by these. Full copies of all regulations are available electronically at www.bournemouth.ac.uk/student/rules or on request from askBUstudents@bournemouth.ac.uk. For convenience a synopsis of some of the Student Regulations is provided below. However it is your responsibility to read the full version. Ignorance of the regulations will not be accepted as a valid reason should you be found to be in breach. Please note that any student who is excluded from the University because of an academic offence or disciplinary procedure will not be entitled to a refund of any fees, charges or other financial penalties, paid or owing for the current, or previous, year(s) of study.

Academic Appeals Policies and Procedures for Research and Taught Awards

Students wishing to lodge an appeal against the decision of the Board of Examiners (or Examining Team) should do so in accordance with the appropriate Appeals Procedures.

Academic Offences Procedure and Code of Practice – Misconduct in Academic Research

Any student found guilty of an academic offence (eg. plagiarism or cheating) may be excluded from the University.

See also:

- Citing References
- Copyright Compliance.

Accommodation

All students living in University-managed accommodation are required to abide by their tenancy agreement. Failure to do so (eg. by defaulting on payment) may lead to eviction or the student being dealt with under the Student Disciplinary Procedure. See also:

- Halls of Residence Rules
- Terms of Licence
- UniLet Residence Rules.

Assessment Regulations

The Assessment Regulations for your programme stipulates the pass mark, the level of work that you are permitted to repeat if you fail and the arrangements for repeating or resubmitting work, and the award that you will be eligible for on successful completion of your studies.

Code of Practice – Harassment

All students are expected to act with due regard to the interests of the University and in a manner that is consistent with ensuring a safe, efficient and effective learning environment. Student conduct should at all times take into account the need for satisfactory relations with other students and members of staff. Any student who does not comply with these requirements (eg. by being offensive or violent towards another member of the University community) will be subject to the University's Student Disciplinary Procedure and may ultimately be excluded from the University.

Mitigating Circumstances Policy and Procedure

This informs you how the University considers circumstances such as ill health that may affect/have affected your

Student Assessment Handbook

This booklet provides information about University processes and regulations and students' responsibilities in respect of assessment.

Student Complaints Policy and Procedure

Any student who is dissatisfied with a programme, service or facility provided by the University or with any action or lack of action by the University or any member of the University community, may make a complaint as outlined in the Student Complaints Procedure.

Student Disciplinary Policy

Any student who breaches any of the University's Rules and Regulations may be dealt with under the University's Student Disciplinary Procedure. Under the procedure, the University has the right to suspend or exclude students from the University, its programmes and/or its premises. Examples of offences that may be dealt with under the Student Disciplinary Procedure are:

- sexual or racial harassment of a student or staff member
- action which otherwise damages the University or its reputation, whether occurring on the University premises or elsewhere.

Please note that any student who is excluded from the University because of a disciplinary offence will not be entitled to a refund of any fees, charges or other financial penalties, paid or owing for the current, or previous, year(s) of study.

Student Wellbeing Framework

The University strives to provide an appropriate range of services for students to enhance their student experience and to support their health and well-being during their time at Bournemouth University. These services form a network of care and

complement each other. By providing a comprehensive framework of support, it is hoped that students will benefit fully from their time at University and be successful in achieving their personal and educational goals.

Student Parking

Cars that are not parked in accordance with the University Rules will be clamped and subject to a release fee.

University Rules

All students using the services or facilities provided by the University, SUBU or Partner Colleges must observe the rules and all associated regulations, policies and procedures relating to such services including any made from time to time under powers delegated by the University Board.



Useful contacts



If you are phoning or faxing remember that:

- From outside the UK dial the international dialling code for your country, then 44 and omit the 0 at the beginning of the numbers below
- If you are in the UK but outside the local area, you need to dial the full number including the 0
- If you are in the local area, you omit the local code (the numbers before the space)
- If you are phoning a mobile phone number, dial the country code and omit the 0 at the beginning of the number.

BU contacts:

Accommodation Service

Telephone: + 44 (0)1202 961671

Fax: + 44 (0)1202 965025

Email: askBUhome@bournemouth.ac.uk

Additional Learning Support

Telephone: +44 (0)1202 965663

Email: alnge@bournemouth.ac.uk

askBU Students Service

Website: www.bournemouth.ac.uk/student/askbu

Telephone: + 44 (0)1202 969696

Fax: + 44 (0)1202 961623

Email: askbustudents@bournemouth.ac.uk

Counselling

Telephone: +44 (0)1202 965020

Email: scounsel@bournemouth.ac.uk

Dental Service

Telephone: + 44 (0)1202 315545

There is a free phone to call the dentist in the Students' Union, Poole House

Emergencies

Fire, Police, Ambulance and Bomb Threats (any time, day or night)

- From inside the University: telephone 222
- From outside the University: telephone 999

English Language Support (EL SIS)

Telephone: + 44 (0)1202 965300

International Admissions Team

Telephone: + 44 (0)1202 961603

Email: internationaladmissions@bournemouth.ac.uk

International Student Exchange Co-ordinator (for exchange students)

Telephone: + 44 (0)1202 965824

Email: studyabroad@bournemouth.ac.uk

Glossary

Academic year

September-June (official University study year including three terms and vacations).

Academic transcripts

A detailed summary of your academic results.

Academic offence

Gaining an unfair advantage in your studies by using someone else's work or ideas without crediting them.

askBU Students Service

BU's centralised information service for students.

Assessment

The tasks that you need to undertake to demonstrate whether you have met the intended learning outcomes (see page 80). Most commonly assessment takes the form of an assignment or exam, but it could also be a presentation, the production of a portfolio or some other task.

Assignment

A piece of coursework.

Assignment schedule

A schedule of the deadlines for your coursework and the dates for return of coursework.

Bachelor's degree

Undergraduate degree or first degree.

Credits

Undergraduate programmes normally comprise 120 credits per level and 360 credits for an Honours degree. Postgraduate

programmes normally comprise 180 credits for a Masters degree.

Credit/debit card mandate

A piece of paper which you fill in with your credit/debit card details that gives us instructions to take money from your account.

Dean

The person responsible for the overall management of your academic school.

Dependant(s)

In immigration terms, this means someone who relies financially on you. This is usually a spouse (husband or wife) or child.

EEA

European Economic Area – this consists of the EU, plus Iceland, Liechtenstein and Norway.

Entry Clearance

The visa that you apply for before you enter the UK.

ECO (Entry Clearance Officer)

A member of UK Border Agency staff whose job is to assess entry clearance applications.

Entry Clearance Post (ECP)

A UK office overseas where you can apply for Entry Clearance (see above). The ECP is usually a Visa Application Centre or the British Embassy/High Commission.

Enrolment

When you officially become registered as a BU student.

Other useful numbers and websites:

Counselling support

Samaritans (24-hour crisis line)
Telephone: 0845 790 9090
(from inside the UK)
Email: jo@samaritans.org

Foreign Nationals Registration Office

Telephone: +44 (0)1202 220693
Madeira Road Police Station,
Bournemouth BH1 1QQ

Immigration

Foreign and Commonwealth website
General: www.fco.gov.uk
Visas: www.ukvisas.gov.uk

Joint Council for the Welfare of Immigrants

Telephone: +44 (0)20 7251 8708
Fax: +44 (0)20 7251 8707
Email: info@jcw.org.uk
Website: www.jcw.org.uk

Local DVLA Office

(Driver and Vehicle Licensing Agency)
Telephone: 0300 7906801
Website: www.dvla.gov.uk

The British Council

The British Council and UKCISA provide excellent information for international students. We suggest that you visit their websites to see the services they offer before you come to the UK.
Telephone: +44 (0)161 957 7755
Fax: +44 (0)20 7957 7762
10 Spring Gardens London SW1A 2BN
Monday to Friday, 10am to 4.45pm
Email: general.enquiries@britishcouncil.org
Website: www.britishcouncil.org

UKCISA

(The UK Council for International Student Affairs)
Telephone: +44 (0)20 7107 9922
9 - 7 St Albans Place, London N1 0NX
Website: www.ukcisa.org.uk

Medical Centre

During term-time:
Telephone: + 44 (0)1202 965378

Outside term-time:
Telephone: + 44 (0)8444 772416

24 hour emergency number:
+44 (0)1202 966792

Multifaith Chaplaincy, Centre for Spirituality, Belief and Religion

Telephone: +44 (0)1202 965383
Email: chaplaincy@bournemouth.ac.uk

Nursery

Telephone: + 44 (0)1202 965576
Email: talbotwoods@brighthorizons.com

SportBU

Telephone: +44 (0)1202 965012

Students' Union at BU (SUBU)

Telephone: +44 (0)1202 965765

SUBU Advice

Telephone: + 44 (0)1202 965779/965764/965778
Fax: + 44 (0)1202 535990
Email: studentadvice@bournemouth.ac.uk

Travel:

The following contacts may be useful to you when planning a journey or travel in the UK:

National Express:
www.nationalexpress.com

Train enquiries: www.nationalrail.co.uk

Travel Link UK Transfers
(Bournemouth taxi company):
www.travelinktransfers.co.uk

Megabus (cheap bus travel):
www.megabus.com

Greyhound UK (cheap bus travel):
www.greyhounduk.com

Megatrain (cheap train travel):
www.megatrain.com

Refectory

Large cafeteria serving food and drink.

Repatriation

When you are flown to your home country if you are very sick, or when your body is flown home if you die.

Second-hand

Something that has been used before by somebody else.

Seminar

Comprising a smaller group of students than a lecture, seminars allow the opportunity for greater interaction and participation between students and their tutors.

School

Academic department or faculty.

Student ID card

The card that you will be given when you have enrolled. It is your identification card (to prove you are a student), your library card and will entitle you to a discount in some shops in town.

Students' Union (SUBU)

The organisation that is responsible for representing and supporting (academically and socially) students during their studies. SUBU is independent from the University.

Transfer (from the airport)

An organised transportation service (a bus) from the airport.

UKBA (UK Border Agency)

This is the government department responsible for immigration.

Essay

A short literary composition on a single subject.

EU National

A person who holds a passport from an EU (European Union) country.

Expiry date

End date. For example, the date when your visa runs out.

Foreign Nationals' Registration Office

This office is based at the police station and is where students from some countries need to go to register when they arrive.

GP (General Practitioner)

This is the doctor that you will first see in your medical practice and who will make the initial diagnosis – a GP is trained in all areas of medicine.

Grades

When your academic work is assessed, your tutor will give you grades as an indication.

Home Office

The Home Office is responsible for the police (in England and Wales), national security, the justice system and immigration.

Immigration Control

The section at the port of entry (see right) where you have to show your passport and visa.

Immigration Officer

A member of staff who works at Immigration Control (see above).

Instalments (paying by...)

A number of separate payments (rather than paying all in one go).

Intended learning outcomes (ILOs)

These are the objectives of your units and will be identified in the Programme Handbook and Unit Guides. Assessments will measure your success in achieving these Intended Learning Outcomes.

Joining instructions

Instructions explaining how best to arrive at the University and arrangements for the start of your course.

Leave to Remain

Permission to stay in the UK (similar to a visa).

Lecture

Lectures are an effective way of presenting information to a large group of students simultaneously. Although not as participative as seminars, students are still encouraged to actively participate in lectures.

Levels C, I, H, M

These are different levels of higher education qualifications. Level C, I and H are at undergraduate level and represent Certificate, Intermediate and Honours levels. M is Masters level. For full-time undergraduate programmes, Level C is taught in the first year, Level I in the second year, and Level H in the third year of a three-year programme or the fourth year of a sandwich programme.

Marks

Grades (see above).

Masters degree

A postgraduate degree.

Mitigating circumstances

Special reasons that need to be taken into consideration when marking your assignments or when considering your academic progress. For example, if you are seriously ill and therefore you can't hand

in an assignment on time, you will need to report your mitigating circumstances in order to request an extension.

myBU

The University's Virtual Learning Environment which provides access to course materials online any time, anywhere; learning resources including reading lists for most units and past exam papers; opportunities for communication and e-assessment.

NHS

National Health Service – a free service.

NUS

National Union of Students.

Programme

Your course of study.

Peer

A person who has equal standing as others in class, rank, or age. In this case, your peers are fellow students.

Port of entry

Where you enter the country, eg. airport, port, Eurostar terminal.

Postgraduate degree

A Masters degree.

Programme Administrator

The person who will be responsible for the administration of your course.

Programme Leader

The academic who leads a programme.

Programme Team

The tutors and administrators who teach and administer a programme.

UKCISA (The UK Council for International Student Affairs)

UKCISA offers advice to international students and staff working in international education. It represents their interests in negotiations at government level.

Unconditional offer

Offer of a place at University with no conditions attached.

Undergraduate degree

Bachelor degree or first degree.

Unit

Each level of study is broken down into related topics. Each different topic is a unit. Units normally attract between 10 and 40 credits at undergraduate level and between 15 and 60 credits at postgraduate level.

Vice-Chancellor

The most senior member of University staff.

Volunteering

Working (without being paid), often for a charitable organisation, in order to gain experience and skills.

	M	T	W	T	F	S	S	S	M	T	W	T	F	S	S	S	M	T	W	T	F	S	S	S	M	T									
August		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
September					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
October	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
November		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30				
December					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
January	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
February		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28						
March		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
April					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
May		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
June					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
July	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				

