Congratulations on getting your place at the University of Bristol. We’re delighted that you’ll be joining our community of postgraduate students and look forward to welcoming you to our University during Welcome Week, 23 to 27 September 2019.

Starting postgraduate life is an exciting time of development and opportunity. Bristol might be new to you, with lots to explore. Perhaps you completed your undergraduate programme here and have decided to stay to do a postgraduate programme. You may be managing postgraduate study and work at the same time or studying remotely. Maybe you are joining us overseas and the whole of the UK is a new experience! Whatever your circumstances, you’re joining an inspiring and supportive academic community in a friendly and dynamic city, well-known for its creativity and culture.

We are proud of the experience that we offer our students with research-rich and innovative education delivered across all our programmes. Life as a postgraduate student can be different from undergraduate life in many ways. You may find yourself following your own specialist fields of study and building your own community of academics from different disciplines, both at Bristol and other universities. While this is exciting, with so much on offer, postgraduate life can bring challenges – personal as well as academic. Your wellbeing is very important to us and it’s just as important to take time out for yourself as it is to study. As you know, at University, there are many social, cultural and leisure activities to get involved with, and we also provide a range of resources to support you academically.

We encourage you to build your community from the outset – support from fellow postgraduates is second to none. You can do this by joining Bristol Students’ Union postgraduate network, which hosts lots of events and activities dedicated to postgraduates – bristolsu.org.uk/groups/bristol-su-postgraduate-network. If you are a postgraduate researcher, you will become part of Bristol Doctoral College, and can benefit from the PGR hub – a space dedicated to the development and wellbeing of our postgraduate research community – bristol.ac.uk/bdc.

There’s more information about how we support you on pages 8-9 of this guide as well as our website – bristol.ac.uk/students/wellbeing.

From the moment you arrive to the day you complete your postgraduate qualification, you’re an important part of the University and the city. By the time you leave with a postgraduate qualification from the University of Bristol, you’ll be well-equipped for life beyond education. This is the next step of that journey.

We are looking forward to welcoming you to the University of Bristol in September.

Professor Sarah Purdy

Much of the information in this guide is aimed at new postgraduates starting at the beginning of the academic year. If you are starting your studies later, your Faculty office or school will be able to provide you with additional advice – see page 13.

Disability Services

We support students with a range of disabilities, learning difficulties and other health and mental health conditions. If you have not already been in contact, please get in touch with us now to avoid any delay accessing support. bristol.ac.uk/disability-services

Key dates 2019/2020

Academic year
Monday 23 September 2019 to Friday 12 June 2020
This may vary according to your programme of study.

Arrivals day
This may vary according to your programme – please refer to your faculty/school information.

Teaching blocks
On some taught programmes, teaching is delivered in two teaching blocks, each followed by an exam and marking period. Please check with your school whether the teaching on your programme follows this pattern.

Teaching block 1:
Monday 30 September to Friday 20 December 2019
Teaching block 2:
Monday 27 January to Thursday 7 May 2020

By Saturday 14 September
☐ Upload a photo for your student card (see page 3)
☐ Register online (from Wednesday 4 September – see page 2) and print out your Certificate of Registration

Getting ready
☐ Check out our new students’ webpages – bristol.ac.uk/find-your-bris – and your school webpages for the latest information
☐ Provide the Income Office with evidence of sponsorship (if applicable) (pages 10-11)
☐ Register with the Students’ Health Service as soon as you know your Bristol address (see page 9)
☐ Get vaccinated if necessary (see page 9)
☐ Get up to speed with information from your faculty/school and follow any instruction
☐ If you’re an international student, make sure you’ve completed any necessary tasks (see page 4)
☐ Think about buying a sports activity pass
☐ Share your stories – #WeAreBristolUni – and join our Facebook group for new students starting in 2019 facebook.com/groups/BristolOfficialWelcome2019

Congratulations!
Get registered
Once you've completed your registration, you'll be an official member of the University of Bristol. The registration process has two stages:

Step 1: before you arrive, you need to register online*;
Step 2: when you get here, you complete the process in person at your registration event.

Find out where to register
- If you're a taught postgraduate, check your Welcome Week timetable at bristol.ac.uk/students/new/timetables
- If you're a postgraduate research student, please check the information at bristol.ac.uk/students/new/register

Register online
You can register online from Wednesday 4 September; you need to complete this by Saturday 14 September.

How to register online
- Go to bristol.ac.uk/studentsinfo/new.
- Log in using your family name, your date of birth and your student number (printed at the top of the offer document/letter from your faculty/school).
- Check that all your information is correct and amend if necessary.
- Decide who will be your emergency contact and enter their details.
- Confirm that you accept the conditions of our Student Agreement.
- Create a password for your University computer and IT account. It's important to remember your password as it gives you access to University email and all the IT systems that you'll need. Until you are confident you can remember it, you can write it down, but make sure you keep it secure.
- Print your Certificate of Registration (and your Document Checklist if you are prompted to by the system).

Please refer to the help notes as you go through online registration.

Pre-seasonal programmes
Students who attended a pre-seasonal English programme and have emailed evidence of their new visa application to Student Visa Services (svs-reg@bristol.ac.uk) do not need to attend the Documents Checks and can go directly to register in person.

Certificate of Registration
Your Certificate of Registration contains important information about your University computer and library accounts. It also gives you a link to information about accessing your University email account, Student Info (see below) and other online services. You will usually be able to access most of these within 15 minutes of completing online registration.

Student Info - your online facility
You can see most of the information that we hold centrally about you online via Student Info. Please check this on a regular basis during your studies and update your details, such as your home or local address, when necessary. You can also check:
- unit information (for students on taught modular programmes)
- your Personal Tutor's or Supervisor's details
- your personal exam timetable (where applicable)
- exam results.

Your preferred name
The full name you gave when you applied to the University will be used for all official purposes, such as academic transcripts and degree certificates. For other less formal documents, such as your student ID card – your UCard – and school lists, only your first forename and family name will be printed. You can enter a preferred forename in the personal details section during online registration, and we will use this on your UCard and on informal lists.

Register in person during Welcome Week
- Postgraduate taught students – check your Welcome Week timetable for details of registration. Go to bristol.ac.uk/students/new/timetables
- Postgraduate research students – please check the information at bristol.ac.uk/students/new/register
- Attend registration at the time specified, bringing your Certificate of Registration, and collect your student ID (known as a UCard).
- If you have a Document Checklist, attend the Document Checks beforehand.

Documents Checks
For some students we need to see original documents before registration. If a Document Checklist was produced for you during online registration, you must complete your Documents Checks before registering.

bristol.ac.uk/students/new/register/document-checks

If you have a Tier 4 Student Visa you need to collect your Biometric Residence Permit (BRP) card. The BRP card is proof of your immigration permission to be in the UK as a Tier 4 Student.

bristol.ac.uk/directory/visas/tier-4/biometric

Please arrive at least 30 minutes before your registration slot and bring a printed copy of your Certificate of Registration, Document Checklist and any other documents listed on the checklist. These may include:
- Passport
- BRP Card (if you have already collected it)
- ATAS certificate (if required)
- Your boarding card/flights details if you travelled via the Republic of Ireland or are a national of Australia, Canada, Japan, New Zealand, Singapore, South Korea or the USA and entered the UK via an eGate at the port of entry (instead of seeing a Border Officer to have your visa stamped).
- If you have made a recent visa application in the UK, your visa application document checklist or other proof of visa application submission.

Your student ID
When you arrive, you will collect your University of Bristol student card – UCard – with your photo on. This is valid for the duration of your programme so keep it safe and carry it with you on campus.

Your UCard provides:
- proof that you are one of our students
- membership to our libraries
- access to our buildings
- access to sports facilities (if you have paid for an activity card)
- student discounts for some shops and leisure activities.

Already got a UCard?
If you are currently completing another University of Bristol course (like our pre-seasonal English Language programmes) and already have a valid UCard, you don't need to upload another photo, unless you want to. You must take your current UCard with you when you register.

Collecting your UCard
You will be able to collect your UCard at registration. Details on where to register are in your Welcome Week timetable.

Replacement cards
If your UCard is lost, stolen or damaged, you can request a replacement from our Card Services Department. This will cost £10.

What you need to do
Before you arrive:
- Register online by 14 September at bristol.ac.uk/studentsinfo/new – have your student number to hand.
- Upload a recent passport-style photo of yourself at bristol.ac.uk/cardservices/newstudents by Saturday 14 September.

If you upload your photo after 14 September, you might not be able to collect your UCard at registration and you'll also have to queue – so it's worth doing before you get here. If you can't upload an image, you can arrange for your photo to be taken when you arrive. Staff at registration will explain what you need to do and where to go to get your card. The dates stated in this UCard section are for students whose programme starts at the beginning of the academic year (23 September). If your programme starts on another date, either earlier or later, you may be given different dates for online registration. Check information provided by your faculty/school.
If you need a visa to study in the UK, you will need a Confirmation of Acceptance for Studies (CAS) email with you to greet you and provide advice at: Heathrow Airport; Bristol International Airport; Bristol Coach Station; and Temple Meads Rail Station. Non-EU students – all visa holders

We hold a UKVI Tier 4 Sponsor Licence and must comply with general and specific sponsor duties. You can find details of these duties on the government website at www.gov.uk/government/publications/sponsor-a-tier-4-student-guidance-for-educators.

If you need a visa to study in the UK, you will need a Confirmation of Acceptance for Studies (CAS) and will need to apply for a Tier 4 Student Visa. For guidance, please see bristol.ac.uk/directory/visas.

Once your visa is granted, you will be issued a one-month entry visa sticker in your passport (so you can travel to the UK), along with a letter confirming the length and conditions of your visa. When you arrive, you can collect your BRP. You won’t be able to register for your course unless you have a valid visa.

Welcome and arrivals
If you’re an international student arriving on Friday 20, Saturday 21 or Sunday 22 September, our student ambassadors will be there to greet you and provide advice: Heathrow Airport; Bristol International Airport; Bristol Coach Station; and Temple Meads Rail Station.

Our International Welcome Lounge is a place for you to make new friends, obtain a bank letter, get help finding private accommodation and find out about the activities and trips organised by our International Office. You can also get in touch with other Bristol students from your own country to help you to settle into life in the UK. Find us at the Centre for English Language and Foundation Studies reception in Bristol Students’ Union (4th Floor, Richmond Building).

Opening times:
Monday 9 to Friday 13 September
Monday 16 to Friday 27 September

Bristol International Students Centre (BISC)
BISC is a registered charity with a Christian ethos supporting international students of all faiths and none. They organise a lot of activities, and run trips and tours throughout the academic year.

www.bisc.org.uk

Registering with the police
Certain nationalities need to register with the police within seven days of arrival in the UK. You can check the yellow entry vignette (yellow sticker) in your passport to see if you need to do this or check the UKVI webpage: www.gov.uk/register-with-the-police/who-needs-to-register. If you do need to register, you must follow the instructions on our website: bristol.ac.uk/directory/visas/tier-4/biometric-registering-with-the-police.

Sources of study help, advice and general information
Library staff in all libraries will be happy to help with any queries. Specialist subject support is available from our dedicated team of Subject Librarians.

www.bristol.ac.uk/library

Study Skills
Our Study Skills service will help you develop the best possible ways of studying, managing your time, taking notes and using your feedback.

bristol.ac.uk/studyskills

Personal Development Planning (PDP)
Using our Bristol Skills Framework, we can help you reflect on your skills and achievements and plan for your future.

bristol.ac.uk/students/study/pdp

IT Services
We provide computing facilities including printing, photocopying and scanning, and over 2,300 public computers available across the campus and in halls of residence, with some open 24 hours a day.

Once you’ve registered online and have a university username and password, you can use a suite of tools and services to access:

• Eduroam wifi in all learning spaces and in our managed residences
• a University Office 365 account, including Outlook, OneDrive and other Office apps
• a dedicated IT service desk for all your computing queries
• free student laptop and mobile clinic
• online lecture recordings

MyBristol – your University portal
MyBristol gives you personalised access to important web-based tools and services such as email, online learning, Remote Desktop and Student Info.

Once you have completed online registration you can use it to:

• access your email;
• pay your tuition fees online;
• view your timetable;
• find information about your course;
• read important announcements.

To log in, go to bristol.ac.uk/mybristol.

IT Service Desk in Beacon House
Telephone: +44 (0)117 428 2100
Email: service-desk@bristol.ac.uk

bristol.ac.uk/it-services

Using your own computer
You can bring your own device and connect it to our network to use the internet and a wide range of online services.

• Install Microsoft Office for free on your own device.

bristol.ac.uk/it-services

Sources of study help, advice and general information
Library staff in all libraries will be happy to help with any queries. Specialist subject support is available from our dedicated team of Subject Librarians.

bristol.ac.uk/library

Study Skills
Our Study Skills service will help you develop the best possible ways of studying, managing your time, taking notes and using your feedback.

bristol.ac.uk/studyskills

Personal Development Planning (PDP)
Using our Bristol Skills Framework, we can help you reflect on your skills and achievements and plan for your future.

bristol.ac.uk/students/study/pdp

IT Services
We provide computing facilities including printing, photocopying and scanning, and over 2,300 public computers available across the campus and in halls of residence, with some open 24 hours a day.

Once you’ve registered online and have a university username and password, you can use a suite of tools and services to access:

• Eduroam wifi in all learning spaces and in our managed residences
• a University Office 365 account, including Outlook, OneDrive and other Office apps
• a dedicated IT service desk for all your computing queries
• free student laptop and mobile clinic
• online lecture recordings

MyBristol – your University portal
MyBristol gives you personalised access to important web-based tools and services such as email, online learning, Remote Desktop and Student Info.

Once you have completed online registration you can use it to:

• access your email;
• pay your tuition fees online;
• view your timetable;
• find information about your course;
• read important announcements.

To log in, go to bristol.ac.uk/mybristol.

IT Service Desk in Beacon House
Telephone: +44 (0)117 428 2100
Email: service-desk@bristol.ac.uk

bristol.ac.uk/it-services

Using your own computer
You can bring your own device and connect it to our network

bristol.ac.uk/it-services

Sources of study help, advice and general information
Library staff in all libraries will be happy to help with any queries. Specialist subject support is available from our dedicated team of Subject Librarians.

bristol.ac.uk/library

Study Skills
Our Study Skills service will help you develop the best possible ways of studying, managing your time, taking notes and using your feedback.

bristol.ac.uk/studyskills

Personal Development Planning (PDP)
Using our Bristol Skills Framework, we can help you reflect on your skills and achievements and plan for your future.

bristol.ac.uk/students/study/pdp

IT Services
We provide computing facilities including printing, photocopying and scanning, and over 2,300 public computers available across the campus and in halls of residence, with some open 24 hours a day.

Once you’ve registered online and have a university username and password, you can use a suite of tools and services to access:

• Eduroam wifi in all learning spaces and in our managed residences
• a University Office 365 account, including Outlook, OneDrive and other Office apps
• a dedicated IT service desk for all your computing queries
• free student laptop and mobile clinic
• online lecture recordings

MyBristol – your University portal
MyBristol gives you personalised access to important web-based tools and services such as email, online learning, Remote Desktop and Student Info.

Once you have completed online registration you can use it to:

• access your email;
• pay your tuition fees online;
• view your timetable;
• find information about your course;
• read important announcements.

To log in, go to bristol.ac.uk/mybristol.
Inauguration will be held on 7 October in the special surroundings for all new postgraduate research students. The Researcher University of Bristol will attend registration at the time specified, bringing your Certificate of Registration along with you. If you have a

During Welcome Week (23-27 September)
Welcome Week is full of events we’ve organised to introduce you to life at Bristol. They will provide important information and will help you to settle in, meet people and find out how things work. During this week, you need to:

Before you arrive
• Postgraduate taught students – check your Welcome Week timetable for details of all the events you need to attend
• Postgraduate research students – visit the Bristol Doctoral College website, bristol.ac.uk/bdc

During Welcome Week (23-27 September)
Welcome Week is full of events we’ve organised to introduce you to life at Bristol. They will provide important information and will help you to settle in, meet people and find out how things work. During this week, you need to:

Join us to celebrate the start of your postgraduate university life at Bristol. Postgraduate taught students are invited to a University Welcome Ceremony – a special event where senior academics and Bristol Students’ Union Officers will welcome you to our community. For further details check your Welcome Week timetable.

The Bristol Doctoral College also coordinates a celebratory event for all new postgraduate research students. The Researcher Inauguration will be held on 7 October in the special surroundings of the Great Hall of Wills Memorial Building. Further details will be sent to all postgraduate researchers in due course and will also be available on our web pages. bristol.ac.uk/doctoral-college

Welcome and induction events
Your faculty and/or school will send you details of any welcome events that have been arranged. If you are a taught postgraduate student, then check your Welcome Week timetable. For postgraduate research students, keep in touch with the Bristol Doctoral College for updates. You can also find social events taking place during Welcome Week through Bristol SU.

Initial meeting with your Personal Tutor or Supervisor
Please check with your school what arrangements have been made for you to meet your Personal Tutor or Supervisor. Postgraduate research students meet with their supervisor(s) soon after arrival and will agree how to make best use of our Skills Training and Review system (STaR) for:

• Planning your research objectives;
• Recording and managing supervision meetings;
• Planning and mapping your professional development;
• Completing formal progress monitoring requirements. STaR can be accessed at bristol.ac.uk/doctoral-college/star.

Bristol Students’ Union (Bristol SU)
Our Students’ Union plays a key role in student life. It is open to all students and aims to ensure that you have the best possible experience here at Bristol. Check the website regularly so that you can take advantage of all that Bristol SU has to offer, including:

• clubs and societies;
• social activities;
• live music and comedy;
• advice and support on academic and personal issues;
• volunteering programmes;
• skills development;
• training to become a Course Representative.
Visit bristolsu.org.uk/welcome for their full Welcome Week programme.

Bristol SU also has an elected full-time Postgraduate Education Officer who represents all Postgraduate students in the University to improve your student experience.

Bristol Students’ Union Welcome Fair
Don’t miss the Bristol SU Welcome Fair, from 11 am to 5 pm on Friday 27 September at Clifton Downs. The Downs will be transformed into a festival arena with student societies, sports clubs, local businesses and University services. This is your chance to sign up to a wide range of activities, pick up useful information and take advantage of special offers and freebies! There will also be food stalls and entertainment to enjoy throughout the day. The fair is open to all students, so make sure you have your UC card or acceptance letter with you.

The fair opens an hour earlier for students with accessibility requirements. If you would like to come along at this time, please email bristolsu.justask@bristol.ac.uk by Monday 23 September with details of any support you may need. If you can’t make the fair you can still sign up for clubs and societies and find out more about Bristol SU at bristolsu.org.uk or at other events during the week.

Bristol SU Postgraduate Network
Led by students, this network is a must for all postgraduates in our University. The network seeks to develop an active, strong and vibrant postgraduate community. You can meet the Network at a Welcome Mingle during Welcome Week (details on the SU website) and even stand to be a committee member in the first term elections. As a postgraduate, you will automatically become a member of the Network so you can keep up-to-date with the latest news and events, meet other postgrads and get involved in our thriving postgraduate community.

Welcome Mingle during Welcome Week (details on the SU website)
Visit Bristol SU’s website to find out more about the Network and all our events. You can also sign up for the welcome programme; Take part and sign up...

Visit Bristol SU’s website for the welcome programme; Attend Bristol SU’s Fair on Clifton Downs on Friday 27 September; Sign up for a music audition slot, early in the week, at the Victoria Rooms.
Wellbeing at Bristol

Being at university can be exciting, but there may be times when the demands of studying or life in general are challenging. It can be difficult being away from home, family and friends, but at Bristol you are not alone; we are here to help. bristol.ac.uk/wellbeing

Support in schools
Your personal tutor will provide academic guidance and personal support, and can refer you to other University services when you need them. At the start of your course you will be assigned a personal tutor for the entirety of your degree with whom you can meet and discuss matters related to your studies. Personal tutors are supported by Senior Tutors who provide additional support for issues affecting academic work.

You will also have access to a wide range of online resources to support your studies: bristol.ac.uk/students/study

Bristol Students’ Union’s Just Ask service is another source of support, and can refer you to other University services when you need them. At the start of your course you will be assigned a personal tutor, and your personal tutor will provide academic guidance and personal support, religious information and advice, regular events and a welcoming space for all faiths and none.

bristol.ac.uk/multifaith-chaplaincy

Disability Services
We support students with a range of disabilities, learning difficulties and other health and mental health conditions. Our advisers can tell you about the many support options available, such as mentoring, study skills and adjustments to teaching and exams. We’ll work with you and your academic department to help you get the most out of your time at Bristol. Contact us for confidential advice, information and guidance as well as study-related support for disabled students.

Telephone: +44 (0)117 331 0444
Email: disability-services@bristol.ac.uk

Nightline
Our confidential night-time support service for students is open every evening during term time. The volunteers are there to listen to your concerns and worries, whatever they may be, by phone or instant messaging. bristol.nightline.ac.uk

Faith and spirituality
The Multi Faith Chaplaincy offers confidential pastoral and spiritual support, religious information and advice, regular events and a welcoming space for all faiths and none.

bristol.ac.uk/multifaith-chaplaincy

Disability Services
We support students with a range of disabilities, learning difficulties and other health and mental health conditions. Our advisers can tell you about the many support options available, such as mentoring, study skills and adjustments to teaching and exams. We’ll work with you and your academic department to help you get the most out of your time at Bristol. Contact us for confidential advice, information and guidance as well as study-related support for disabled students.

Telephone: +44 (0)117 331 0444
Email: disability-services@bristol.ac.uk

Big White Wall
This is a free online service, with a range of resources to help you cope with all the challenges of student life. You can take courses on positive thinking, problem solving or managing anxiety, and read guides on how to relax. You’ll have the added support of Big White Wall’s anonymous peer community, with trained Big White Wall Guides online 24/7. bristol.ac.uk/students/wellbeing/contacts/big-white-wall

Getting involved
We want you to keep healthy and enjoy every aspect of university life. You can explore a range of health and sports facilities and clubs, and take part in opportunities beyond your studies. There is also a huge array of societies and volunteering activities on offer, helping you build your community from the moment you arrive.

bristol.ac.uk/sport/activities/campus

Our health is influenced by the environment we live, work and play in. Many people come here to study and find they never leave. It’s easy to get to nearby countryside around the South West, and the city is full of restorative green spaces for you to enjoy.

bristol.ac.uk/city

The Students’ Health Service
The Students’ Health Service is part of the National Health Service (NHS) and offers a full General Practitioner (GP) service for students and their dependants who live within the practice area. This area includes all our residences and the local area around them. The practice team comprises 14 GPs, six nurse prescribers, two practice nurses and three pharmacists.

The Students’ Health Service will arrange vaccination sessions at the beginning of term for any newly registered patients who have been unable to arrange vaccination before they arrive. For further details please visit bristol.ac.uk/students-health or contact the Reception Desk. If you register with another practice, please discuss immunisation with them.

Registering with the Students’ Health Service
Please register online using the secure link at bristol.ac.uk/students-health. If you register in advance, and your Bristol address lies within the practice area, you will be able to start using the service as soon as you arrive.

The Students’ Health Service can’t register you without a Bristol address, so please wait until you have this before completing your online registration. If your Bristol address lies outside the service’s practice area, you can find details of local GP services on the NHS Choices website at nhs.uk.

Registering with a doctor
If you don’t register with the Students’ Health Service, make sure you register with a local GP in Bristol for medical care while you are at university. We encourage our students with existing mental health and ongoing health conditions to let us know as soon as possible so we can help you with the right support from the beginning.

Bristol SU Living Room
This is your own space – a bright and comfy living room in the heart of our Clifton Campus. Take some time out to relax and socialise during the day. bristolsu.org.uk/bristolsavingroom

What you need to do

Before you arrive:

• Check your medical history and immunisation records, and bring these with you if possible
• Get your immunisation against meningitis (the MenACWY vaccine) and/or your MMR vaccine, if you haven’t had these already
• Check whether you’ll be living in the practice area covered by the Students’ Health Service – and if you are, you can register online at bristol.ac.uk/students-health
• If you’re already registered and are looking for a further programme of study, let the Students’ Health Service know by 31 August if you want to continue your registration.

Contacts and opening hours
If you need to see a doctor when you arrive in Bristol, you can contact the Students’ Health Service on (0117) 330 2720 or visit the practice at Hampton House during normal opening hours (see below). For urgent medical attention outside these hours, dial 111 to contact NHS 111.

Opening hours
Monday 8.45 am - 7.45 pm
Tuesday 8.45 am - 5.30 pm
Wednesday 8.45 am - 5.30 pm
Thursday 8.45 am - 7.45 pm
Friday 8.45 am - 5.30 pm
Saturday 9 am - 12 noon

Meningitis
There has been a small increase in the rate of meningococcal meningitis and septicaemia in recent years, with a particular increase in cases of the meningitis W strain. It is still an uncommon condition but young people attending higher education for the first time, especially when living in shared accommodation, are at a greater risk of infection, particularly in their first term. We will give you information about the symptoms of meningitis when you arrive.

If you’re coming to university for the first time, contact your GP to have the MenACWY vaccine, ideally at least two weeks before the start of the academic year. This vaccine protects against meningitis C and meningitis W. It does not protect against meningitis B but a separate Men B vaccine can be obtained privately. If you can’t arrange to be immunised in your home area, your new Bristol GP can give you the vaccination when you arrive.

MMR (measles, mumps and rubella)
During the last few years several universities, including Bristol, have seen an increase in cases of mumps and measles among students. These can be debilitating illnesses in young people, with possible risk of complications. UK government advice is that all those entering higher education should have had two immunisations against measles, mumps and rubella (known as MMR).

If you are unable to be immunised in your home area, your new Bristol GP can carry them out on your arrival. If you register with another Bristol medical practice, please discuss immunisation with them.

International Students
If you are coming to Bristol as an International Student, please bring with you details of immunisations, medical history, allergies and any current medication. If you are on medication, check it is available in the UK.

Address
Hampton House
St Michael’s Hill
Bristol BS8 6AU
Tuition fees

Fees are due on or before 24 October unless you have arranged a payment plan to pay by instalments (see Payment Options).

Invoices and receipts

These will be available to view and print from the Fees and Funding channel in your MyBristol portal (see page 5). Receipts for payments made by cash will be issued at the time of payment.

Fee amounts

The full annual tuition fee due for the 2019/20 session was set out in your offer document. Information about instalment payments can be found at bristol.ac.uk/fees-funding/tuition-fees/payment.

Payment arrangements

Students receiving funding from a UK Research Council (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC)

If your tuition fees are being paid by a UK Research Council, you don’t need to do anything further because your fees will be paid direct to the University by the Research Council.

Students receiving funding from University sources

If you have received written or email confirmation from the Student Funding Office that your full tuition fees are being paid from a recognised source (University Postgraduate Scholarship or special departmental funding), the Student Funding Office will liaise with the Income Office regarding payment of your fees and you don’t need to do anything further.

If you are receiving partial funding towards your tuition fees, you are responsible for paying the balance. You can pay this balance in a single payment or in two instalments, as described on the next page, but you should quote only the amount of the fee for which you are liable.

If you are receiving a University of Bristol International Scholarship and have had a confirmation email, the International Partnerships team will liaise with the Income Office regarding payment of your fees and you don’t need to do anything further.

Other sponsored students

Payment is due in full within 30 days of receipt of our invoice. The University will continue to recognise an organisation as your sponsor only if payments are made promptly. If you experience problems with your expected sponsorship arrangements, you become responsible for the payment of your own fees.

Home/EU students

If your tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, you need to provide evidence of sponsorship with a copy of the sponsorship confirmation document or a completed sponsorship authorisation form.

bristol.ac.uk/fees-funding/tuition-fees

Please make sure that the form is signed by an authorised representative of the organisation and return it to the Income Office as soon as possible, or during Welcome Week. Your sponsor will be invoiced following your registration.

International students (non-EU)

If your tuition fees are being paid by a sponsoring organisation, such as a government department, charity or commercial company, you need to provide evidence to the International Partnerships team by 4 October 2019. Send a copy of your sponsor letter to international-partnerships@bristol.ac.uk or we will collect it from you in person at your Document Checks event.

For more details visit our International Sponsoring page.

bristol.ac.uk/fees-funding/advice/international-sponsored

PGCE students

UK and EU students are eligible for a tuition fee loan of £9,250 from the Student Loans Company (SLC) to cover their tuition fees (see www.gov.uk/student-finance). If you have applied for a loan your fees will be paid direct to the University by the SLC. If you have not taken out a loan, please follow the instructions for self-funding students.

Self-funding students

Please think about what type of payment plan you wish to create and select one of the payment options listed below. To pay by instalments, please set up a Direct Debit payment plan by 14 October or a recurring card payment plan by 23 October.

Payment options

• By direct debit or credit/debit card (full payment or two instalments: 50 per cent each due on 24 October and 24 January). To make a payment or set up future recurring payments go to the Fees and Funding channel on your MyBristol portal. You will need to register online and then wait until the next working day before you can pay or set up your payment plan.

• By cheque, sterling bank draft, bank transfer or cash (full payment only).

What you need to do

Before you arrive:

• Select your preferred payment option and make arrangements to pay your tuition fees.

• If you are a UK/EU student and your fees are being paid by a sponsor, please provide evidence to the Income Office as soon as possible.

Notes:

• Students who have received confirmation from a UK Research Council or from the Student Funding Office that their fees are being paid from another source don’t need to do anything further.

• To pay by instalments you must set up your payment plan, via the Fees and Funding channel in your MyBristol portal, by 14 October.

• If you are an International student and a sponsor is paying your fees, please either bring your letter to your Document Checks event and we will collect it from you in person, or send a copy to international-partnerships@bristol.ac.uk by 4 October 2019.

Difficulties in paying fees

We have clear procedures for dealing with late or non-payment of fees as set out in the Student Fees section of the Rules and Regulations for Students.

bristol.ac.uk/secretary/studentrules

If you do experience difficulty paying your fees, please seek help early on. In the case of initial delays to payments, contact the Income Office in the first instance. You can also speak to your Personal Tutor or Supervisor, or to the Advice and Representation team in the Students’ Union. We will be sympathetic and assist where we can, but in the event of non-payment we may have to apply sanctions ranging from an administration fee or interest charges to, in extreme cases, exclusion from the University.

Need help?

For queries about student funding, contact the Student Funding Office. For queries about your tuition fees or payment arrangements, contact the Income Office.

If our staff need to contact you about any financial matters, they will do so confidentially, to your University email address in the first instance, and we expect you to react promptly so that we can resolve any problems as soon as possible.

Maintenance and bursary payments for holders of studentships or scholarships

If you are due to receive maintenance funding towards living costs as part of your studentship or scholarship, full details, including payment arrangements, will be set out in an email from the Student Funding Office.

All maintenance payments made through the University will be paid quarterly on 1 October, 1 January, 1 April and 1 July (or subsequent working day where the first falls on a weekend or bank holiday). Students starting outside these dates will receive a pro rata payment in the first instance and will then be brought in line with the regular quarterly payment schedule.

International student bursaries

Payments will be made direct to your nominated UK bank account. Please make sure you provide your UK bank details on your myBristol portal as soon as you have them.
Travel

Useful information
Plan your journey with Travelwest: travelwest.info

Walking
Our main campus is within easy walking distance of the city centre, Bristol Temple Meads train station and our residences. Visit walkit.com to plan getting about on foot.

Cycling
Bristol is a cycling city despite the hills! Bringing your own bike to Bristol or buying one while you’re here means you can enjoy getting out and about independently and is a great way to enjoy our city. We support cycling in a number of ways, from free cycle training to regular free bike clinics throughout the academic year, to keep your bike in tune, and there are plenty of cycle parking facilities. We run clinics during Welcome Week.

Bus/coach
We support cycling in a number of ways, from free cycle training to regular free bike clinics throughout the academic year, to keep your bike in tune, and there are plenty of cycle parking facilities. We run clinics during Welcome Week.

Trains
Bristol is the regional capital of the South West with good intercity rail connections. It has two major train stations: Bristol Temple Meads and Bristol Parkway. Our campus is also served by a suburban rail line with stations at nearby Clifton Down and Redland. You can get a third off rail fares with a 16-25 Railcard, also available to full-time mature students. Go to 16-25railcard.co.uk to find out more.

Other useful links: | bristol.ac.uk/cycling | bristol.ac.uk/bike-users | bristol.ac.uk/cycling

Walking
Plan your journey with Travelwest:

Travelwest.info

Useful information
Find the best route for you with our interactive travel planner.

Useful contact details
Our main Welcome Helpdesk will be outside Hawthorns on Woodland Road in the heart of our campus. There are more helpdesks outside Beacon House, in the Priory Road Complex and the Richmond Building (see opening times below).

Eligible to vote?
You need to register in order to vote in European, UK and local elections and referenda. If you are eligible to vote, you can, as a student, register at both your term-time address and your vacation address. Your vote matters, so make sure your name appears on the electoral register. You can register as soon as you have moved into your term-time accommodation. You’ll need your National Insurance Number and it only takes a few minutes.

www.gov.uk/register-to-vote

Before you arrive:
• Download the First Bus app to your phone for the Bristol Unibus U1/U2 services to access the cheapest First bus fares across the city – just search 'First Bus’ in your app store. U2 passes will be disseminated to University of Bristol Langford Vet School students on arrival at the University.

City Centre, via the Clifton Campus. University of Bristol Langford Vet School students receive a free bus pass for unlimited travel on the Bristol Unibus U2 service (Clifton Campus to Langford Campus). All other students can purchase a Bristol Unibus pass or buy individual tickets on board the bus for both Unibus services.

Bristol Unibus: bristolunibus.com
First Bus travel planner: firstgroup.com/journey-planner
MegaBus: megabus.com
National Express Coaches: nationalexpress.com
Park and Ride: travelwest.info/parkandride
Bristol Flyer: flyer.bristolairport.co.uk
Bristol MetroBus: travelwest.info/metrobus

Trains
Bristol is the regional capital of the South West with good intercity rail connections. It has two major train stations: Bristol Temple Meads and Bristol Parkway. Our campus is also served by a suburban rail line with stations at nearby Clifton Down and Redland. You can get a third off rail fares with a 16-25 Railcard, also available to full-time mature students. Go to 16-25railcard.co.uk to find out more.

Other useful links: | bristol.ac.uk/trains | www.gwr.com | Severn Beach line: travelwest.info/rail/severn-beach-line

Taxis
Bristol has several taxi and private vehicle hire firms. There are also some taxi ranks in the centre of Bristol.

Cars
Don’t bring a car to Bristol! There’s no parking on campus during working hours, and all on-street parking in and around the campus is subject to residential permits, meters and time limits. Parking at our residences is only available in exceptional circumstances and you have to have a permit.

A great alternative to bringing your own car is joining one of Bristol’s car clubs. These have pay-as-you-go cars located on streets all over the city (and elsewhere in the UK). You can use car club cars whenever you want, for as long as you want. That’s great to be better bristol.ac.uk/cacarlab

However, if you have a mobility impairment and require a parking permit on the Clifton Campus, you can apply for a parking permit at bristol.ac.uk/transportplan/car-parking/preeinct/disabled-staff-and-student-parking.

Bristol Students’ Union
Richmond Building, 105 Queen’s Road
Telephone: +44 (0)117 331 8600
Email: bristolus@bristol.ac.uk
bristol.ac.uk/buses

Faculty offices
For queries about registration or your course contact your Faculty Office.

Arts
Telephone: +44 (0)117 428 2296
Email: arts-pgadmissions@bristol.ac.uk

Engineering
Telephone: +44 (0)117 331 5830
Email: feng-pgadmin@bristol.ac.uk

Health Sciences
Telephone: +44 (0)117 428 2752
Email: md-pgregistration@bristol.ac.uk

Life Sciences
Telephone: +44 (0)117 331 5134
Email: fbs-pgquiere@bristol.ac.uk

Science
Telephone: +44 (0)117 394 1669
Email: sci-gra@bristol.ac.uk

Social Sciences and Law
Taught postgraduate students: Telephone: +44 (0)117 331 0749
Email: fsll-pg@bristol.ac.uk

Research postgraduate students: Telephone: +44 (0)117 331 0759
Email: fsll-pgr@bristol.ac.uk

Other services
For other queries contact the relevant office:

Information Point
Telephone: +44 (0)117 428 3000
Email: info-point@bristol.ac.uk
bristol.ac.uk/students/information-point

Accommodation Office
For advice on both University and private accommodation throughout your time at Bristol.
Telephone: +44 (0)117 954 6640
Email: accom-office@bristol.ac.uk
bristol.ac.uk/accommodation

Disability Services
For confidential advice, information and guidance as well as study-related support for disabled student.
Telephone: +44 (0)117 331 0444
Email: disability-services@bristol.ac.uk
bristol.ac.uk/disability-services

Income Office
Telephone: +44 (0)117 954 6372
Email: student-fees@bristol.ac.uk

Student Visa Services
bristol.ac.uk/directory/visas

IT Service Desk
For any questions, problems or requests relating to IT services in the University.
Telephone: +44 (0)117 428 2100
Email: service-desk@bristol.ac.uk
bristol.ac.uk/it-services

Student Funding Office
Telephone: +44 (0)117 428 2944
Email: student-funding@bristol.ac.uk
bristol.ac.uk/fees-funding

Admissions Office
For general enquiries about postgraduate admissions.
Telephone: +44 (0)117 428 3392
Email: choosebristol-pg@bristol.ac.uk

Bristol Doctoral College
Telephone: +44 (0)117 428 3003
Email: doctoral-college@bristol.ac.uk
bristol.ac.uk/doctoral-college

Eligible to vote?
You need to register in order to vote in European, UK and local elections and referenda. If you are eligible to vote, you can, as a student, register at both your term-time address and your vacation address. Your vote matters, so make sure your name appears on the electoral register. You can register as soon as you have moved into your term-time accommodation. You’ll need your National Insurance Number and it only takes a few minutes.

www.gov.uk/register-to-vote
Get connected

Join our Facebook group just for new students to find out about student life in Bristol and start making contacts before you even get here.
facebook.com/groups/BristolOfficialWelcome2019

Alternative format

If you need part or all of this booklet in an alternative format, eg in Braille, in larger print or on tape, please contact:

External Relations
University of Bristol
31 Great George Street
Bristol BS1 5DQ
Tel: +44 (0)117 428 2426
Email: marketing-team@bristol.ac.uk

bristol.ac.uk/find-your-brisol