


International Students' Getting Started Guide

September 2024



Includes information on:
Essential information when you start
Induction Activities
Social events
Life in the UK
Opening a bank account

Welcome to Oxford Brookes University

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









What we do

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

From left to right: Jasmin De Silva, Guenievre Laurent-Powers, Sally Saca, Alice Hart.

OUR CONTACT DETAILS

-  www.brookes.ac.uk/students/isat
-  isat@brookes.ac.uk
-  Face-to-face appointments:
www.brookes.ac.uk/students/isat/contact
-  Zoom Room:
www.brookes.ac.uk/students/isat/contact
-  [@brookes_isatsocial](https://www.instagram.com/brookes_isatsocial)
-  [@isat.brookes](https://www.facebook.com/isat.brookes)

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- The International Student Meeting Point (ISMP): [page 6](#)
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- Making friends: [page 21](#)

Harcourt Hill
Campus map 32

Marston Road
Campus map 33



Essential information

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

Checklist of things to do

- Complete your enrolment:** the final deadline to arrive and complete the enrolment, including the Right to Study checks, is Friday 4 October 2024
- Set up your Brookes email and calendar – you need to have enrolled first
- Attend your course induction sessions in Induction Week (16 – 20 September)
- Collect your student card (you will receive an email when your card is ready for collection)
- Register your modules before you start your course (you will find out more about this during your course induction)
- Open a UK bank account
- Register with a UK doctor
- Apply for a bus pass
- Decide if you would like to get a **Totum card** for discounts and ID
- Check the ISAT Social Events and come to as many as you like
- Follow ISAT on Instagram** to get advice and social events updates

Students on a visa or subject to UK immigration regulations

- Check your online enrolment page to see if you need to complete the Right to Study checks (where you show us your immigration status).

Full information available at on our website.

Attendance Letter

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

Instructions are on this Student Central webpage.

Proof of address

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

Help to get started

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

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

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

Arriving at Brookes

Where possible, please arrive in Oxford in time for Induction Week (14-15 September 2024). If you have any questions or need any help when you first arrive, please ask ISAT or the Induction Team (see below).



COME AND SEE US!

ISAT: The International Student Meeting Point (ISMP)

Friday 13 September to
Wednesday 18 September, 10.00-15.00

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

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

Induction Team: Reception for New Students

From Monday 9 September

📍 Reception, JHBB, Headington Campus*.
The Induction Team will be able to answer any questions you have and tell you where to go if you have missed your induction events.

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

Online support

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

Course induction

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

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

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

Arrivals and semester events

Please check ISAT's website before the events, as rooms might change at the last moment.

Arrivals activities

WORKSHOPS

| Workshop title | Date / Time | Room |
|---|---------------------------------------|---------------------|
| UK Academic Culture | Saturday 14 September 13:00-14:00 | JHB Lecture Theatre |
| International Students Introduction Session | Sunday 15 September 13:00-14:00 | JHB Lecture Theatre |
| Life as an international Student | Monday 16 September 16:30-17:30 | JHB308 |
| Money and employment in the UK | Tuesday 17 September 16:30-17:30 | JHB408 |
| British Culture and Tips for Living in the UK: What to Expect | Wednesday 18 September 16:30-17:30 | JHB308 |

How to join

Go on our website to find out more about these workshops.

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

SOCIAL ACTIVITIES

| Event title | Date | Time | Type/Room |
|---------------------------------|--|---|--|
| City Centre Tours | Everyday, Friday 13 September to Wednesday 18 September | 14:00 | City Centre |
| Campus Tour | Everyday, Friday 13 September to Wednesday 18 September | 11:00 to 12:00 and 13:00 to 14:00 | On campus |
| Welcome Breakfast | Sunday 15 September | 10:00 to 12:00 | Sir Kenneth Wheare Hall, Clerici Building |
| Historic Walking Tour of Oxford | Friday 20 September | 14:00 | City Centre |

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

Semester 1 social events programme

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

PROGRAMME

The full programme for **Semester 1, September to December 2024** can be found on our website

We also post regular updates on our social media channels @ **Instagram** and **Facebook**

Highlights

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

Guided tours

This semester we will offer trips to London, the Isle of Wight, Stratford and the Cotswolds, Wales and Cambridge.

Cream Tea

Discover the British tradition of eating scones with jam and clotted cream, served with tea.

Halloween Tour of Oxford

Join a professional tour guide for a spooky Halloween tour of Oxford!

Christmas Crafternoon

Christmas Party

Let's celebrate Christmas together with food and gifts!

Christmas Buddies

Helping students staying in Oxford for Christmas connect with each other.



[New Students' website](#)

Further information about other events you may be interested in.



Global Buddies

Welcoming new international students to Oxford Brookes

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



How to register?

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

Successful completion

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

Organised activities on the programme

Welcome Event

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

Ice-Skating

Board game event

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

Dinner at COSMO

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

Life in the UK

Getting Settled

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

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

Getting around Oxford Brookes campuses

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

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

Printing

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



WiFi

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

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

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

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



Work in the UK

National Insurance Number

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

Work on a Student visa (Degree level)

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

Working during holidays

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

Graduate Route visa

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

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

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

Failing some of your course and the Graduate Route visa

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



Student visas

Getting your BRP

Those students who applied outside of the UK and who will receive a Biometric Residence Permit (BRP) must collect it upon arrival in the UK. The address your BRP will be delivered to has been chosen when you completed your visa application (post office for instance).

Please note the University cannot receive BRPs anymore.

Further details can be found on the BRP and Digital visa webpage.

Checking Your Visa

When you receive your visa, please check the following things:

- Your name, nationality and date of birth are correct.
- The end date of your visa is correct. If your course is over 12 months long, your visa should end 4 months after your course finishes. If your course is between 6 and 12 months, you should have 2 months after your course finishes.



If your BRP expires on 31 December 2024

You will not need a BRP from 1 January 2025. You'll be able to prove your immigration status online, without a BRP. You will receive an email from the UKVI to invite you to create a UKVI online account before December 2024.

More information can be found on the UKVI website.

Keep copies of your documents

Keep copies of your passport, BRP and bank cards in case you lose them. Keep your BRP card with your passport, not in your wallet. If you lose it, it can take up to 8 weeks to replace.

We do **NOT** recommend carrying your BRP card and passport around with you.



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

Opening a UK bank account

The basics

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



IMPORTANT NOTE

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

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

How does it work?

Most banks prefer international students to make their application for an account online and not face-to-face at the bank branch. Some banks will allow you to upload scanned documents (mobile phone photos are often permitted.) However, you may be asked to visit the bank for a face-to-face interview following your online application. The documents that you will need for your application are listed in the tables on the following pages.






Things to remember

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

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

Banks in Oxford



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

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

Which bank to choose?

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

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

| Bank | Account | Documents required to open the account | Further information |
|--|---|--|---|
|  Santander House, Carfax (Oxford City centre) | Everyday Current Account <ul style="list-style-type: none"> No monthly fee | <ul style="list-style-type: none"> Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Oxford Brookes Attendance Letter with local address | <u>Santander Everyday current account</u> |
| | Basic Bank Account <ul style="list-style-type: none"> Non-contactless debit card No monthly fee | <ul style="list-style-type: none"> Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Oxford Brookes Attendance Letter with local address | This account is not as flexible as others: <ul style="list-style-type: none"> Restrictions on some types of transactions No contactless card You need to top up your debit card <u>Santander Basic bank account</u> |
|  1-5 High Street (Oxford City centre) | Classic Account <ul style="list-style-type: none"> Contactless debit card No monthly fee Fees if you use your card abroad. Cashback with some retailers. | <ul style="list-style-type: none"> Valid passport Valid visa or proof of pre-settled/settled status (if applicable) Proof of address Oxford Brookes Attendance Letter with local address | <u>Lloyds Bank Classic Account</u> |

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

Find out more

- **[International students – Opening a UK bank account](#)**
- **[The International Student Calculator by Which?](#)**

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

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

Shopping

GROCERIES (FOOD)

Where to go

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

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

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



Dietary requirements

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

Online shopping and deliveries

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

MOBILE PHONES

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



Average price of staple products

| | | | |
|---------------------------|-------|----------------|-------|
| Milk (2 pints) | £1.30 | Potatoes (2kg) | £1.85 |
| Loaf of fresh white bread | £1.39 | Tomatoes (kg) | £2.00 |
| A dozen eggs | £2.30 | Apples (x6) | £1.50 |
| Chicken breasts (1kg) | £6.00 | Oranges (x5) | £1.50 |
| White rice (1kg) | £1.60 | Carrots (kg) | 65p |

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

Get discounts

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

HOUSEHOLD GOODS

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

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



CHARITY SHOPS

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

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



COSMETICS, TOILETRIES

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

MEDICINE AND PRESCRIPTIONS

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

Healthcare

MEDICAL

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

More information about student health at Oxford Brookes University.

If you are being treated for a long-term medical condition, register as soon as possible and make an appointment to see your new doctor. Take your home doctor's name and address, copies of your previous medical records and a list of any of your medicines when you go to the appointment.

More information about accessing health care in the UK.

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



DENTAL

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

MENTAL HEALTH

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



USEFUL CONTACTS

111
non-emergency health advice

999
life-threatening condition,
ambulance

116 123
Samaritans (mental health).
Someone to listen 24 hours
a day, 365 days a year.)

Living in Oxford: travel and safety

TRAVEL AROUND OXFORD

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

Getting the bus

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

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

E-scooter

More information on how to use the E-scooters in Oxford.



TRAVEL OUTSIDE OXFORD

Train station

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

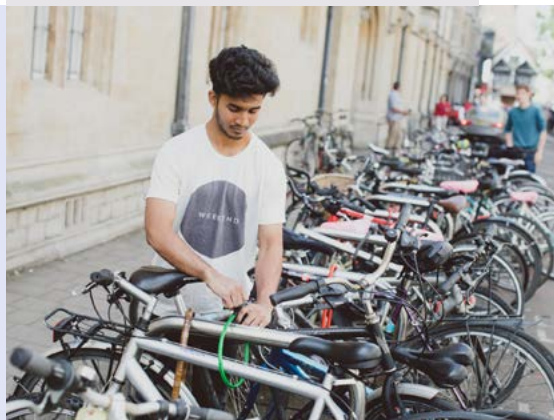
Oxford Tube (coach service between Oxford and London)

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

The BROOKESkey App

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

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



Inclusive Travel Pass

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



STAYING SAFE

Personal Safety

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

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

Beware of scams

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

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



EMERGENCY CONTACTS

999

Police / Fire / Ambulance

101

Police (non-emergency)

Brookes Security Contacts

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

Adapting to life in the UK

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



MAKING FRIENDS

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



Develop your academic and English skills

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

Employment

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






Staying active

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



Looking after the environment

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

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

Get involved!

Join our **[Environmental Network](#)** or our Hedgehog-Friendly team.

Learn more about **[sustainability at Oxford Brookes](#)**.

Culture

Your name while you are in the UK

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

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



Discover the UK with ISAT

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

Finding things to do in Oxford

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

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

Some free time between classes?

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

Find some ideas on trip101.com





BRITISH ETIQUETTE – A GUIDE FOR INTERNATIONAL STUDENTS

Punctuality

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

Politeness

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

Personal space

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

Privacy

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

Queuing

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

Humour

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

Going out

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

Tipping

We only usually tip when receiving table service for example in cafes, pubs, or restaurants. Tipping is normally around 10%.

Physical contact

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

STUDYING AT UNIVERSITY

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

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

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



Additional resources

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



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

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

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



Support while you are here

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

International Student Advice Team (ISAT)

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

Student Central Advice Team

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

Student Support Co-ordinators (SSCs)

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

Exchanges & Study Abroad Team

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



Research Degrees Team

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

Centre for Academic Development

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

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

Multifaith Chaplaincy

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

Counselling

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

Student Finance and Financial Aid team

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

Inclusive support team

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

Specific support needs

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

Careers Service

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

Library

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

Accommodation team

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





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

BUS ROUTES

- 400/U1
- 100/U5
- Semester only
- U5 - Weekends & Monday to Friday eve only
- NU5 - Friday & Saturday, late only

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

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

Accommodation and BrookesBus route

Headington Campus: Headington Hill

DS. Drama Studio

GH. Gatehouse

HHH. Headington Hill Hall
Conitucus Institute
Law

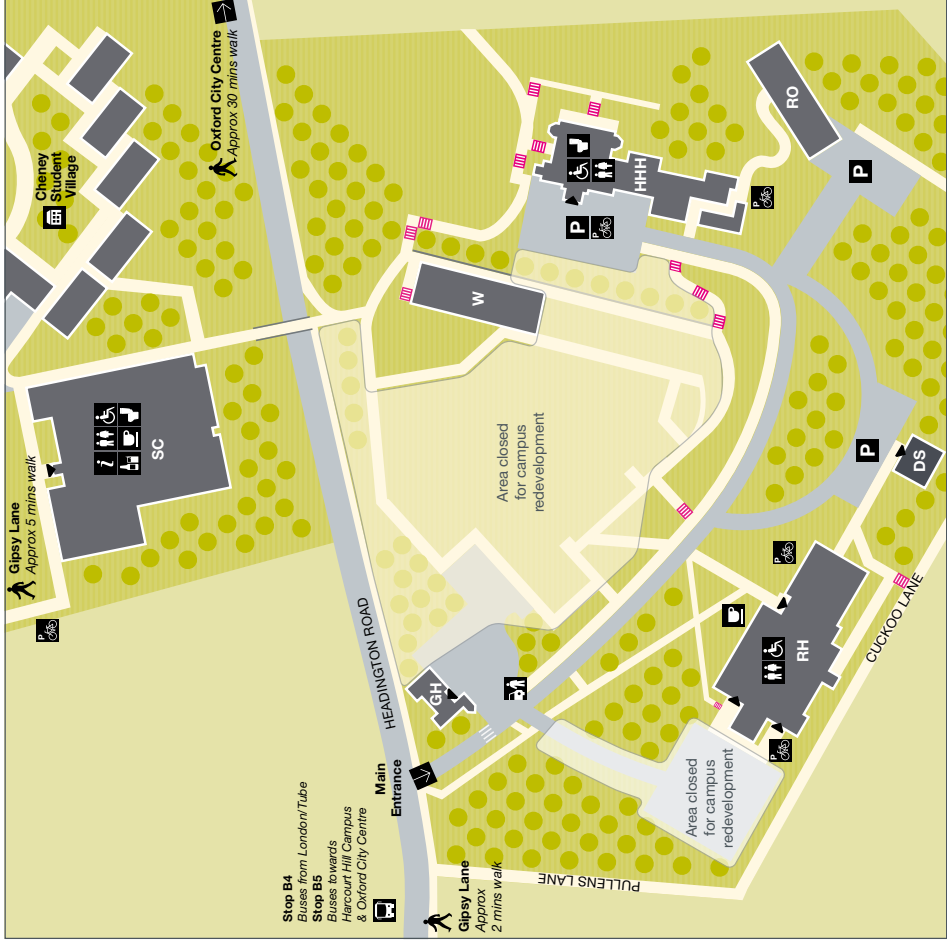
RH. Richard Hamilton
Arts

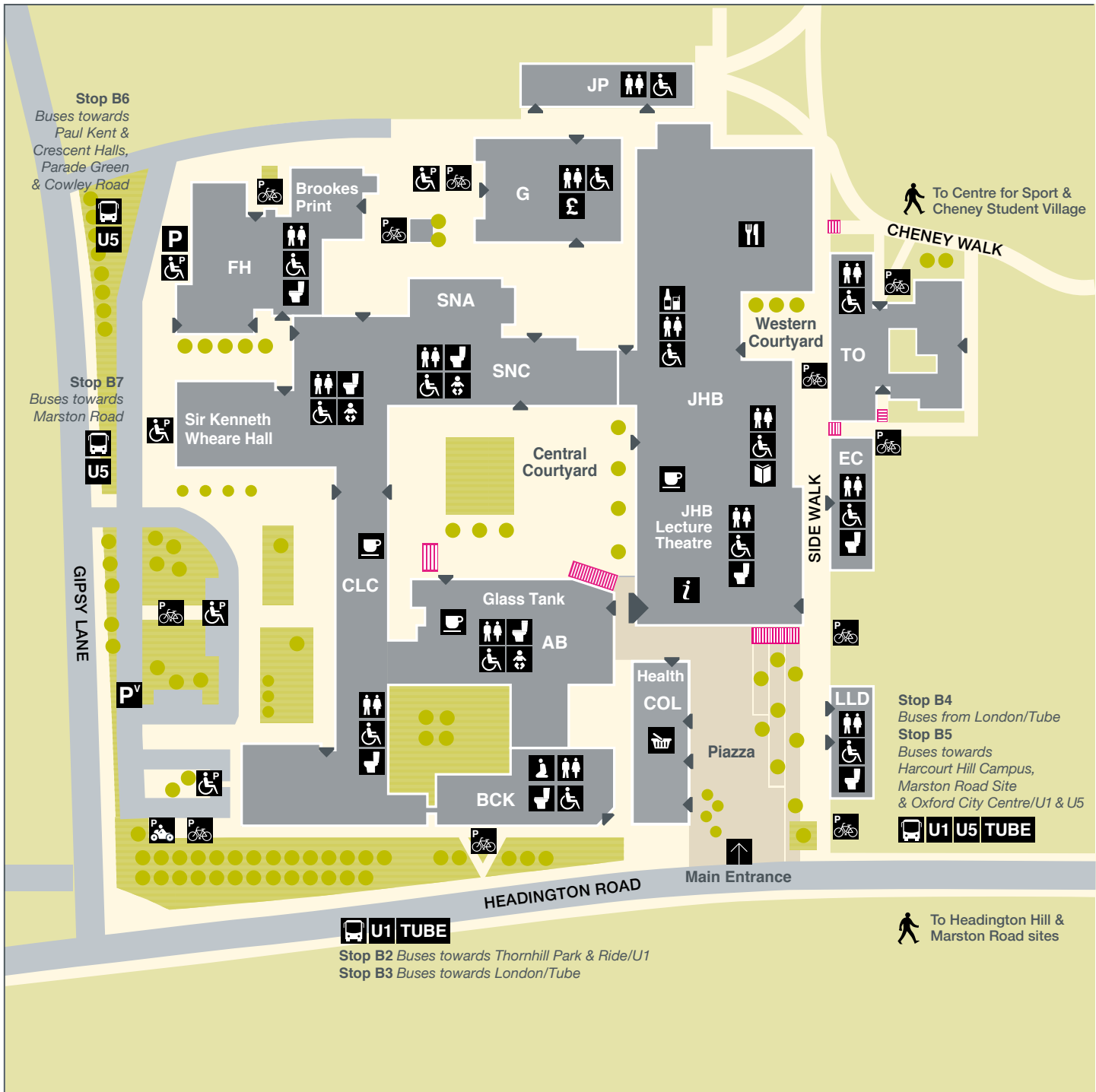
RO. Red Oak
Teaching rooms

SC. Centre for Sport

W. Willow
Oxford Brookes University Boat Club

The teaching and workshop buildings under construction on the Headington Hill site are set to open during the 2024/25 academic year. **Further information can be found on our website.**





Headington Campus

GIPSY LANE

AB. Abercrombie

Avo Café
 Architecture
 Built Environment

BCK. Buckley

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

CLC. Clerici

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

COL. Colonnade

Colonnade Store
 Health & Life Science
 OxINMAHR
 Studental

EC. Enterprise Centre

Enterprise Centre
 ScaleBase

FH. Fuller

Print, Post & Distribution

G. Gibbs

Humanities & Social Sciences

JHB. John Henry Brookes Building

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

JP. John Payne

Architecture workshops
 Estates & Campus Services
 Technology Laboratory
 Sports & Coaching

LLD. Lloyd

Accommodation Bureau
 Admissions
 Transport Services
 UK Recruitment & Partnerships

SNC/SNA. Sinclair & Annex

Health & Life Sciences

TO. Tonge

Bioinnovation Hub
 English & Modern Languages
 History, Philosophy & Culture

- Information
- Cash Point
- Bus Stop
- Library
- Multifaith Room
- Parking
- Restaurant
- Toilets
- Accessible Parking
- Cafe
- Accessible Toilets
- Cycle Parking
- Bar
- Gender Neutral Toilets
- Steps
- Shop
- Baby change

To Headington Hill & Marston Road sites

U1 TUBE
 Stop B2 Buses towards Thornhill Park & Ride/U1
 Stop B3 Buses towards London/Tube

U1 U5 TUBE
 Stop B4 Buses from London/Tube
 Stop B5 Buses towards Harcourt Hill Campus, Marston Road Site & Oxford City Centre/U1 & U5

Harcourt Hill Campus

A Building.

Beard Room
Chapel

Glasgow Room

Harcourt Kitchen
IT Service Desk
Lecture Theatre
Multifath Room

C Building.

Reception

D2 Building.

Library

D3 Building.

Institute of Public Care

D5 Building.

Science laboratories

E Building.

24-hour computer room

G Building.

Oxford Centre for Methodism
and Church History

J Building.

Westminster Square

K Building.

Dance Studio
Lower Gym

L Building.

Library

M Building.

Art and technology studios
Music practice rooms

N Building.

Residences

SC. Sports Centre

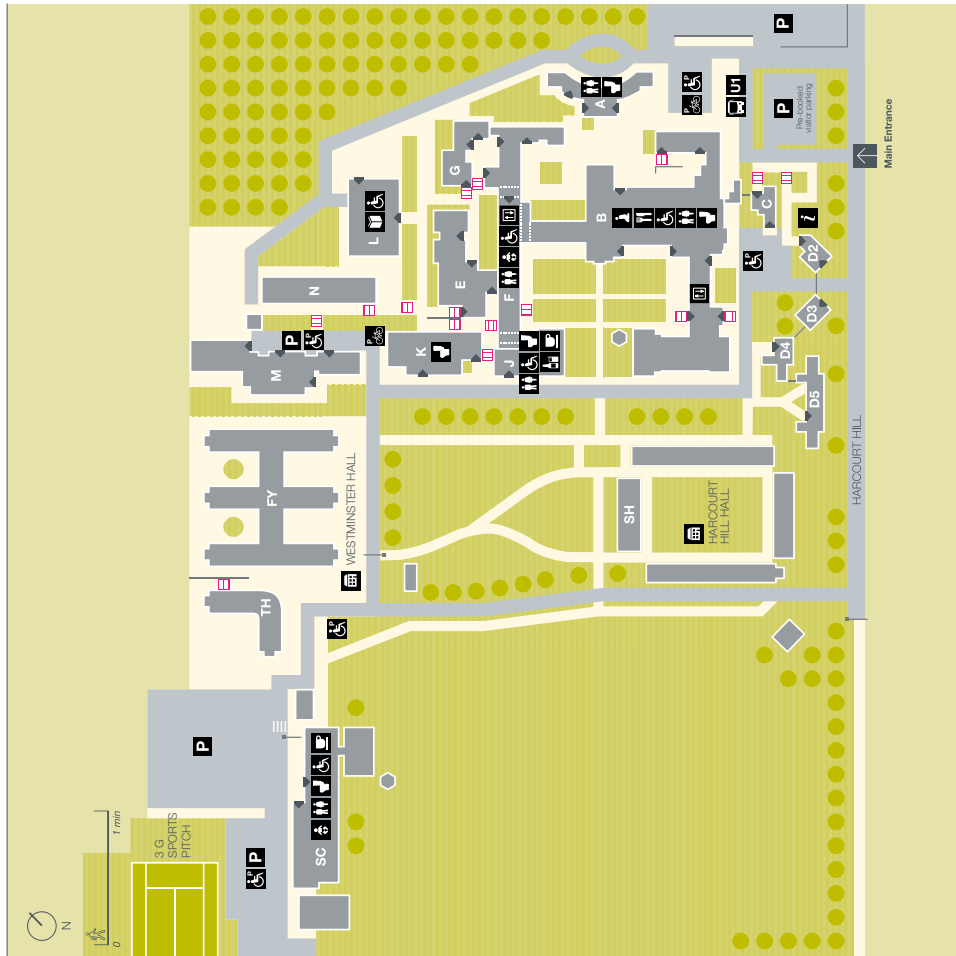
Residences

SH. Scott House

Residences

Westminster Hall

TH. Trevor Hughes
FY. Frances Young



Headington Campus: Marston Road

MRA. Annex

MRG. Gym

Clinical skills and simulation labs

MR. Main Building

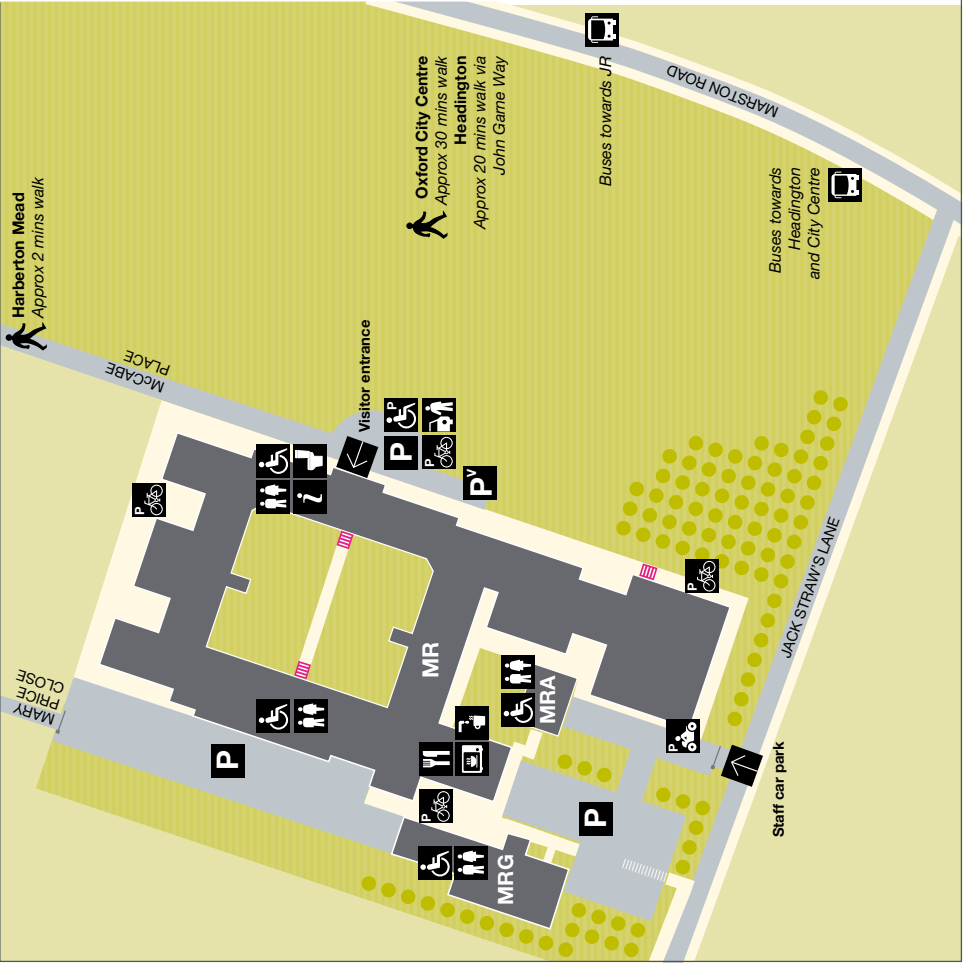
Clinical skills and simulation labs

IT Service Desk

Jane Ashley Lecture Theatre

Nursing and Midwifery

Restaurant and Cafe



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

International Student Advice Team (ISAT)

 www.brookes.ac.uk/students/isat

 isat@brookes.ac.uk

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

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

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

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



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To enquire about other formats, please get in touch

OXFORD
BROOKES
UNIVERSITY

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



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this publication please recycle it.