



International Student Handbook 2016-17



ROYAL
HOLLOWAY
UNIVERSITY
OF LONDON



Welcome

Hello!

Welcome to Royal Holloway, University of London. We are very pleased that you have chosen to study with us. Studying overseas offers many exciting experiences but it can also be challenging to adjust to a new environment. While things may be confusing at first, I hope that the information in this handbook will help to make your time here as easy and enjoyable as possible.

The International Student Support Office (ISSO) is here to help you get the best out of Royal Holloway.

We are here to provide you advice and support and our services include immigration advice, airport collection, day trips and events as well as guidance with welfare issues to ensure you settle in well to your new life at Royal Holloway.

ISSO host Global Cafe in partnership with the Students' Union and Campus Life Team. This is a chance for students to meet up for free coffee, biscuits and great conversations.

If you have any worries or concerns, please feel free to visit our office and speak to one of our experienced team of advisors.

Students are encouraged to drop by if they have any questions at all - we'd be pleased to help you! Alternatively, you may contact us by email. We will endeavour to respond to your email as soon as possible.

Meet our Team

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Pre-arrival checklist

Before you leave home

- Accept your offer
- Make sure your passport is up to date
- Get your CAS (Confirmation of Acceptance for Studies), a CAS is issued to you 3 months before the course start date
- Apply for your visa (make sure you meet the UKVI maintenance requirements)
- Book your accommodation
- Have enough funds for your living costs
- Book your flight
- Book the airport collection service
- Complete your enrolment online

Remember to Bring

- Ensure you keep all documents in your hand luggage for verification upon arrival in the UK
- Ensure you have the correct visa
- Bring your original qualification documents
- Bring a print out of your Confirmation of Acceptance for Studies (CAS)
- Bring your accommodation contract (if you have one)
- Ensure you have access to money approx. £300-£500 in a safe form (i.e. travelers cheques, Money Card)
- Take your TB certificate if applicable
- Bring your medical records of any pre-existing conditions (if applicable make sure they are translated in English)



Arrival

Including

Arriving in the UK | Airport collection | Collection of your Biometric Immigration Documents | Enrol on your course
Paying your fees | Accommodation fees | Local Accommodation | Welcome week and orientation programmes
Open a bank account | Register with the National Health Service | Healthcare for EEA Students and short term students
Prescriptions | Police registration

Arriving in the UK

When you arrive in the UK at an airport, seaport or Eurostar terminal you will need to show your passport or travel document with your visa or entry clearance sticker to an Immigration Officer at passport control. You will need to fill out a landing card on your flight and hand this to the immigration officer. You may be asked to show evidence that you are coming to the UK for the same purpose as stated on your visa or entry clearance sticker, so it is a good idea to carry the documents on the pre arrival checklist in your hand luggage. If the Immigration Officer is happy that you meet the requirements, he or she will stamp your passport with a date stamp and allow you to enter the UK.

Please note, the queues to come through immigration in September can be very long, by ensuring that you have all the necessary documents ready for inspection you can help speed up the process.

Should you have any significant difficulties at this stage, telephone 01784 276168 or 276222 in office hours or phone our Security team on 01784443063 at other times.

Airport collection

Royal Holloway runs an airport collection service for students arriving into London Heathrow at certain times of the year. This is a free service for students but you will need to book in advance and early to avoid disappointment. You should check our website for more details of dates and how to book.

Once you arrive at Royal Holloway pick up your keys and move into your accommodation.

We strongly advise that you finalise and confirm your accommodation arrangements before you leave for the UK. This helps prevent any delays and you can get settled into your accommodation after your long journey.

Let your family know you have arrived safely! You will have access to the internet to send an email home. We will also have sim cards available for your mobile phone.



Collecting your Biometric Residence Permit card (BRP)

Students applying for a visa from outside of the UK will be granted a 30 day short-term entry clearance vignette (sticker) in their passport. Students MUST collect their BRP card within 10 days of arrival. This is the visa that covers the full duration of your course. You must collect the card by taking your passport and entry clearance decision letter to the designated place in person. Only the named individual on the card or a family member who is 18 years or older may collect the BRP. You'll need to collect your BRP before you can complete your enrolment and collect your student ID.

If you provided Royal Holloway's Alternative Location Collection (ALC) code (2HE482) in your immigration application, you'll be able to collect your BRP from the Student Services Centre in the Windsor Building during your identity check which will be provided to you via email.

If, instead of the ALC code, you provided a postcode in Egham in your immigration application then you will need to collect your BRP from a selected Post Office in Windsor.

It's important that you collect your BRP promptly when you arrive at Royal Holloway.

To attend an identity check you will need to present your passport and your visa which needs to show you have permission to be in the UK as a student. Further information is available from internationaladvice@royalholloway.ac.uk.

Enrol on your course

You'll need to enrol with the college before you can begin your studies. You will be sent full enrolment instructions via email before you arrive. For further details visit: royalholloway.ac.uk/enrolment.

To enrol you will need to:

1. Complete online sign-up at campus-connect.rhul.ac.uk (you will receive your username and password via email)
2. Pay your tuition fees
3. Present your passport and your UK BRP (Biometric Residence Permit) card, which needs to show you have permission to be in the UK as a student at an identity check session. Once your enrolment is complete you will receive your College Card, which is your Royal Holloway student ID card. This card gives you access to a range of College facilities. For further details visit: www.welcome.royalholloway.ac.uk/how-to-enrol/

Please note if you are required to have a tier 4 student visa this must be for Royal Holloway, University of London in order to complete enrolment.

Paying your fees

Before you can register as a student, you need to provide official confirmation that you or your sponsor has sufficient finances to meet tuition and living expenses for the duration of your studies here. A payment of at least 50% of your tuition fees also needs to be made to complete enrolment. You will not be allowed to enrol until a fee payment has been made.

Payments of both tuition and accommodation fees can be made before arriving at Royal Holloway:

- Online payment with a debit or credit card via Epay (royalholloway.ac.uk/epay). Overseas card holders have the option to pay in their local currency.
- International bank transfer – as well as the usual bank to bank transfer Royal Holloway, in partnership with Western Union, offers a quick and secure way to make international bank payments in a number of currencies student.globalpay.wu.com/geo-buyer/royalholloway.

If you are paying your fees in full, studying a full undergraduate or postgraduate degree and can make your payment at least 21 days before your expected start date you may be eligible for a discount on your tuition fees.

Full details can be found at royalholloway.ac.uk/ecampus/finance/feepayments/earlypaymentdiscount.aspx. Please note there are payment deadlines and enrolment criteria that need to be met to receive a discount.

If your fees are being paid by a third party you will need to provide a copy of the official guarantee letter from your sponsor before you will be allowed to complete enrolment.

Students studying on standard degree programmes have the option to pay their tuition fees in two instalments. Fifty percent is due for payment to complete enrolment and the second instalment is then due at the start of the second term (January for those that start in September).

Students wishing to join the Pre-sessional English Language Programme (PELP) should refer to the relevant webpages for further information on tuition fees: royalholloway.ac.uk/international/englishlanguage/presessional/home.aspx.

Details of all available fee payment methods and tuition fee payment options can be found at royalholloway.ac.uk/studyhere/researchdegrees/feesandfunding/tuitionfees/howtopay.aspx.

Once a student has completed enrolment they can view their tuition and accommodation invoices, see a record of recent payments and make an online payment 24 hours a day via the finance tab of Campus Connect campus-connect.rhul.ac.uk/cp/home/displaylogin.

If you have any questions about paying your fees you can contact the Student Fees Team by email: student-fees@royalholloway.ac.uk or visit the Student Services Centre in Windsor Building (Monday to Friday 10am to 6pm).



Halls of residence

Accommodation fees

Accommodation fees are due at the start of each term. The amounts payable along with payment due dates are stated on your accommodation agreement which you can access by logging into the Accommodation Portal: halls.royalholloway.ac.uk/Pages/EN/Login/Lander.aspx?wf=Login.

Please be aware that rooms in halls of residence are allocated on a yearly basis. Students will usually rent accommodation in the local area for their second, third and fourth academic years.

Information regarding halls accommodation contracts, cancelling rooms, charges and conduct in halls is available in the accommodation Terms and Conditions available to download from royalholloway.ac.uk/studyhere/accommodation/home.aspx.

Local accommodation

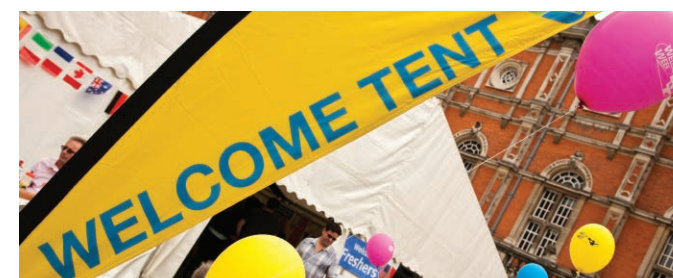
If you will be renting accommodation in the local community, you may be asked for a UK based rent guarantor (someone in the UK who will agree to pay your rent if you should fail to do so). If you do not have a UK based rent guarantor, you may be asked to pay rent in advance. This could be as much as six-months rent in advance.

This deposit can be approximately £2,400 or more if you are renting a house, less if you take up lodgings (houses are rented by groups of between two and six students and lodgings are rooms which local residents rent out within their family home).

Students living in a house will also be responsible for the utility bills for the property; you will need to budget for electricity, gas and water bills. Utility bills are usually included within the rent for lodgers, however, you should check this with the landlord of the property before you sign the agreement.

If you live in a house where everyone is classed as a full-time student you don't need to pay council tax. More information is available at: students.royalholloway.ac.uk/money/council-tax/.

If you are going to be renting off-campus accommodation, you will also need to budget for expenses while you are looking for a place to stay. If you arrive before the start of term, you may be able to stay in vacation residence which costs around £19.00 per day on a room only basis. You will need to book early to arrange this.



Attend Welcome Week and orientation programmes

During the first week of term in September there are a number of special activities planned to help new students to become familiar with the College. Students living in halls will have special activities planned to allow the residents to meet each other and the hall staff. Each academic department will hold enrolment and meetings during the first week to enable students to meet each other and the lecturers, as well as to discuss departmental policies and academic issues. There are also special orientation programmes specifically for international students. These are designed to inform students about the services and support available at the College, and to discuss issues of particular interest to international students. Information on these programmes is available at: www.welcome.royalholloway.ac.uk/whats-on-in-welcome-week.

Open a bank account

It's a good idea to open a bank account in the UK as it makes it easier for you to manage your money safely.

To open a bank account, you will need official identification (passport), proof of your status as a student and you may need proof of your address. You will be able to download and print a student status certificate from the enrolment tab of Campus Connect as soon as you have completed your enrolment.

Royal Holloway has its own branch of Santander bank on the main campus. Most major banks and building societies have branches in Egham and Staines.

All international students should be eligible for a basic bank account. This type of account allows for basic services such as payment in and out of the account. It also allows for the use of ATMs or cash machines. We suggest that you bring some cash around (£300- £500), or travellers cheques so that you can meet everyday expenses until your bank account becomes active. Remember if you are going to deposit funds into a UK bank account, it can take time to clear before you withdraw the money – 4 to 5 working days for UK cheques and often 28 days or more if converting to another currency.

Register with the National Health Service

If you are on a degree programme for more than 6 months you would have paid the immigration health surcharge (IHS) as part of your Tier 4 or dependant visa application. Therefore you and your dependant and members of your family are entitled to use most services on the National Health Service (NHS) in the UK for free. It's important to be registered with a doctor (a GP – General Practitioner) near to where you live. Students living in halls of residence or in the vicinity of the campus may register with the College Health Centre. Registration takes place during the first week of the session in September. Students arriving at other times during the year should register with the Health Centre as soon as possible. Full details can be found at: royalholloway.ac.uk/ecampus/campuslife/healthcentre.aspx

Students who live outside the campus vicinity can register with a GP in their local area. To find your local GP please visit the NHS website at nhs.uk and contact your local practice to see if they are accepting new patients.

It is important that you register with a doctor as soon as possible and do not leave it until you feel ill. Please bring adequate supplies of any medication you are taking and an English translation of the medication if possible.

Healthcare for EEA students and Short Term students

EEA students

If you are an EEA national you should obtain a European Health Insurance Card (EHIC) before coming to the UK to show you are eligible for free hospital treatment. Visit the European Commission's website for more information on the EHIC at ec.europa.eu/youreurope/citizens/education/university/health/index_en.htm

Short-term students

If you are in the UK as a short-term student or under the previous scheme of student visitor, for any periods when you are not a full-time student you should take out private medical insurance (unless you have paid the immigration health surcharge).

Dental treatment

Students are also advised to register with a dentist and can get help with finding an NHS dentist on the NHS website at nhs.uk. You will be able to find the nearest dentist in your local area. There is a charge for all dental treatments in the UK but it is less expensive to be treated through the NHS than as a private patient. Some dentists will be unable to take you on the NHS and offer to put you on a waiting list. To avoid additional costs we recommend you visit a dentist in your home country before your arrival to the UK.



Prescriptions

If a doctor prescribes you medication, they may write a prescription for you. You will need to take the prescription to a pharmacy or a large supermarket with a pharmacy counter and pay a standard charge. The prescription authorises a pharmacist to give you a particular medicine.

Police registration

If the visa stamp in your passport or BRP card requires you to register with the police, police staff from Guildford Police Station will be on campus to help you register on the following dates:

- 18 July 2016
- 30 August 2016
- 26 September 2016
- 03 October 2016
- 10 October 2016
- 17 October 2016

If you arrive at the start of term you may wait until these dates. You should present the following documents at the time of registration with the police:

- A valid passport and BRP card
- Two passport-sized photographs of yourself
- A letter of acceptance from the College or your College Card
- A fee of £34

You will need to make an appointment either in person at IN009 International Building or by email: internationaladvice@royalholloway.ac.uk.

International students who are arriving mid-term and are planning to live in the local area need to register with the police. Please visit the International Student Support Office for more information.

Living in the UK

Including

Culture shock | Volunteering programme | Clothing and climate | Electrical equipment | Insurance | Television Licence Sports | Mobile phones | Smoking | Alcohol | Drugs | Local travel | Driving | Travelling via train | Travelling via underground Coach Travel | International travel | Accommodation for families | Council tax | Right to rent | Childcare and schools Healthcare for dependants

Culture shock

Culture shock is a process that a person may go through when they experience a change of environment. It can be overwhelming moving to another country leaving behind family and friends and familiar surroundings.

You may not experience culture shock initially but after a short time as you start to settle in the UK, the differences may start to frustrate you and you may feel confused and isolated. You may experience homesickness, sleep loss, appetite loss, lack of concentration and fatigue. These feelings are natural and temporary and everyone including home students will probably be going through a similar experience so you are not alone!

Coping with culture shock

- Keep in touch with home
- Have familiar things around you
- Find a supplier of familiar food if you can
- Attend the Welcome week orientation
- Eat a healthy and balanced diet
- Take regular exercise
- Make friends with other international students, whether from your own culture or from others, as they will understand what you're feeling and, if possible, make friends with the local students so you can learn more about each other's culture
- Find activities which will give you a common interest with UK students e.g. sports, music or volunteering
- Come to the International Student Support Office. We are here to listen and help you have a great student experience.
- Link with a faith community.
- Explore the Students' Union and its societies. There may be an opportunity to learn a new sport or activity or continue an interest from home
- Don't be afraid to ask for help
- Find someone to talk to who will listen uncritically and with understanding, rather than isolating yourself. There are different support networks available to you such as counselling and wellbeing including the international student support team

Volunteering programme

Volunteering is a great way to learn new skills, meet new people, experience working in a team, learn to run projects and make friends, whilst engaging and helping people in the local community. Community Action volunteering offers training and support for students who want to take up any of the hundreds of opportunities on offer, ranging from school support to conservation work.

The Community Action International Team assist with supporting international students in their volunteering activities, and students can apply to be part of this team on an annual basis.

Royal Holloway also host an annual Volunteering Fair and a Christmas Volunteering initiative as well as one-off events such as the Make a Difference Day, Student Volunteering Week, The Big Spring Clean and Volunteers' Week. Students can design and lead their own projects too, such as ESOL Tutoring Refugees, Age Exchange, International Kitchen, Food Recycling Scheme, Sing-along Surrey and Love Your Campus.

A number of opportunities will require an official DBS check for working with vulnerable people, furthermore often the equivalent document will be required from your home nation such as a good conduct certificate or a recent police check translated into English.

Depending on your visa status you may only have a limit to how much volunteering you can complete each week, or what type of activities you can be involved with.

Community Action is a member of the National Council for Voluntary Organisations (NCVO), an approved 'Vinspired' award provider with the national youth volunteering organisation. As well as boosting your CV, volunteering can contribute towards achieving your Royal Holloway Passport Award.

For more information on Community Action volunteering royalholloway.ac.uk/volunteering.

Clothing and climate

The UK has a relatively mild climate compared to much of northern Europe, without extremes of hot or cold. However, if you come from a warm or hot climate, the UK will probably feel quite cold and wet. It will take time to acclimatise when you arrive. The British climate is quite unpredictable! Generally the coldest (winter) months will be between November and March. The warmest (summer) weather will occur between May and September. However, you can sometimes enjoy a beautiful warm day in March or get a cold and rainy day in July! An umbrella and waterproof coat are essential as rain showers occur throughout the year. While we rarely get prolonged periods of rain, showers can occur several times in one day. It only snows occasionally near Royal Holloway, but during the winter months the temperature will often dip below zero degrees Celsius, particularly at night.

Electrical equipment

The British electrical supply is rated at 240 volts/50 cycles. It is important to review manufacturers ‘instructions to ensure that any electrical equipment you wish to bring to the UK is compatible. Conversion plugs are widely available from electrical shops or at airports.

Insurance

Unfortunately students may sometimes experience problems such as losing property or having it stolen. That’s why it’s wise to think about purchasing appropriate insurance for your belongings whilst you study at Royal Holloway. You may also need to have the appropriate medical coverage for your entire stay at the College (if on a course less than 6 months) and for any travelling that you intend to do outside the UK. You should also have insurance cover for your personal belongings, especially for expensive items such as computers. Please be aware that Royal Holloway does not insure or accept any liability for the property of students living in halls of residence. The Students’ Union has information about UK insurance providers that specialise in policies for students.

Television licence

If you have a TV you’ll need to pay for a television licence, which currently costs £145.50. (The fine for using a television without a licence is £1,000). Students living in a house where one television is shared by all of the residents may purchase a single licence together. You can buy a television licence from a Post Office or online. For further details or to buy a licence online visit tvlicensing.co.uk.



Sports

Unlike many universities and colleges in London, we are fortunate in having our sports facilities onsite, making taking part and staying fit really easy. The campus boasts two grass football pitches and two grass rugby pitches with aspirations for a 3G football/rugby artificial pitch and a 3G hockey pitch. We also have floodlit netball and tennis courts, two squash courts, a multipurpose sports hall and an extensive 60-station fitness suite with weights room and aerobics studio. The sports centre also offers a wide range of services including personal training and fitness classes. For the complete picture visit: royalholloway.ac.uk/sport.

Telephones

Most students choose to have a mobile phone to use in the UK. There are different phone deals you can choose from:

- **Pay monthly**
If you wish to pay for your phone on a monthly contract, there are many network providers to choose from and the prices vary. It is worth visiting a general mobile phone shop to discuss the options available to you.
- **Pay as you go**
This option is slightly more expensive as you also have to buy a handset, but if you do not use your phone regularly, you will save money as you have no minimum monthly payment to make and you can ‘Top Up’ your credit whenever you need it.

- **Bringing your own phone**

If you want to bring your phone from home then you need to check with your service provider if it will work in the UK and make sure there are no hidden costs. It may be possible to purchase a UK SIM card to use in your existing handset at a fairly low cost.

There are now many companies that offer SIM cards for international students so that you can make calls to your home country at a much lower cost. Be careful though, as there may be other hidden costs involved.

Smoking

Smoking in public places is not permitted. You may smoke outside the college as long as you are at least five meters away from any building. All our student accommodation is non-smoking. If you are caught smoking in student accommodation, you will be fined and could be asked to leave College accommodation.

Alcohol

The legal age that a person may purchase and consume alcohol in the UK is 18. Bad behaviour due to excessive use of alcohol will not be tolerated on campus and could lead to disciplinary action by the police.

Drugs

The college is committed to the pursuit of zero tolerance on the use of illegal substances to try to maximise student health and wellbeing. It is our legal duty to ensure drug and ‘legal-highs’ use is strictly prohibited in halls of residence and on campus and we take all necessary steps including working with the Police to enforce this.



Local Travel

Cars and parking

Parking facilities at Royal Holloway are very restricted. In most cases, students who are living in halls of residence or within one and a half miles of the college are not permitted to have cars at the college. None of the halls on the main campus allow residents to have parking permits. For more information visit royalholloway.ac.uk/parking.

Driving

Before driving any vehicle in Great Britain, you should check that you meet all of the legal requirements which apply to the driver and to the vehicle and that you are aware of the correct procedures which may be very different from your home country. It is against the law to drive using a licence that is not valid in the UK. In addition, if you do so, your car insurance will be invalidated and you will be committing a further criminal offence of driving without motor insurance. If you hold a driving licence issued outside of Great Britain (that is England, Scotland and Wales), you can check whether you can use it to drive in the UK online at gov.uk/driving-nongblicence. You may be allowed to do so for a limited period of time only. Other information is available at ukcisa.org.uk/Information--Advice/Living-in-the-UK/Driving. You must be covered by insurance and the vehicle must have valid road tax. You should also make sure that you know the UK Highway Code – find out more at gov.uk/highway-code.

Travelling by train

If you are between 16 and 25 years of age you are eligible to purchase a Young Person’s Railcard (costing approximately £30). This card will get you 1/3 off most rail journeys across Britain for one year. It may be purchased at any train station or at the Students’ Union or by going to 16-25railcard.co.uk. Full-time students aged 26 and over may also buy a Railcard, although the application has to be endorsed by the college. Buy yours online at 16-25railcard.co.uk.

Travelling on the Underground

The easiest way to travel in London is by underground train. The London Underground is commonly known as the Tube, and London's Oyster cards and travel cards can be used on any Underground service (though make sure your travel card covers the correct zones). If you are a full-time student living in London during term time you might be eligible for an 18+ student Oyster photo card, which offers discounted fares. Find out more online at students.royalholloway.ac.uk/money/travel-discounts.

Free maps can be obtained from most tube stations. Tickets must be purchased from a machine or from a ticket office before you travel. Remember to keep your ticket, as you will need it when you reach your destination and wish to leave the underground system, or buy an oyster card which works out much cheaper. If you have a Young Persons Railcard you can link it to your oyster card to save money while travelling on the London underground. This will typically reduce the cost of buying some off-peak day travel cards and single off-peak pay as you go fares by a third. Visit tfl.gov.uk for details.

For a day out in London, you can purchase a one-day travel card from Egham station. This travel card covers your travel into and out of London plus unlimited travel on the tube and London buses for that day. Information on trains and fares in the UK is available at nationalrail.co.uk.

Coach travel

National Express is a popular service for coach travel throughout England. National Express operates from London Victoria Coach station as most long distance coach services in London depart from and arrive at Victoria coach station including airport connections to London Heathrow, Gatwick, Stansted and Luton. Visit nationalexpress.com.

Other coach services include greenline.co.uk and uk.megabus.com.



International travel

Before travelling to Britain or from Britain to another country, ensure that you have met the requirements for immigration. Please contact the ISSO team for more information on additional documents and Schengen Visas.

Discount cards

As a result of our affiliation with the National Union of Students (NUS), Royal Holloway students are eligible to buy an NUS Extra card, giving you access to a load of great discounts on high street and online outlets. You can purchase one from the Students' Union Reception or online on nus.org.uk at a cost of £12.

Accommodation for families

Royal Holloway has a limited number of flats and houses for postgraduate students with families. Most married students, however, live in privately rented accommodation in the local area. Only postgraduate students are eligible to apply for College family accommodation and because of the limited number of properties we cannot guarantee that this facility will be available to all interested students. It is therefore recommended that you apply for accommodation as early as possible. The rent for family accommodation depends upon the size of the property. A guide to rental prices is available at royalholloway.ac.uk/studyhere/accommodation/couplesfamilyaccommodation.aspx and private sector information is available at royalholloway.ac.uk/studyhere/accommodation/privatesector.aspx.

In addition to rent, you will also be responsible for paying the gas, electricity, water, telephone and other utility bills for your house.

Council tax

If everyone in the household is a full time student you don't have to pay council tax. Please check with the local council tax office in your area. You might have to provide evidence such as information on your visa. Council tax is assessed on the value of a house and therefore varies depending on the property. **Do not ignore Council Tax demands. Doing so might mean that you receive a court summons for non-payment.** If your dependant does get a council tax bill please email us at internationaladvice@royalholloway.ac.uk.

The College has no facilities for assisting students in finding family accommodation in the local area. You will need to contact local estate agents in order to find appropriate family housing. The Student Accommodation office has a list of estate agents in the local area, which is available upon request. Please keep in mind that the area around the College is relatively expensive and house prices and rents have been rising steadily. As a guide, rent in March 2016 for a two bedroom flat or house in the local area was about £1,200-£1,500 per month and a three-bedroom house was £1,350-£2,000 per month. Please be aware that there is no facility at Royal Holloway to house families on a temporary basis. If you wish for your family to come with you before you have made arrangements for accommodation, you will have to stay in a local hotel or bed and breakfast. Unaccompanied students may be housed in 'vacation residence' prior to the start of the session in September, to give them an opportunity to look for family housing. Information about local hotels and about the vacation residence facilities is available from Student Accommodation.

Right to Rent

Under Right to Rent you must show your current visa and passport to your landlord before you are given access to the property.

Childcare and schools

Arrangements for children will largely depend upon their age. In the UK, the local County Council is the government agency in charge of regulating schools and childcare. Royal Holloway is located in Surrey and most students live in this county. Surrey County Council has a website which provides information about all of its services, including schools and the regulation of childcare: surreycc.gov.uk. Details about childcare provision in the local area can be found at the Surrey County Council website at surreycc.gov.uk/people-and-community/family-information-service.

Generally children in the UK start school between the ages of four and five and it is mandatory for children to attend school between the ages of five and 16. Schools run by the

government are free of charge and the students attending are normally from the geographical area around the school. Therefore, it will not normally be possible to apply for a school until you know exactly where you will be living. Most school children will be required to wear a simple and practical school uniform. Details about the school's uniform and where they can be purchased are available from individual schools. There is a wide variety of childcare available for children who are not yet of school age; this includes nurseries, crèches and child minders. Information about the types of childcare available and a list of registered childcare providers are available through the Surrey County Council website. Please be aware that childcare in the London area, including Surrey, is expensive. In Britain, the average cost of sending a child under two to nursery part-time is £115 per week, rising to £212 per week for full-time cover.

The Sports Centre on campus offers childcare for school children from the age of five during school holidays and half term breaks. Information about this service is available from the Sports Centre and registration forms are normally made available a few weeks before the holiday.



Health care for dependants

The dependants (spouse and children) of a student are eligible for medical care from the National Health Service under the same conditions as a student. Therefore, in order for the family to be eligible for care, the student must be registered for a course of more than six months. If you and your family live in College accommodation or in the immediate area, you are eligible to register with the College Health Centre and can see the doctors there. If you live further away, in Egham or Staines you will normally have to register with an NHS doctor there.

Information about doctors in the local area is available from the College Health Centre. More detailed information about the National Health Service can be found at nhs.uk.

Immigration and visas

Including

[Applying for your tier 4 visa](#) | [Important information about your visa](#) | [Biometric Immigration Permit](#) | [Schengen visas](#)

[Students with dependants](#) | [Working on a Tier 4 visa](#) | [Work placements](#) | [Short term study students and employment](#)

[Working in the UK as dependants](#) | [Obtaining a National Insurance number](#)



As the sponsor for your Tier 4 student visa, Royal Holloway has a duty to maintain your student record and keep copies of your passport and visa. These will be taken at enrolment but please inform the Student Enquiry Desk in the Windsor Building if you renew either your passport or visa or change your contact details. Royal Holloway must also inform UK Visas and Immigration if you fail to enrol, withdraw or interrupt your studies or fail to attend classes.

Your responsibilities as a Tier 4 student

As a Tier 4 (General) student, you must remember that you have certain responsibilities regarding your attendance at Royal Holloway and other activities that you can do in the UK, such as working. Failure to abide by these rules may put your immigration status at risk and your visa may be curtailed or cancelled. Please see below for a summary of these responsibilities.

- Enrol on your course
- Provide your passport and visa
- Attend all your lectures and classes as scheduled. You must not have any unauthorised absences, if you do, make sure that your department or school know why you are not attending
- Register with the Police or update your visa and contact details (if applicable)
- Make sure your personal and contact details are up to date (Update via campus connect)
- Apply for visa extensions in good time and before your current visa expires, and pass details of any visa extensions to the Student Enquiry Desk in Windsor building
- Do not exceed the permitted working hours of 20 hours a week during term time (work permission will be stated on your visa)

Applying for your Tier 4 visa

The ISSO website explains:

- What type of visa you can apply for in the UK and outside the UK
- Supporting documents for your visa application
- Short term study visas
- How to Invite friends and family to the UK
- Extending your leave to remain
- Lost passport and BRP cards
- Error corrections
- Working during and after your studies

Important information about your visa

- You should begin to prepare your application three months in advance
- Apply to the UKVI for an extension before your leave to remain expires. However, keep in mind that you will have to submit various documents with your application
- You will need enough money to pay for your course fees and your living costs while you are in the UK. You will need £1,265 for each month of your course, up to a maximum of nine months £11,385
- Ensure the funds are in your bank account for a period of 28 consecutive days, the final date of this 28 day period must not be more than 31 days before the immigration application is made. (If you are using your parent's bank account please make sure you have written permission to confirm you can use their account. You will also need to provide a birth certificate as evidence)
- Check the date on which your leave to remain is due to expire and make a note in your diary or on a calendar to ensure you remember
- The length of time for which you are given permission to stay in the UK will be clearly stated on your visa in your passport or ID card
- If you allow your leave to remain to expire, you will be an over stayer this is in violation of immigration rules and can have serious impact on your registration status at Royal Holloway and future visa applications

- You cannot apply for a Tier 4 student visa in the UK if you currently have a short-term study visa
- If you are switching institutions to come and study at Royal Holloway you need to make a new application before you register with the University

For further information about repeat and resits, five year cap rules, the Doctorate Extension Scheme and other visa queries please contact us at the International Student Support Office (ISSO), IN009 International Building or email internationaladvice@royalholloway.ac.uk. For further information on extending your student visa visit gov.uk/browse/visasimmigration/student-visas.



Biometric Residence Immigration Documents (BRP)

Students applying for a visa from outside of the UK will be granted a 30 day short-term entry clearance vignette (sticker) in their passport. They will also be given a decision letter which will advise them where to collect their new Biometric Residence Card (BRP). You must collect your card within 10 days of arrival.

Students who are intending to apply for a visa as a short term student will still receive a stamp or vignette in their passport for up to six months. Further information is available from internationaladvice@royalholloway.ac.uk.

Schengen visas

If you are not a European Economic Area national and want to travel to Europe, you may be required to apply for a Schengen visa before you travel. The Schengen Visa Scheme is a scheme that allows those wishing to visit certain countries within the European Economic Area (EEA) (and Switzerland) to travel between these countries using only one visa. These countries are: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, and Switzerland. If you are intending on travelling to these countries please come to the ISSO office to collect full details on how to apply for a Schengen visa.

Students with dependants

Some Tier 4 (General) students can have family with them in the UK as their dependants.

- You can have dependants with you in the UK if:
- You are government-sponsored or your course is longer than six months
- You are doing a postgraduate level course of 12 months or longer
- Your current or most recent immigration permission was as a Tier 4 (General) student or a pre-Tier 4 student on a course longer than six months AND all four points below apply:
- Your permission is current or expired no more than three months before this immigration application AND
- Your new immigration application is for a course that is longer than six months AND
- Your dependant already has Tier 4 dependant or 'student' dependant immigration permission AND
- You apply for immigration permission at the same time as your dependant
- Financial requirements for dependants:
- Each dependant must have a certain amount of money; £845 for each month of your course, up to a maximum of 9 months (that is, a maximum figure of £7,605).
- You or your dependant will need to show evidence of these funds in a bank or building society account, or an account with an officially regulated financial institution
- The money can be held by the dependant or by you. If the dependant is your child, the funds can be held by the child's other parent, but only if the other parent will come to the UK too
- The money must have been in the account for a minimum period of 28 consecutive days up to the date of the closing balance. The account must not have dropped below the amount required at any time during the 28 day period. Also, the final date of this 28 day period must not be more than 31 days before the immigration application is made.

Tier 4 (Child) and undergraduate students who are not sponsored by their Government cannot bring dependants.

For more detailed information please contact ISSO or visit the UKCISA website: ukcisa.org.uk.

It is very important for you to think carefully about both the benefits and difficulties of bringing your family with you to the United Kingdom. If you do wish to bring your family with you during your studies, you must plan carefully.

Working during your studies

As a student on a Tier 4 visa you are entitled to remain in the UK for the entire course of study, plus an additional period at the end of your course. During this period you are entitled to work during your studies, as long the wording on your visa does not prohibit it.

Most students on full-time degree courses are given work restrictions. If you are allowed to work, your visa will state that 'Work must be authorised'. This actually means that you have an automatic right to work. If you are not allowed to work, your visa will be endorsed 'No work' or 'Employment prohibited'. There are other work restrictions students must follow:

- Students must not engage in business, be self-employed or work as a professional sportsperson or entertainer
- Students must not pursue a career by filling a permanent full time vacancy
- Different work restrictions also apply to Royal Holloway students.

Undergraduate students

Students studying at undergraduate degree level who have a restriction on working are allowed to work a maximum of 20 hours a week during term time, and any number of hours during the vacation period.

Postgraduate students

Can only work 20 hours a week for the duration of their degree course. Once you have completed all elements of your course and are waiting for your results then you will be able to work full time for a maximum of four months or until your Tier 4 visa expires, whichever is the earliest.

Postgraduate research students

As a Research student you do not have the same defined vacation periods as undergraduate and taught postgraduate students. Your working hours remain as 20 hours per week throughout the year. You would only be allowed to work full time during your vacation time.

As a PhD student your vacation periods would need be approved and authorised by your supervisor. You would need to make sure that authorisation of your holiday is recorded and copy is also provided to you.

Croatian students

If you are a citizen of Croatia we strongly recommend that you apply for a student registration certificate. It is not possible to apply for this overseas, so you need to apply to UKVI after you arrive in the UK using form CR1 also known as a yellow registration certificate. The certificate confirms your rights to live in the UK as a student and work here on a part-time basis whilst you are studying. Please note that you cannot start part-time work without this certificate. Information on how to apply is available on: gov.uk/croatian-national/yellow-registration-certificate.

European Economic Area and Swiss nationals

EEA nationals are able to seek employment without any restrictions.



Volunteering

Certain volunteering positions count as work and some do not. You need to make sure you are aware of the difference as you could be breaching your work conditions. For full details on the difference please go on our International Student Support Website.

Work placements

If the work placement is included as part of your degree course when you applied for your Tier 4 visa, then you will be able to work full-time during your placement year as long as the placement is no longer than 50% of the length of your degree course AND your degree course is in the UK OR you are studying a degree course in another country and part of your degree criteria is spending part of your time at Royal Holloway.

Short term study students and employment

Short-term students are not allowed to work in the UK, either in paid or an unpaid job. You are not allowed to enrol on a course of study that includes a work placement or work experience. Short-term students can volunteer but may not do voluntary work. You must be clear on the difference between the two.

Working in the UK as dependants

The ability of a spouse to work in the UK is dependent on the length of the student's course. Spouses who are a national of a European Union country can be employed in the UK. Spouses of other nationalities are normally eligible to work only if the student is enrolled on a course of 12 months or more and has been granted leave to remain in the UK for at least 12 months. Their work conditions will be stated on their visa. If your spouse will be arriving in the country separately from you, they should carry photocopies of your passport/ID card to show the entry clearance officer. The photocopies should show your name, other details and your student visa.

Obtaining a National Insurance Number

To work in the UK you will require a National Insurance (NI) number. Everyone who works in the UK must pay National Insurance (NI) contributions to the UK Government. These are deducted directly from your wages. If you don't have a National Insurance Number but have the right to work in the UK (including both EEA and non-EEA students) you can obtain one by following the process below.

Students who are actively seeking work may apply for a National Insurance Number by telephoning **0345 600 0643**. The telephone operator will ask you a number of questions including your eligibility to work in the UK (e.g. student visa, student dependant visa, EU citizen). The phone call will last approximately 10 – 20 minutes. If the operator considers you to be eligible for a National Insurance number on the basis of the information you have supplied, they will book an appointment for you to have a National Insurance number interview at one of the local offices (they will provide the address). An interview will be arranged locally (usually within 18 working days) and you will receive a National Insurance Number several weeks thereafter. The whole process should take no longer than 6 weeks. Full details are available from the International Student Support Office IN009, International Building or at the Careers Office at royalholloway.ac.uk/careers.



Support services

Including

[Student Service Centre](#) | [Support and Advisory Services](#) | [International Student Support Office \(ISSO\)](#)

[Student counselling service](#) | [Disability & Dyslexia services](#) | [Academic support](#) | [Personal support](#) | [Financial support](#)

[Student's Union](#) | [Residential support](#) | [Peer guides](#) | [Campus life](#) | [Religious services](#) | [Security](#)

The Student Services Centre

The Student Services Centre provides a central point of contact for non-academic enquiries and services. Our team can help with a range of queries linked to enrolment, accommodation, fee payment, replacement College Cards and more! If you need any advice or support during your studies, we're here to help. For more information visit royalholloway.ac.uk/ssc.

Support and Advisory Services

We have a friendly and caring community, with a network of dedicated support and advisory services to help you get the most out of your time here. The student-orientated Support & Advisory Services team seeks to support diversity and enhance the student experience. They operate an open-door policy so you're free to drop by for advice on anything to do with general student living.

International Student Support Office (ISSO)

Our services for international students include

- Immigration and visa advice
- A meet and greet service from airports collection during the welcome weekend
- US Federal Loans
- Specific events for international students
- General advice about living in the UK
- We also organise day trips to make the most of your time whilst in the UK. Our recent trips included Harry Potter, Stonehenge, Bath and Hampton Court Palace
- ISSO host Global Café in partnership with Student Union, a chance for students to meet up for free coffee and biscuits. A chance to take a study break and meet other students

The International Student Support Office will be running its regular trips to historic and cultural places of interest throughout the UK during the year. These trips are run especially for our international students and are a great way to know more about the history and culture of Britain. The trips are designed to allow you to explore a town or city yourself. We will also provide you with details if you wish to travel around Europe and how to apply for a Schengen Visa. More details will be given during orientation when you arrive.

Our contact details can be found at royalholloway.ac.uk/international/support/studentssupportservices/home. You can also email us at internationaladvice@royalholloway.ac.uk, or visit us in person in International Building Room 009.

Student Counselling Service

Short term counselling is available for students wanting confidential help with emotional or psychological concerns which may be impacting their ability to study or manage the transition to university life. Counselling aims to help students identify strategies to manage their difficulties; these are often related to anxiety, stress, low mood, loss or dealing with relationships. In addition to individual counselling, various workshops are available during the year and advertised on the counselling webpage. The Counselling Service office is in Founder's West room 171. For more information please visit royalholloway.ac.uk/counselling.

Disability & Dyslexia Services

The Disability & Dyslexia Services is Royal Holloway's central office for coordinating the support of students disabled or dyslexic students. We work closely with students with:

- Specific learning difficulties (e.g. dyslexia and dyspraxia)
- Mobility difficulties
- Mental health difficulties
- Visual or hearing impairments
- Long standing medical conditions
- Autistic Spectrum Conditions the Disability & Dyslexia Services offers advice and support, and represents the needs of students with special needs. If you would like our Handbook for Disabled and Dyslexic Students, please contact Disability & Dyslexia Services at Founder's West Room 151; +44 (0)1784 443966; disability-dyslexia@royalholloway.ac.uk.

Academic support

One-to-one and group sessions are available with our Specific Learning Difficulties Tutor. We liaise on the student's behalf with Academic Departments.

Personal support

We co-ordinate assistance around campus and in lectures, for example with personal helpers, note-takers and book fetchers for students with disabilities. We advise and assist students applying for priority to College accommodation and we advise about Library support, Counselling, the Health Centre, Careers, Chaplaincy and other student services.

Financial support

We provide advice and guidance for students with any financial issues you have, including hardship funding, budgeting and assist you with searching for additional funding opportunities where applicable.

If you have any questions, or would like to book an appointment, please contact the Student Finance and Funding Office, located in Founder's West Room 151; +44 (0)1784 414633 / 276109 or by email at financialadvice@royalholloway.ac.uk.

Information is also available on the College website at royalholloway.ac.uk/studyhere/undergraduate/feesandfunding/financialsupport.aspx.

Students' Union

The Students' Union is run by students, for students. We have one very simple mission, which is to make student life better at Royal Holloway. To do this, we provide entertainment, student societies and sports clubs, free and impartial advice, and representation on big issues for students to the College, the local community, and on a national scale.

If you're unsure about anything with your degree, your accommodation or your finances, come and visit our Advice & Support Centre upstairs in the Students' Union building. If you have a passion for cricket, basketball or fencing, or any other sport, try out for one of our teams, and if you have a passion for dance, politics or journalism, get involved with one of our societies and media outlets. You can even work for us in one of our trading venues or our shop, or can gain voluntary experience with us to build on your CV!

The most important thing we can do for you, however, is representation. If there's something you don't like about Royal Holloway, or something you absolutely love, be that your accommodation, your course or the food we provide, talk to your Students' Union, and we can work with you and the College to make the improvements that you want to see. If you have any questions about us or what we do, come and see us in our building opposite the International Building and visit the SU website at su.rhul.ac.uk.

Residential Support

The Residential Support Team is available to help residents with a variety of aspects of Hall life, including disputes, disturbances, living independently and settling in. You can contact them by emailing residentialsupport@royalholloway.ac.uk or visit them in the International Building 008 Monday-Friday 9am-5pm. If you need to speak with a member of the team outside of these hours for urgent advice or support you can contact them via your Residential Reception or Security Services on 01784 443063.

Peer Guides

Each academic department has a peer support structure in place to help guide new undergraduate students through the transition to university academic life. You will meet your Peer Guide during Welcome Week and keep in contact with them throughout your first year. You can find out more by emailing peerguide@royalholloway.ac.uk.

Campus life

In addition to the clubs and societies you can join, Hall social events and socials in your academic departments there are a range of events on and off campus to help students settle in and achieve a healthy balanced student life. Take a look at our events online on the student intranet at royalholloway.ac.uk/students or email campuslife@royalholloway.ac.uk for more information.



Religious services

Royal Holloway is a multi-faith community and offers welcome and support to people of all faiths and none. The Chaplaincy team includes an Anglican and a Roman Catholic Chaplain as well as a Muslim Chaplain (part-time), all of whom are happy to talk to you no matter what your beliefs are. You can discuss any issues with them, not only matters of faith and belief. They will do their best to see students who simply drop in, but it is better to make an appointment.

The Chaplaincy team will be happy to assist you with contacting people of the same faith and finding local places of worship. We can also advise on meditation. On campus there are services for students from the Christian, Islamic and Hindu traditions as well as lots of student faith and belief societies.

Christian worship

The College Chapel is located in the North side of the main Founder's Building, it is fully ecumenical and welcomes all members of Royal Holloway. It is used for daily worship, and services are open to everyone.

Services run throughout term time in which Christians of all denominations participate. The normal pattern of ecumenical services is Morning Prayer each weekday at 8.45am and Evening Worship on Sunday at 6.00pm.

Holy Communion is celebrated on Thursdays at 12.30pm and Choral Evensong at 6.15pm.

Roman Catholic Mass is celebrated on Fridays at 12.30pm and on Sundays at 7.30pm.

Students can take an active part in leading worship, and if you want to sing in one of the choirs that use Chapel we can put you in touch with the people who organise them.



Muslim worship

The College has a purpose-designed Prayer Room located inside Wetton's Annexe. Friday Prayers are arranged on-campus with a prompt start time of 1.15pm, and religious worship (Eid/Ramadan) is also facilitated. Please see the Chaplaincy webpage for further details.

Hindu worship

Aarti is led by the Hindu Society and facilitated by the Chaplaincy Team, please get in touch for further details.

The Chaplaincy office is Founder's West 169. More information on Chaplaincy and Faith Support can be found at royalholloway.ac.uk/chaplaincy.

Security

Royal Holloway's campus has recently been named as the safest area for students and we continually work to maintain this.

We have a large team of uniformed security staff who patrol the College grounds and buildings both day and night and we work closely with the local Police on all aspects of safety. A closed circuit television system with a recording facility is in operation and walking routes around campus are well lit at night. There are a range of publications available to students, such as 'Safe & Secure' and 'Campus Watch' which give information about keeping safe on campus and also provide crime prevention advice.

While the campus is generally a safe place we do advise everyone to take care and minimise risk through Campus Watch. For example, don't walk alone in isolated areas at night, and never let strangers into your room or building. We also recommend that you insure your valuable property and register it online at www.immobilise.com. If you lose property on College premises, inform the Security Office (FE39). If you find money or other valuables, hand them in to the Security Office and a record will be kept.

If you see anything that gives you cause for concern on campus you should call College Security on 01784 443063 at once. Our booklet, Safe and Secure at Royal Holloway, provides more information about being safe on campus.

Teaching and study methods

Including

[Lectures](#) | [Seminars](#) | [Tutorials](#) | [Private study](#) | [Assessment](#) | [Course expenses](#) | [Academic expectations](#)
[Academic services](#) | [Library](#) | [IT facilities](#)

Students from outside the United Kingdom may have experienced teaching methods different from those commonly used in British universities. Some international students may find that they are expected to participate in discussions and debates and to study more independently than they did in their home country. Teaching at Royal Holloway takes place mainly in the first and second terms and takes the form of lectures, seminars, tutorials and practical work. Field studies are also included when studying Biology, Geography and Earth Sciences.

Lectures

The lecturer is normally a permanent, full time member of academic staff who is an expert on the subject area being taught. Lectures are usually formal occasions where students listen to the views of the lecturer and take notes. Following an expert's argument will require close attention as well as a good understanding of the English language.

Seminars

Seminars take the form of group discussions. They are usually led by an academic member of staff and attended by between eight and 20 students. Students participate by asking questions and putting forward their views. You might also be asked to make presentations.



Tutorials

Most departments offer tutorials, which are meetings with a small number of students. They provide an opportunity to discuss academic work in detail with a member of staff.

Private study

Learning does not finish when the student leaves the classroom. Students will be expected to do many hours of private study, such as reading, researching and writing essays or projects.

Assessment

Assessment varies with programmes of study. In some cases assessment is by coursework. In other cases it is by examinations, or sometimes it can be a combination of both.

Students will normally be informed about the assessment methods of their course during the departmental orientation sessions. Examinations take place in the third (summer) term. Students are only permitted to sit examinations if they have fulfilled all coursework and attendance requirements. Therefore it is important for you to understand what you must attend and what coursework you must complete. If you have any questions or concerns about the requirements of your course, you should speak to your Personal Advisor in your department. You won't be able to progress to your next academic year if you do not successfully complete all your end of year assessments.

Course expenses

In addition to your tuition fees, you can expect some other academic expenses department should budget for items such as books, notebooks, paper, pens and photocopying. What you need to buy will depend upon your course and department. For example, some students will be required to purchase lab coats and protective eyewear for laboratory work, and some students may have to pay expenses for field trips or for study abroad. Other students may be required to attend films or stage productions. Your academic department should be able to advise you about the expenses you are likely to have on your course.

Postgraduate students should allow for additional expenses such as travel associated with conferences and thesis presentation of their research.

Departmental and College notice boards Students are responsible for keeping themselves informed of events, activities, changes to lecture schedules, etc. that are posted on departmental or College notice boards. You must regularly check your Royal

Holloway email account and the information displayed on notice boards; the details they provide may be helpful and important.

Academic expectations

An information session for international students on Academic Expectations in the UK will be held during Orientation and Welcome Week in September in the Windsor Building Auditorium.

Academic Services

Centre for the Development of Academic Skills (CeDAS)

CeDAS offers a range of courses, workshops and one-to-one tutorials that aim to ensure all students at Royal Holloway reach their full academic potential. These include the following:

- Essential Academic Skills
- Academic English for International students
- Contemporary Britain courses
- A Maths and Statistics advisory service
- One-to-one Writing Tutorials
- Global Leadership Programme

In addition, the Centre manages and teaches the Pre-sessional English Language Programme and the Pre-Masters Diploma for International Students.

For students who wish to study abroad as part of their Royal Holloway degree, the Centre is also responsible for facilitating Study Abroad opportunities for Royal Holloway students during their degrees. It also supports incoming Visiting Students during their time here further details of all the opportunities above can be found at royalholloway.ac.uk/cedas.

Library

Our library has a stock of more than 600,000 printed volumes, DVDs and CDs, provides access to more than 350,000 e-books and subscribes to more than 40,000 electronic journals. These resources are made available via our online search tool, LibrarySearch. We have two campus libraries: Founder's library and Bedford library, which offer over 860 workspaces between them, encompassing a range of study spaces from bookable group rooms to silent study zones. Bedford Library stays open 24-hours, six days week (Sunday to Friday) during autumn and spring terms, and 24-hours, seven days a week prior to and during exams. During term time, Founder's Library is open until 1am during the week.

We carefully manage our resources to ensure they remain relevant and accessible and have multiple copies of texts wherever possible; the most in-demand material is placed in our short loan collections. We also aim to digitise widely sought-after course material. These 'e-packs' can be accessed via Moodle and read online, or downloaded and printed. We also offer a programme of information skills training to develop students through basic searching skills, through to advanced research skills for life at university and

beyond. You will also have access to the college archives; a significant resource documenting the history of women's education at our founding Colleges – Bedford and Royal Holloway. For more information visit royalholloway.ac.uk/library.

Library and IT facilities

Our IT and library services work together to provide you with integrated support, throughout your time at Royal Holloway. We continually invest in the very latest technology and resources and encourage student feedback to ensure that we are meeting your needs effectively. We offer:

- IT support
- free Wi-Fi network across campus
- easily accessible IT services when off campus, including your life-long email and secure file storage
- Free access to the printed and electronic resources and study space facilities of Senate House Library – one of the world's most significant collections in the arts, humanities and social sciences. Visit senatehouselibrary.ac.uk for more information
- several hundred open access PCs with printing photocopying facilities – many available 24/7
- Online teaching including lecture notes, exercises and lecture recordings. Bedford Library is the one-stop shop for library and IT queries, also providing a free drop-in clinic for your own mobile devices and laptops. IT support experts are available over the phone, by email, online chat and in person.

IT and information skills training

We offer a comprehensive programme of IT and information skills training. Sessions start at induction level and are designed to enhance and develop research and information skills to assist you with your essays, dissertation and project work throughout your degree programme and into the workplace. For more information visit royalholloway.ac.uk/it.



Contact information and useful websites

Royal Holloway, University of London

College Switchboard

+44 (0)1784 434455

Student accommodation – Student Services Centre

+44 (0)1784 443338

studentaccommodation@royalholloway.ac.uk

Admissions Office

+44 (0)1784 443888

admissions@royalholloway.ac.uk

Disability & Dyslexia Services – Founder's West 1st Floor

+44 (0)1784 443966

disability-dyslexia@royalholloway.ac.uk

International Student Support Office (ISSO) – International Building Ground Floor

+44 (0)1784 276168

internationaladvice@royalholloway.ac.uk

International Student Support at RHUL

Students' Union

+44 (0)1784 486300

www.su.rhul.ac.uk

Students' Union Royal Holloway University of London

Careers – Horton Building

careers@royalholloway.ac.uk

+44 (0) 1784443073

royalholloway.ac.uk/careers/

Welfare and Wellbeing – Founder's West 1st Floor

royalholloway.ac.uk/ecampus/welfare

welfare@royalholloway.ac.uk

+44 (0) 1784 443394

Royal Holloway Health & Wellbeing,
Royal Holloway Campus Watch

Financial Welfare & Funding Advice – Founder's West 1st Floor

+44(0)1784414633 or +44(0)1784276109

financialadvice@royalholloway.ac.uk

royalholloway.ac.uk/ecampus/finance

Volunteering – Students' Union First Floor

royalholloway.ac.uk/volunteering

Office: 01784 414 078 / 01784 276 718

Mobile: 07799 378 052

volunteering@royalholloway.ac.uk

RHUL Community Action

Library

royalholloway.ac.uk/library

library@royalholloway.ac.uk

01784 443323

University Health Centre – Founder's East 1st Floor

healthcentre@royalholloway.ac.uk

Reception – 01784 443131

WAMCCG.RHCHHealthCentre@nhs.net

Email should not to be used to make appointments

Out of Hours

01753 865773

(Please note this service is only available to you if you have registered with the Health Centre. Contact your Local Health Centre if you need to see a Doctor).

Residential Support – International Building Ground Floor

residentialsupport@royalholloway.ac.uk

+44 (0) 1784443955

royalholloway.ac.uk/ecampus/welfare/residentialsupport/

Further information on departments and services at the College can be found on the Royal Holloway website at royalholloway.ac.uk.

The United Kingdom Council for International Student Affairs (UKCISA)

UKCISA offers information and advice to international students who are studying or considering studying in the UK. Their website offers information on a wide range of issues of interest to international students, and can be found at ukcisa.org.uk

Student helpline: +44 (0)207 1079922 (Monday–Friday, 1–4pm)

The British Council

For information about British Council activities and a list of offices worldwide, please visit britishcouncil.org.

British Council Safety First:

britishcouncil.org/sites/default/files/safety-first.pdf

Useful government websites

For information about who needs a visa to enter the UK and how to apply, visit ukvisas.gov.uk.

For information on leave to remain in the UK, including application forms, visit homeoffice.gov.uk.

For information on local county government services including schools and registered childcare, visit surreycc.gov.uk.

For information about driving licences in the UK, car registration and taxes, visit dvla.gov.uk.

Travel information

For information about rail travel and train times, visit nationalrail.co.uk.

For information about bus services near Royal Holloway, including service route maps and journey planner, visit travelinesoutheast.org.uk.

For information from the National Health Service on conditions, treatments, local services and healthy living, visit nhs.uk.

For information on inter-city and airport link bus services including those from Stansted and Luton airports, visit nationalexpress.com.

For information about travelling in and around London, including buses, river services and the Docklands Light Railway (DLR), visit tfl.gov.uk.



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