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I am extremely proud of our community at the University of Reading so instead of the traditional ‘welcome’, I would like to start by saying ‘welcome home’. Along with my colleagues and our returning students, we are all here to help you settle in quickly and enjoy the best possible experience right from the start.

Every journey is unique and we are committed to providing you with a range of opportunities to make the most of your time here, helping you to thrive academically and personally. This guide will introduce you to many of these and encourage you to familiarise yourself with what is on offer.

There is a lot to keep track of in your first few weeks and it is natural that you may feel overwhelmed. Keep up-to-date by checking your University email account every day and regularly logging in to the Me@Reading student portal.

From me and the rest of the University of Reading community, I wish you a great start to what I am sure will be very happy and successful time here.

Robert Van de Noort
Vice-Chancellor

Molli Cleaver
RUSU President 2019/20

I’m Molli – President of Reading University Students’ Union (RUSU).

I’m one of your five Full-Time Student Officers! RUSU represents, supports, and provides opportunities for all students at the University. We represent you through over 1,500 student representative roles. We look out for your welfare with a free, independent and professional Advice Service. We are the home of sports, societies, volunteering and student media. We host events, including regular club nights in our award-winning nightclub, 3sixty.

The RUSU building houses almost everything you need: restaurants, bars, a post office and more. Ultimately, RUSU is your union. We will listen to your feedback and use it to improve RUSU.

See you soon!

VC AND RUSU WELCOME MESSAGE

YOUR UNIVERSITY USERNAME AND PASSWORD

1. After you’ve collected your Campus Card please log into the RISIS portal at: risisweb.reading.ac.uk
2. Follow the link ‘Click here to collect your University username’
3. Make a note of your username and set your password.

If you forget your password you can get a reminder at password.reading.ac.uk. You can also use this service to change your password to something more memorable (but still secure). Keep your details safe (and don’t share them) as they are your key to our facilities and services.

EMAIL

We will communicate with you via your University email address. You are expected to check your email every day to keep up to date with news and information about your course.

You can access your University email via Me@Reading (see page 6), or go to: reading.ac.uk/office365

ACADEMIC TIMETABLE

Your timetable covers all teaching and other academic events. It will tell you when and where your classes take place.

You can access your timetable via Me@Reading (see page 6), or go to: reading.ac.uk/timetable

CAMPUS CARD

When you complete enrolment, you will receive a Campus Card which allows you to do a range of things on campus, including:

• accessing your halls of residence (if you live in one)
• entering the Library and borrowing books
• accessing the PC labs
• entering the SportsPark
• paying for printing and photocopying
• purchasing food and drink on campus.

For more information visit: reading.ac.uk/campus-card

GETTING STARTED
YOUR DIGITAL HOME

ME@READING

You may have used the Me@Reading applicant portal before joining, but now you’re a fully enrolled student you have access to the Me@Reading student portal. Me@Reading gives you easy access to everything you need during your time here, including:

- your email inbox
- your academic timetable
- quick links to useful resources like Blackboard and the RISIS portal
- personalised news, articles and events
- reminders.

Use your University username and password to log in at: reading.ac.uk/student

Me@Reading is a really useful hub of information about all things student and University related. It’s really nice to have all the advice and contacts that we need in one place.

Taz,
Department of English

BLACKBOARD

Blackboard is a web-based Virtual Learning Environment (VLE) that gives you access to online learning, information and activities for your school, course and modules. You will also use it to submit your coursework electronically (where appropriate). You can access Blackboard via Me@Reading or go to: bb.reading.ac.uk

RISIS PORTAL

The RISIS portal is home to your student records and is where you store and update your personal information. Use the RISIS portal to:

- keep your personal information up to date, including your mobile phone number and current address
- select modules for your course
- contact Student Services teams online via Ask a Question (see below)
- see your personal exam timetable
- view your marks and keep track of your progress
- register for internal schemes like the RED Award.

You can access the RISIS portal via Me@Reading or go to: risisweb.reading.ac.uk

ASK A QUESTION

Click the ‘Ask a Question’ tab on the RISIS portal to contact your Support Centre and Student Services teams to ask them a question. They can help answer questions about:

- assessments, exams and marks
- changes to your studies
- financial support
- immigration and visas
- module selection
- wellbeing support
- other general questions about your studies.

IT SERVICES FOR STUDENTS

The IT department provides a comprehensive list of services to students.

Printing – Print anywhere on campus with our FollowMe printing service. Simply print to the FollowMe queue and collect your work from any one of the many printers around campus. You can pay for printing with your Campus Card. Top up your card at: reading.ac.uk/cardfinance

- WiFi: Benefit from free and fast wireless internet access across campus for all students. We also provide internet access for guests and visitors (see below).
- Free software: Download free software including Microsoft Office 365, MATLAB and SPSS.
- Printing: Print from anywhere on campus with the FollowMe printing service. You can pay for printing with your Campus Card.
- Online storage: Get up to 1TB of free online storage with OneDrive to store and back up your work.
- IT assistance: Need help with something? IT can help with any IT-related problems or questions. For more information on the services offered by IT, visit: reading.ac.uk/its/student

CONNECTING TO WI-FI

Laptops/PCs

If you’re connecting for the first time from a laptop or PC, you will need to connect to the network called ‘UoR Setup’ using the case-sensitive password ‘ConnectMe’. UoR Setup is a secure network with limited access so you will only be able to access University websites and further Wi-Fi configuration information.

Once you’re connected to UoR Setup, visit wifi.reading.ac.uk to connect to Eduroam using the appropriate wizard. You will be prompted to enter your University username and password to verify that you are a student.

Mobile devices

To connect your mobile phone or tablet, simply select Eduroam from the list of wireless networks and enter your details.

Guest WiFi

‘WiFi Guest’ is a service available in various locations on campus for visitors, provided by Sky. This network is free but limited to three hours of use a day.

To connect to ‘WiFi Guest’, select WiFi Guest from the available networks list, open a browser and follow instructions to register. Once registered, you will automatically connect to The Cloud WiFi without needing to re-enter your log in details.
Staff and students have worked together to develop this charter that clearly sets out what we all expect of each other.

It recognises the importance of an effective partnership commitment, in which the University and its staff have professional obligations, but where students are also responsible for themselves as learners and as individuals.

**STUDENT CHARTER**

**PARTNERS IN LEARNING**

**STUDENTS EXPECT THE UNIVERSITY TO:**
- provide an excellent and varied learning experience
- deliver degrees with relevant content informed by the latest research
- provide access to learning resources and facilities that allow you to excel
- offer opportunities to gain knowledge and skills useful for life beyond university
- support students’ professional development and access to career information, advice and guidance
- provide a broad range of social, cultural, sporting and co-curricular activities
- facilitate opportunities to express views which are considered and responded to.

**STUDENTS EXPECT STAFF TO:**
- teach in an engaging and varied manner that inspires learning
- give timely and constructive feedback on work
- provide effective pastoral and learning support when needed
- respond, communicate and consult in a timely and effective manner
- recognise the student body to be a diverse collection of adults who are partners with an equally important voice in their learning.

**THE UNIVERSITY EXPECTS STUDENTS TO:**
- work hard at their studies and to be active partners in shaping their experience of higher education
- seek out opportunities to enhance their understanding and to develop practical and intellectual skills
- take advantage of the wealth of activities (social and developmental) provided by the University and the Students’ Union
- be aware that their conduct affects other students and reflects on the University, and to act accordingly
- provide constructive feedback on their time at Reading through the Students’ Union and directly to the University.

**STAFF EXPECT STUDENTS TO:**
- be pro-active in managing their learning and in seeking help when needed
- be enquiring in their thinking
- manage their time to fulfil academic and other commitments
- engage fully with all academic commitments
- conduct themselves and to engage in their studies with honesty
- keep appointments and to communicate with staff in a timely and courteous manner
- take ownership of their own health and wellbeing.

**WE ALL EXPECT EACH OTHER TO:**
- treat one another with respect, tolerance and courtesy, regardless of identity, background or belief, both in person and online
- show responsible stewardship of the University environment, facilities and resources
- challenge one another intellectually and to contribute to the advancement of knowledge
- work fairly and effectively with one another both inside and outside the academic context
- be accountable for our actions and conduct
- recognise and value positive contributions from others.

The University and Reading University Students’ Union (RUSU) are committed to ensuring an inclusive, supportive and respectful environment for all, as set out in our Student Charter.

Our #NeverOk campaign takes a stand against negative behaviours, including all forms of bullying, discrimination and harassment, and we actively encourage students to report any instances of these behaviours to the University.

For more information, visit: reading.ac.uk/NevertOk
YOUR STUDIES

ACADEMIC TUTORS

Every postgraduate taught student (PGT) at Reading is allocated an Academic Tutor – a member of academic staff in your school or department who acts as a key point of contact throughout your degree. Academic Tutors work in partnership with students and the University’s wider support services to support your academic, personal and professional development.

You should meet with your Academic Tutor at least once a term to discuss your academic progress and development.

For more information, visit: reading.ac.uk/academic-tutors

PGR RESEARCH SUPERVISORS

In most cases, postgraduate research students (PGR) are assigned two supervisors, who have the expertise and experience to support them in their studies. In some Schools and Departments, there may be a wider supervisory team. Whichever style of supervision is used, you will receive support with all academic aspects of your doctorate.

This includes guidance on training, shaping your doctoral research project, networking, your career, and completing your doctorate in a timely manner.

For more information, visit: reading.ac.uk/gs-support

STUDENT REPRESENTATION

Academic Reps are a team of 400+ student volunteers, who actively represent the educational needs of all students. There are two types of Rep:

- **Course Reps:** Every course has at least one Course Rep who is there to listen to you and can represent your views about teaching and learning on your course.
- **School Reps:** School Reps oversee a group of Course Reps within a School and work closely with the Education Officer and Academic Representation team at the Students’ Union to bring about positive change. They handle issues that are common to more than one course and sit on school-level committees to raise student feedback at a higher level.

**Postgraduate elections:** Postgraduate Course and School Rep elections take place in September every year. It is important that PGT and PGR students are represented at Reading, and we encourage you to get involved with your teaching and learning. Find out more about representing students in your department at rusu.co.uk/elections

HOW TO GET INVOLVED IN YOUR COURSE

We encourage all students to get involved with their education – and an important part of this is to feed back to your Course and School Reps on what you think is going well with your studies, what could be improved, and any other ideas you may have for change.

You could also offer to become an Academic Rep yourself – joining a network of students working to enhance the student experience. To find out how to get involved go to: rusu.co.uk/elections

“Being a School Rep means you’re a catalyst for positive change within your course and School, but I also enjoy the social aspect. Although we are from really diverse disciplines, the thing we have in common with all of our successes is a sense of community and that things can be achieved together.”

Ryan, Postgraduate School Rep, Biological Sciences
The Library on Whiteknights campus provides you with a huge range of resources – both online and printed – so make sure you get to know it before you start on any assignments.

YOUR LIBRARY

We have invested over £40 million in a major refurbishment of the Library. A new café along with a variety of group and individual study spaces are already available for student use. The refurbishment will be completed in autumn 2019 and offer more study spaces, better access and security as well as improved service for borrowing and returning books.

DIGITAL RESOURCES

The Library supports your learning by providing access to digital resources including e-journals, e-books and databases, and search facilities to help you find books, journals and other materials, including specific chapters and articles related to your subject.

SUPPORTING POSTGRADUATE COURSE STUDIES

BORROWING
Your Campus Card allows you to borrow books and other materials from the Library, and to scan, print and photocopy. Taught postgraduates can borrow most items for three weeks. In the case of resources in high demand, some book loans are limited to seven days. Key course texts are shelved separately in the Short Loan Collection on the Library’s ground floor.

EXPERT ACADEMIC SUPPORT
• Your Liaison Librarian can advise you on the best resources to support your studies and the most efficient, time-saving ways to search them, including using reference management software to create bibliographies. We create online guides to subject-specific resources and offer bookable one-to-one sessions to help you make the most of our resources. See: reading.ac.uk/library/liaison
• Study Advice is here to help you make a successful transition to postgraduate-level study challenges: www.reading.ac.uk/library/study-advice. We offer one-to-one advice and online resources on topics such as literature reviews, dissertations and longer projects, presentations, and managing wider reading, including a specific guide for Masters students: libguides.reading.ac.uk/masters
• Need additional help with any maths on your course? Visit the Maths Support team at: reading.ac.uk/library/maths-support

SUPPORTING DOCTORAL STUDIES

BORROWING
Your Campus Card allows you to borrow books and other materials from the Library, and to scan, print and photocopy. Researchers can borrow most items for six weeks, although some books also used by taught courses are limited to seven day or overnight loan.

EXPERT ACADEMIC SUPPORT
Your Liaison Librarian can advise you on the best resources to support your research and the most efficient, time-saving ways to search them, including using reference management software to create bibliographies. For in-depth one-to-one advice, contact us to arrange an appointment: reading.ac.uk/library/liaison
• Study Advice offers tailored advice for doctoral students including one-to-one sessions and online resources, for example see our study guide for research postgraduates: libguides.reading.ac.uk/research-postgraduates.
• The Library’s Research Publications Adviser can advise on choosing where to publish your research, your digital researcher identity, obtaining funding for open access publications and how to track the impact of your research outputs using bibliometrics and altmetrics. See: libguides.reading.ac.uk/research-support

SPECIAL COLLECTIONS

You can consult the University’s archive and rare books at Special Collections Services at our London Road campus. Find out more at: reading.ac.uk/special-collections

TERM-TIME OPENING HOURS

Monday – Friday: Open 24 hours a day
Saturday: Open until 21:00
Sunday: Open from 08:30

For more information visit: reading.ac.uk/library
STUDY SPACE ON CAMPUS

We have many study spaces across our campuses at Whiteknights and London Road, enabling you to work on your own or as part of a group.

THE LIBRARY

We have invested over £40 million in a major refurbishment of the Library, including additional study space, better access and security, and an improved service for borrowing and returning books. A large number of group and individual study spaces opened last year, with the final phase of refurbishment due for completion in autumn 2019.

THE GRADUATE SCHOOL

Old Whiteknights House provides dedicated space for postgraduate researchers to work and relax. It’s a beautiful Victorian building, modernised to allow you secure access to a variety of facilities 24 hours a day. More information at: reading.ac.uk/gs-study-facilities

TEACHING ROOMS

You are welcome to use rooms which are not timetabled for teaching. Discover which ones are currently available using the Free Room Finder: reading.ac.uk/free-room-finder

OTHER STUDY SPACES

Many of our buildings across Whiteknights and London Road have additional study space for individual and group work. The Students’ Union (RUSU), also provides spaces in The Study and The Study @ TOB2. Find these on our study space map: reading.ac.uk/study-space

PC AVAILABILITY

If you’re looking for a space where you can access a computer, try the PC availability page: reading.ac.uk/pc-finder

NETWORKING AND OPPORTUNITIES

DOCTORAL RESEARCH CONFERENCE

Each year the Graduate School hosts a Doctoral Research Conference. This event is open to all doctoral researchers and staff from across the University and showcases the diversity of doctoral research undertaken at Reading. The conference is host to many competitions open to all PGR students, including the PhD Researcher of the Year Competition.

OUR RESEARCH COMMUNITY

Completing a PhD can sometimes feel like a lonely process but it important to know that you are not alone, and there are lots of other people in the same position. There are plenty of ways for you to meet other postgraduate researchers across the University. Whether you want to network, get support or socialise, we encourage you to get involved. To find out more about the opportunities on offer visit: reading.ac.uk/gs-our-research-community

GRADUATE SCHOOL TRAVEL SUPPORT SCHEME

The Graduate School Travel Support Scheme has been set up to enable eligible doctoral researchers to apply for funding to support travel on a research visit or to present at a conference; it does not include conference registration or accommodation. This funding is usually allocated at three points in the year, with all cases being considered by the Dean and Graduate School senior staff. Successful applicants will receive an award of up to £200 towards their travel. Applicants should be aware that the Graduate School has a limited budget of £4,000 to award per year. Visit reading.ac.uk/gs-travel-support to learn more.
HELP AND ADVICE

For postgraduate taught students, your Support Centre is your first port of call for help with any questions or issues.

Dedicated staff are there to help you with a range of both Teaching and Learning related and non-academic issues, including coursework, timetabling, placements and welfare support.

There are five Support Centres located across our Whiteknights and London Road campuses, so you’re never far from help and advice:

• Edith Morley building
• JJ Thomson building
• Earley Gate Agriculture building
• London Road building L016
• Foxhill House.

You’re free to use any of the Support Centres across the University depending on which is most convenient for you. You may be referred to another specialist support service to help you with your query if appropriate.

You can visit the Support Centres in person, or you can call or ask a question online (see page 6).

Find out more at: reading.ac.uk/support-centres

If you are a Henley Business School student, please visit the Helpdesks in the Henley Business School building.

If you are a Pre-sessional English student, please visit the ISLI Admin Office (room 224 in the Edith Morley building) for all support.

GRADUATE SCHOOL

Postgraduate research (PGR) students automatically become members of the Graduate School, who work with students to provide an exciting and supportive environment. The Graduate School Office acts as a one-stop-shop for information about facilities, training programmes or other social events.

The Graduate School has its own dedicated building, Old Whiteknights House, which is exclusively available to all current postgraduate research students.

The Graduate School is the hub for all PGR activity at the University and houses a range of support for PGR students including:

• The Doctoral Research Office – for PGR enrolment, registration and immigration compliance matters
• School PGR support team – administrative staff dedicated to supporting PGR students in each individual school or department
• The Reading Researcher Development Programme – a professional skills training programme.

All PGR students are invited to join the Graduate School breakfast club once a term. Hosted in the Common Room, these events provide an opportunity to meet other doctoral researchers and enjoy pastries and hot drinks.

The Common Room in the Graduate School is open to all PGR students and many use the space during breaks, to meet with other students, use the kitchen facilities or enjoy a quiet moment.

Details can be found at: reading.ac.uk/graduateschool
INTERNATIONAL STUDENT SUPPORT

To make your time in the UK happy and productive, we want to make sure you have access to support, advice and useful contacts.

The International Student Advisory Team offers information and advice for all international and EU students, providing professional and confidential support on:

- helping you (and your family if applicable) settle in the UK when you arrive
- understanding the UK culture and developing integration skills
- providing information about the local area and places of interest
- general advice and guidance on how to make the most of your time at Reading and in the UK.

Throughout the year we run a variety of events, open to all international students. Check the website and follow us on social media to keep up to date with news and upcoming events.

Find out more at: reading.ac.uk/international-students

BRINGING YOUR FAMILY

The Graduate School has a guide for relocating your family to Reading to make it as simple as possible. It covers information such as connecting with other families, accommodation options, childcare, the school system, and fun things to do.

To view the guide please visit: reading.ac.uk/gs-bringing-your-family

ACADEMIC ENGLISH PROGRAMME

The University offers a free Academic English Programme to help non-native English speakers improve both their language and academic skills.

Courses and tutorials on the programme are available for any fee-paying international or EU student (except Study Abroad programme students).

The programme covers areas such as:

- academic writing skills
- writing critically
- dissertation and thesis writing
- academic grammar
- listening and speaking.

For more information, visit: reading.ac.uk/aep

VISA AND IMMIGRATION ADVICE

The University offers a telephone and email advice service for international students in addition to appointments during term time. We can help you with:

- visa advice and applications
- meeting Tier 4 visa application requirements
- updates on immigration rule changes
- information on working during and after your studies
- understanding your visa conditions
- EU settlement scheme.

To find out more and book an appointment, visit: reading.ac.uk/student-immigration

ENGLISH LANGUAGE SUPPORT FOR DOCTORAL RESEARCHERS

For a comprehensive guide to the options available for postgraduate research students please visit the Graduate School’s guide at: reading.ac.uk/gs-english-language-support

“...There are so many things about Reading that exceeded my expectations. The social life is lively, and there is lots of integration between international and UK students which helped me adapt and feel at home—despite being away from my family and my own country. There are countless activities on campus that cater to a range of different interests."

Andrea Suhono,
MSc Food Technology
YOUR HEALTH
It’s important that you register with a local doctor during your time here, and that you have a MenACWY vaccination if you haven’t already had one to protect yourself against meningitis.
To find out about local doctors in the area, visit: reading.ac.uk/local-GP

COUNSELLING AND WELLBEING
The Counselling and Wellbeing Team, based on the first floor of the Carrington Building, offers a free service to support your emotional and mental health. Our experienced team of professionals offer one-to-one confidential advice and support for students, as well as group sessions. We also have a variety of self-help guides covering a range of student topics, from eating well to coping with anxiety, which are available online and as printed copies.
For more information visit: reading.ac.uk/counselling

DISABILITY ADVISORY SERVICE
The Disability Advisory Service provides support for students with any disability, long term health condition, mental health condition, or specific learning difficulty (SpLD). You can find us on the ground floor of the Carrington Building.
For more information, visit: reading.ac.uk/disability

BIG WHITE WALL
Big White Wall is a free, online support network which is accessible 24/7. If you’re feeling down or anxious, Big White Wall is a place to share what’s worrying you in an anonymous environment and access a range of self-help articles and videos. You can also talk to other members who might be experiencing similar feelings or situations.
Find out more at: reading.ac.uk/big-white-wall

STUDENT WELFARE
The Student Welfare team is made up of professional welfare staff who are here to help you with any personal difficulties you may experience during your time at the University.
They can advise you on a wide range of personal and welfare issues that may impact your studies and day-to-day life, including:
- difficulties with flat/housemates
- family or relationship issues
- drug or alcohol issues
- concerns about a friend/ if you don’t know where to go for help.
You can make an appointment to speak to a member of the team, or attend their daily drop-in.
Find out more at: reading.ac.uk/welfare-team

FINANCIAL SUPPORT TEAM
The Student Financial Support team are here to offer help, advice and support on a wide range of financial issues, including:
- advice on student finance
- bursaries
- short-term loans
- student support fund.
Find out more at: reading.ac.uk/money
All University of Reading students also have access to Blackbullion, offering free online courses to help you better handle your finances while at University.
Find out more at: reading.ac.uk/blackbullion

HALLS WELFARE TEAM
The Halls Welfare Team is responsible for student welfare, pastoral care, and the management of student conduct and behaviour in University halls of residence.
Hall Wardens are senior members of University staff who live in or near halls and who are there to offer help and guidance on both academic and personal matters.
Each Warden is supported by a group of Hall Mentors – postgraduate students who live in halls and assist with any hall related issues or other aspects of student life. They will introduce themselves when you first move in, and there’s lots of opportunities to meet them and other students living in your hall at social events throughout the year.
Find out more at: reading.ac.uk/halls

CHAPLAINCY
We recognise that religion and belief is an important component of many students’ lives and we offer a welcoming community for people of all faiths.
The Chaplaincy is located on the Whiteknights campus and is a friendly group of people drawn from local churches who offer support to students and staff, whatever their religious beliefs.
Find out more about the Chaplaincy at: reading.ac.uk/chaplaincy
There is a Muslim Prayer Centre on campus as well as Buddhist, Christian, Hindu, Jewish, Muslim and Sikh faith groups. For more information visit: reading.ac.uk/community-worship

Our specialist support services are available to all students free of charge.
The RUSU Advice Service is independent to the University and provides confidential, impartial and professional one-to-one advice and support to all students, free of charge. We meet with students in a confidential and private space to help explain different support options and talk through your rights and responsibilities.

**DROP-IN**

Come along to our RUSU Advice Service drop-in sessions (no appointment needed):

- **11:00 – 13:30 on Monday, Tuesday, Thursday and Friday**
- **14:00 – 16:30 on Wednesday**

The Advice Service drop-in runs a reduced service during University vacation periods.

For more information visit: [rusu.co.uk/advice](http://rusu.co.uk/advice)

We provide specialist advice in the following areas:

**ACADEMIC**

- appeals
- extenuating circumstances
- fitness to study/practice
- academic misconduct
- disciplinary matters
- complaints.

**MONEY**

- student finance
- undergraduate and postgraduate funding
- money management and budgeting
- dealing with debt
- welfare benefits.

**HOUSING**

- tenancy advice and contract checks
- dealing with landlord and agency problems
- deposit disputes
- disrepair

We also have a partnership with Reading Borough Council Housing Enforcement Team, who run drop-in sessions on Thursdays on a fortnightly basis, 14:00 – 16:00. They deal with a variety of issues including: disrepair and hazards in privately rented properties, pest issues, unfair terms in contracts, misleading statements/actions, and inappropriate practices.

You can speak to someone in person, over the phone, by email or via Skype. No information will be shared with the University or anyone else without your permission.
STAYING SAFE

The University is fully committed to maintaining a safe, welcoming and inclusive environment for all. We have a dedicated Security team of 60+ trained security staff who keep the campus safe for students, staff and visitors. In addition, our Health and Safety team also works hard to provide an environment which is stimulating, safe, and which promotes high health and safety standards.

SECURITY

Security carries our 24-hour patrols across our campuses and halls of residence, and work closely with local police. They are available day and night to receive calls, monitor CCTV cameras and respond to any security-related incidents such as fire and intruder alarms.

Here are some of the ways that the University helps to keep students safe:

- **Chaperone service:** If you’ve been working or studying late at night and feel uneasy about returning to your accommodation, you can contact Security to make use of their free chaperone service, where they can accompany you in person or monitor your journey remotely on CCTV.
- **Street Support scheme:** A team of trained staff work in residential streets around the campus between 22:00 and 04:00 to help students feel safe and supported in the local area when socialising at night.
- **Safe Taxis scheme:** A service offered by RUSU in conjunction with a local taxi company which means that you can get home safely when you have no cash on you, or you’ve lost your wallet.
- **Campus Watch:** Like a neighbourhood watch scheme, Campus Watch helps to improve relations with the community and encourage sharing of safety information.
- **Prevent duty:** The University is legally obliged to work in support of the government’s Prevent legislation which aims to stop people from being drawn into any form of terrorism. Find out more at: reading.ac.uk/prevent.

For more information visit: reading.ac.uk/security

TOP SAFETY AND SECURITY TIPS

We expect students to conduct themselves in a safe, mature and considerate manner, both socially and in their studies. Here are some things which you can do to keep yourself and others around you safe:

- Avoid being out on your own after dark and stick to well-lit areas where there are clear paths and plenty of people.
- When you’re out, don’t leave your drink unattended, and keep track of what you’re drinking.
- Let your friends or flatmates know when you are going out, where you are going and roughly what time you expect to be back.
- Don’t let anybody into your accommodation or room if you don’t know them well enough.
- Avoid listening to loud music and looking at your phone when walking, as this means you’re less aware of cars, bikes and other people around you.
- Close your windows and lock your room when you go out, and don’t leave any valuables on display.
- Co-operate with the University by complying with all health and safety requirements (for example, by attending safety briefings) and not interfering with any equipment provided for reasons of health and safety.

DRUGS AND ALCOHOL

Drinking can be an enjoyable and harmless aspect of student life. If you are over 18 years old you are legally free to consume alcohol if you so choose. However, we have a duty of care to protect students from the harmful effects of excessive drinking.

Our advice is drink sensibly – know when to stop and let your friends know when they need to stop. You should never feel pressured to drink if you don’t want to. It’s your choice. You should also be respectful of fellow students who choose not to consume alcohol and mindful not to disturb flatmates or neighbours when drinking.

It is a criminal offence to take, possess, manufacture or sell illegal drugs. We operate drug searches in our bars and venues, and across campus. If you are found to be in possession of drugs you will be reprimanded and the police will be informed.

If you are concerned about alcohol or drug use, there is support available to you at the University. You can speak to a member of our Student Welfare Team (see page 21), who provide advice and support to students on personal difficulties.

Save these numbers in your phone in case you need to call Security:
- +44 (0) 118 378 7799
- +44 (0) 118 378 6300 (emergencies only)

For more information visit: reading.ac.uk/security
OPPORTUNITIES AT READING

Your time at the University is a chance to immerse yourself in your favourite subjects and, of course, to have fun. It’s also an invaluable time to learn new life skills and develop yourself. There are lots of opportunities to help you do this.

JOIN A CLUB, SOCIETY OR VOLUNTEER GROUP

Reading University Students’ Union (RUSU) has over 120 societies, 55 sports clubs, 3 media channels and plenty of volunteering opportunities. With so much on offer it’s a great chance to try something new and meet new people!

Each group is student led, meaning that you can have your say in how it is run and if you cannot find a society that interests you, then you can always set one up for yourself.

To see the full list of groups to join, visit: rusu.co.uk/student-activities

EVENTS ON CAMPUS

There is always something taking place on campus – from guest speaker events, to quiz and karaoke nights. Not to mention you'll have plenty of opportunities to learn new skills at free weekly careers and development events.

Keep up to date with events on campus by checking Me@Reading and the RUSU website regularly.

THE RED AWARD

Train, work, volunteer! The RED Award rewards you for completing a range of extra-curricular activities and helps you to develop your employability skills. To receive the award, you must complete 35 hours of core activity, 10 hours of volunteering and 5 hours of training and development. To find out more, visit: reading.ac.uk/redaward

LIFE TOOLS

Life Tools is a programme of free talks open to all students which aims to increase your knowledge and learn practical skills to help you achieve your potential. Life Tools helps you to:
- manage academic demands effectively
- improve your resilience when life becomes challenging
- enhance your personal wellbeing

Find out more at: reading.ac.uk/life-tools

MUSIC

Our diverse range of ensembles and festival weekends mean that there is something for everyone. With choirs, jazz bands, and a festival orchestra, musicians of all abilities are warmly invited to get involved.

Find out more by visiting: reading.ac.uk/music
VOLUNTEERING

While studying at the University, some of the best advice and support you can get is from those who have already experienced it. The University has a number of programmes that help to connect you with fellow and former students and to help your personal development needs.

STUDENTS IN SCHOOLS

The Students in Schools scheme has been established for over 20 years and enables students to volunteer to help alongside teachers in local schools, with the aim of raising the aspirations of school pupils and encouraging them to continue into higher education.

Find out more at: reading.ac.uk/sis

VOLUNTEERING AVAILABLE THROUGH RUSU

RUSU offers a wide range of volunteering opportunities both on and off campus including:

• working with the elderly
• working with children and local schools
• working with local community groups and charities
• working with national charities and volunteer groups.

For more information and to see how you can get involved, visit: rusu.co.uk/volunteering

LOCAL OPPORTUNITIES

Reading Voluntary Action (RVA) provides local volunteering opportunities for students in the local area. Visit rva.org.uk/volunteering to find out more.

READING RESEARCHER DEVELOPMENT PROGRAMME

The Reading Researcher Development Programme (RRDIP) is the Graduate School’s training programme for PGR students. While the focus of your doctoral programme is on expanding your knowledge of your research topic, developing the skills to do this effectively and professionally is highly important. As a result, we have created a programme which allows you to tailor your learning to your personal development needs. More details at: reading.ac.uk/gs-rrdp

LEADERSHIP PROGRAMME

The Leadership Programme is designed for PGR students to help you to succeed in your chosen career. As you move forward you will face situations where leadership is required and undertaking this programme ensures that you are ready to work with leaders or even take on a leadership role yourself.

The programme has been designed in partnership with Henley Business School specifically to meet your needs as a postgraduate researcher.

For more information visit: reading.ac.uk/gs-leadership-programme

STAR MENTORS

If you are a postgraduate international student you can apply for a STAR International mentor. Student Transitions at Reading (Star) International mentors are current postgraduate student volunteers who can answer your questions about living and studying in the UK. To apply for a STAR International Mentor visit: reading.ac.uk/star-mentors and complete an application form.

THRIVE MENTORS

Thrive is the career mentoring scheme available to PGT students in certain schools. You’ll have the chance to work with an established professional who already holds a degree and is available to answer your questions about the working world. With opportunities for work experience and shadowing throughout the year, Thrive is a great way to test out your ideas and aspirations. For more information visit: reading.ac.uk/thrive

LOCAL OPPORTUNITIES

Reading Voluntary Action (RVA) provides local volunteering opportunities for students in the local area. Visit rva.org.uk/volunteering to find out more.
CAREERS AND PART-TIME WORK

The University offers numerous opportunities for you to make the most of your time here, whilst preparing you for the future. The Careers Team is here to support you in gaining skills and experience for your career ahead – from working with you to identify your career direction, to helping you to prepare for interviews.

“The University organises networking and careers events, which are a fantastic way for us to build contacts and find out about many different areas of the industry. I have even been able to obtain some work experience through a contact made at one of these events.”
Victoria Jones, MSc Real Estate

MAKING A START
Your first visit to Careers might involve looking for part-time work or booking on to one of our many events. We offer an online jobs board, My Jobs Online, to assist with your search for jobs, internships, placements and graduate roles.

My Jobs Online makes it easy for you to book appointments with the Careers Team, view and book on to workshops and events, and search the latest job opportunities.

Log in to My Jobs Online to:
• view jobs and placements posted by employers actively seeking Reading students
• personalise your profile and receive email alerts on the opportunities that interest you
• view and book careers advice appointments, workshops, and events.

Log in using your University username and password to get started. It’s a good idea to set your preferences when you first arrive, ideally in your first week, so you don’t miss out.

To find out more, visit: reading.ac.uk/careers/myjobsonline

CAREERS 1:1 SUPPORT
Professional Careers Consultants offer specialist and personalised advice as well as CV checking and mock interviews. They can also help with career planning – even if you don’t know what you want to do yet.

PLACEMENTS
Professional work experience really helps to boost your employment prospects, so we actively encourage you to undertake a placement or internship. Some postgraduate programmes offer embedded placements. Speak to your department for further information.

INTERNSHIPS
We encourage all students to gain experience through extra-curricular internships. The Careers Team offers support and advice on how to get internships with leading employers across the UK and internationally.

• Reading Experience and Development Award (RED Award): the official University of Reading Employability Skills Certificate. It is here to help Reading students make the most of the extra-curricular activities and experiences on offer outside of the academic programme.

THRIVE
The THRIVE scheme is offered in certain Schools across the University of Reading. To find out more, please email mentoring@reading.ac.uk

CAMPUS JOBS
Each year thousands of students work for the University in a variety of paid roles in our academic schools, coffee shops and bars, or in central teams such as Careers or Marketing, Communication & Engagement.

Campus Jobs makes it easy for you to find flexible work on campus that fits around your studies.

Find out more at: reading.ac.uk/campusjobs

Visit Careers on the first floor of the Carrington Building and online at: reading.ac.uk/careers

Henley Business School students can access careers services in the Henley Business School Building. Find out more at: henley.ac.uk/careers
Reading University Students’ Union (RUSU) is a democratic, student-led organisation which represents the views of over 17,000 students. Every student at Reading is automatically a member of RUSU, entitling you to have a say in directing the organisation. Students elect five Full-Time Officers in February each year to represent them for the following academic year. Find out more about RUSU and the opportunities and services it provides for students at: rusu.co.uk

FULL-TIME OFFICERS
Your Full-Time Officers listen to the views of the thousands of students and represent the student voice on campus, locally and nationally.

Your team for 2019/20, left to right:
• Diversity Officer – Zeid Sharif
• Welfare Officer – Gemma King
• RUSU President – Molli Cleaver
• Education Officer – Fifi Bangham
• Activities Officer – Daisy O’Connor

PART-TIME OFFICERS
Each year students also elect a team of ten Part-Time Officers who represent and liberate the rights of students who are under-represented. Each officer has a specific role description and a manifesto which highlights things that they aim to achieve during their elected year to improve the student experience.

There is a Part-Time PGT and PGR officer to make sure your student views on academic issues are represented.

Visit: rusu.co.uk/officers for more information.

GET INVOLVED IN MAKING POSITIVE CHANGES
Representing student’s interests is at the heart of what we’re about at RUSU. With over 400 Academic Reps elected to gather your feedback on teaching and learning matters, there’s a wide range of ways to get involved in your education.

For more information, go to: rusu.co.uk/representation/change-it

SPORTSPARK
If you’re looking to generally improve your personal health and fitness, why not join the SportsPark and take advantage of our state-of-the-art indoor and outdoor facilities:
• VO2 fitness studio
• VO2 group exercise and dance programme
• double-sized sports hall for badminton, table tennis, basketball, volleyball, trampolining, fencing and cricket nets
• 4 squash courts
• SoccerPark
• AstroTurf
• TennisPark
• campus sport leagues
• cafe.

MEMBERSHIP OPTIONS
If you’d like to know more, visit the SportsPark and a member of staff will happily show you around and discuss the best membership deal for you. There are some great deals to suit all budgets, from pay-as-you-play to annual passes.

For more information, visit: sport.reading.ac.uk

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• VO2 fitness studio
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• double-sized sports hall for badminton, table tennis, basketball, volleyball, trampolining, fencing and cricket nets
• 4 squash courts
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MEMBERSHIP OPTIONS
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For more information, visit: sport.reading.ac.uk
Our green campuses mean that most of our facilities are only a short walk or bus ride away. When walking on campus, please keep to the designated footpaths and be aware that you’ll be sharing these with cyclists.

### BUSES

Reading Buses provides a frequent and reliable bus service which makes travelling by bus around Reading really easy.

The Claret number 21/21a travels from Reading train station and town centre past the London Road campus and onto Whiteknights campus every 7 minutes during the day in term time.

Other routes which run near Whiteknights campus are:
- numbers 17 and 4 – bus stop at Earley Gate
- numbers 9, 3 and 10 – bus stop at Shinfield Road
- numbers 19 and 22 – bus stop at Foxhill House, Bridges and Wessex Halls, and Earley Gate.

The numbers 17 and 21 also run all through the night, so you’ll never miss the last bus!

A trip on the bus to town usually takes 15–20 minutes, and you can pay by contactless card, Reading Buses top up card, via the Reading Buses app, or by cash (exact money only as they don’t give change).

For more information on buses, visit: reading-buses.co.uk/university

### BIKES

Cycling is an excellent way to get around Reading and our campuses. It’s cheap, quick, environmentally friendly, and keeps you fit. You can also take advantage of our free cycle skills sessions to improve your knowledge and skills.

When cycling it’s important to think about keeping yourself, others, and your bike safe.

- **Cycle considerately of others:** Keep speed down on shared paths and ensure you are visible at all times.
- **Use lights when it’s dark:** Lights are important so that pedestrians, drivers and other cyclists can see you. We also recommend you use a helmet when cycling for your own safety.
- **Keep your bike secure:** Cycle theft is an issue everywhere. Lock your bike securely with a solid D-lock and consider using one of our gated cycle compounds.

For more tips on cycling, including getting a bike, campus facilities, and dates for our free bike maintenance visits from Dr Bike, see: reading.ac.uk/cycling

### CARS AND PARKING

We do not encourage students to bring a car to University and campus parking permits are only available to students meeting strict criteria – please see the parking webpage for more details: reading.ac.uk/parking

Students who have held a clean driving licence for at least 12 months can rent a car by the hour with our Co-Wheels car club scheme. Our car is based at Dunsden Crescent in Park Group Halls, and you can get credit for the scheme if you sign up online at: co-wheels.org.uk/students

For more tips and advice on how to get around campus and the local area see: reading.ac.uk/sustainability/travel
EXPLORING THE LOCAL AREA

Reading town centre is a short walk or bus ride away from the University campuses, and has a wide range of shops, restaurants, sports venues and bars. For information on what’s on in Reading and the surrounding areas, including listings for plays and comedy nights, local markets, festivals and more, visit: getreading.co.uk

SHOPPING

In the town centre you will find all your favourite stores on the high street and in The Oracle shopping centre. If you’re looking for something a bit different, there are plenty of smaller independent shops waiting to be discovered in the many side streets and arcades.

GREAT FOOD, GREAT NIGHTLIFE

Reading is packed with places to eat and has plenty to satisfy every appetite and budget. The riverside area of The Oracle is a buzzing evening destination, with a diverse mix of restaurants and bars overlooking the water, as well as a 10-screen cinema.

DISCOVER LONDON AND THE UK

Reading is very well connected by train and bus making it easy to travel in the UK and internationally. International airports Heathrow and Gatwick are also within easy reach. London is just half an hour away by train, with services running late into the night.

DIRECT LINKS BY TRAIN:
- London Paddington: 30 minutes
- Oxford: 30 minutes
- London Gatwick Airport: 75 minutes
- Bristol: 75 minutes
- Birmingham: 100 minutes
- Cardiff: 100 minutes

DIRECT LINKS BY BUS:
- Heathrow Airport: 40 minutes (RailAir bus)

DISCOUNT CARD AND APPS

As RUSU is part of the National Union of Students (NUS), you are entitled to a TOTUM card which gives you discount in hundreds of high-street stores and restaurants, as well as savings on RUSU events. For more information see nus.org.uk or visit the RUSU reception. You can also download student apps like UNIDAYS and Student Beans for money off shopping and eating out.

STUDENT RAILCARD

If you are aged 16-25 or in full-time education you can apply for a Student Railcard, which gives you a 1/3 off rail fares when you go by train. Visit 16-25railcard.co.uk to find out more.

STUDENT DISCOUNTS

Being a student brings you many benefits, so make sure you make the most of the discounts available. Many restaurants in Reading offer student discount, with some offering discounts of up to 40% on weekdays, so it’s always worth asking if you can get student discount. You could even follow your meal with a trip to the Vue cinema which offers reduced rate student tickets every day, as well as £3.99 tickets on a Monday.
You’ll find plenty of shops, restaurants, cafes and bars on our campuses, with something to suit every taste and budget.

To see what’s on offer, visit: reading.ac.uk/eat

CATERED PACKAGES AND MEAL PLANS

If you live in a self-catered hall or you don’t fancy cooking all of the time, you might want to consider purchasing one of our Meal Plan add-ons, available to use in over 18 different catering and bar outlets with up to 35% off at the till. You can choose from two plans. Our Chili package is the most extensive and can cover up to 21 meals per week (if you budget wisely) and the Lime package covers around seven hot meals a week. Students living in catered halls will be automatically enrolled onto the Chili package.

To find out more, visit: reading.ac.uk/mealplans

GREAT DISCOUNTS WITH YOUR CAMPUS CARD

You can get discounts on most items when you use your Campus Card to pay in restaurants, cafes and shops across our campuses. If you load cash onto your Campus Card account, you’ll get 15% discount on all hot drinks and a 5% discount on everything else.

Once your account is loaded with money, paying for goods at the checkouts on campus is easy—just tap and go. Your card can be used in all Eat locations as well as Dolce He Vita, the Henley Business School Cafe and Cafe Libro. Please note that you can’t currently use the Campus Card to pay at the Co-op on campus, the Students’ Union bar, or the shops in the Union (Korean Market, The Bagel Man and the hairdresser).

Top up your Campus Card at: reading.ac.uk/cardfinance

CASHLESS CAMPUS

The University is a cashless campus, which means that you’ll need to pay via credit or debit card, Apple/Android Pay or top-up your Campus Card using credit, debit, or PayPal. RUSU outlets and the Co-op will continue to take cash.

REDUCING PLASTIC CONSUMPTION

Our amazing recycling facility on site means that almost no waste enters landfill. We’ve reduced plastic waste and saved over 150,000 single-use plastic bottles by introducing our reusable SustainIt bottle and mug. You can buy these on campus or bring in your own re-usable cup to reduce plastic waste and save money on drinks across campus.

RECYCLING

We have recycling bins all over campus which allow you to recycle paper and cardboard, cans, tins, bottles, and paper cups. There are also points where you can recycle glass, IT equipment, and other miscellaneous items.

SAVING ENERGY

We can all play a part in contributing to saving energy—even just turning lights off will help. We are installing more solar panels on campus buildings, as well as installing our first energy store system on campus which will support the growing renewable energy solutions in the UK.

For more information visit: reading.ac.uk/sustainability

We are leading the way for sustainability by delivering environmentally sustainable solutions across our campuses. Help us to reach our sustainability targets by reducing your plastic use, recycling and re-using, and saving energy where you can.
Through the app you can:
• view and register for events
• register overnight visitors
• collect your parcels and packages
• report faults and maintenance issues
• provide feedback
• let your halls teams know you’re out of residence

Search for ‘Home at Halls’ in your app store now! Once you’ve downloaded the app, you will be asked to register with your first name, last name, student ID and email address.

Available on both iOS and Android platforms, we have a new app dedicated to improving your student experience and time in halls.

HAVE YOU READ YOUR HALLS A-Z HANDBOOK?

Packed with important information about living in halls, the Halls A-Z Handbook will answer any questions you may have! The handbook is online only, so check your email for a link or visit: reading.ac.uk/halls-handbook
The Essentials webpages are your online guide to student life at Reading.

You’ll find lots of information about the services and opportunities available to you as a student, including:
- accommodation
- careers
- campus and the local area
- extra-curricular opportunities
- money advice
- support and wellbeing
- studying and exams.

To find out more, visit: reading.ac.uk/essentials

**UNIVERSITY TERMINOLOGY**

Blackboard – The University’s virtual learning environment which gives you access to school, course, and module resources online.

Campus Card – A card that allows you to borrow Library books, access the PC lab, enter your halls of residence and the SportsPark, pay for printing/photocopying in the Library, pay Library fines, pay in Blackwell’s bookshop, and purchase food/drink at a discounted rate from selected outlets.

Department – The department in which your course is found, for example the BA Geography (Human and Physical) course is within the Department of Geography and Environmental Science.

Eduroam – University Wi-Fi.

Halls of Residence – Student accommodation provided by the University.

Joint Honours – A degree which involves taking modules from two different departments/schools. For example, English Literature and History.

Lecture – A presentation to a large group of students, usually given by an academic in a lecture theatre.

London Road – University of Reading campus based on London Road.

Modules – Students take a certain number of modules each year. Some are compulsory core modules and some are optional modules.

NUS – National Union of Students.

Part – The stage of your degree, also referred to as year. For example, the first year of university is part one.

PGR – Postgraduate research student, usually someone who is undertaking a PhD.

PGT – Postgraduate taught student, usually someone undertaking a Masters degree.

Postgraduate School/Course Reps – Academic Reps are elected students who represent you and your views on academic issues. Course and School Reps work alongside RUSU’s Education Officer to ensure the student voice is being heard by the University and positive changes are being made throughout every department.

Pro-Vice-Chancellors (PVCs) – They support the Vice-Chancellor in providing academic leadership to the University.

RISIS – An online portal that holds your student information and records, your exam timetable, and other important information regarding your status as a student.

RUSU – Reading University Students’ Union.

School – A term for academic departments which are grouped together – usually because the subjects are similar. For example, the Department of Classics is part of the School of Humanities.

Seminar – Similar to a classroom lesson at school or college, given by an academic, to a smaller group of students than a lecture.

Tutorial – A discussion between an academic and a smaller group of students, up to around 6, about their studies.

UPP – The University Partnerships Programme is the University’s partner for the operation and management of student accommodation.

VC – The Vice-Chancellor is the principal academic and administrative officer of the University.

Whiteknights – University of Reading main campus, based near Shinfield Road.
Contact the accommodation office by email: accommodationonline@reading.ac.uk or telephone: +44 (0)118 378 4203

If you are interested in applying for a place in halls you can find more information at:
reading.ac.uk/accommodation
CONTACTS

YOUR STUDIES

ACADEMIC ENGLISH PROGRAMME (AEP)
reading.ac.uk/aep

IT SUPPORT
reading.ac.uk/it

LIBRARY (INCLUDING MATHS SUPPORT AND STUDY ADVICE)
reading.ac.uk/library

MODULES
reading.ac.uk/programme-modules

TIMETABLING
reading.ac.uk/timetable

GRADUATE SCHOOL
reading.ac.uk/graduateschool

HELP AND ADVICE

ACCOMMODATION (HALLS OF RESIDENCE)
reading.ac.uk/halls

CAMPUS CARD
reading.ac.uk/campus-card

COUNSELLING AND WELLBEING
reading.ac.uk/counselling

DISABILITY ADVISORY SERVICE
reading.ac.uk/disability

FINANCIAL SUPPORT
reading.ac.uk/money

INTERNATIONAL STUDENT SUPPORT
reading.ac.uk/international-students

NATIONAL HEALTH SERVICE HEALTH ADVICE (NON-EMERGENCY)
111 (free)

POLICE SERVICE (NON-EMERGENCY)
101

RUSU
rusu.co.uk

EMERGENCY SUPPORT

SECURITY
+44 (0)118 378 6300 (emergency only)

24-HOUR POLICE, AMBULANCE AND FIRE SERVICES (EMERGENCY ONLY)
999

SAMARITANS (24/7)
116 123 (free)

GOT A QUESTION? NOT SURE WHERE TO GO?

Postgraduate taught students should contact your Support Centre or the Henley Business School Helpdesk for any queries in the first instance. Find out more at: reading.ac.uk/support-centres

Postgraduate research students should contact the Graduate School. Find out more at: reading.ac.uk/graduateschool

For tips on looking after yourself, visit: reading.ac.uk/looking-after-yourself

LOOK AFTER YOURSELF AT UNIVERSITY
WELCOME

YOUR POSTGRADUATE GUIDE TO THE UNIVERSITY OF READING 2019

KEY DATES

ACADEMIC YEAR 2019/20

AUTUMN TERM
20–22 September: Arrival weekend
23 September–27 September: Welcome Week
30 September: Start of autumn term
13 December: End of autumn term

SPRING TERM
13 January: Start of spring term
27 March: End of spring term

SUMMER TERM
20 April: Start of summer term
12 June: End of summer term and academic year

For more key dates including Bank Holidays and University closure days see: reading.ac.uk/key-dates

Your Whiteknights map is enclosed
For a map of our London Roed campus and Halls of Residence locations, please see pages 44-45
“I came to Reading for my bachelor’s and leaving for my master’s was not an option, I have built a relationship with the staff and my lecturers are very friendly and supportive.”

Coralie Kuassi, BA Accounting and Management, then MSc Management, 2017/18