WELCOME

INTERNATIONAL
STUDENT GUIDE

UNIVERSITY LIFE

2019
We are delighted you have joined us and you can now start making use of all that the University of Reading and the UK has to offer. This guide will provide you with a range of useful information to help you live and study in the UK. Topics include accessing Wi-Fi, the Library and other services to support your studies, accommodation, keeping safe and healthy, and exploring Reading and beyond.

You’ll also receive a larger Welcome Guide, with more detailed information about life at the University of Reading and the wide range of opportunities, facilities and support services on offer.

Visit our dedicated student webpages for further information: reading.ac.uk/essentials
SETTLING IN TO YOUR NEW ACCOMMODATION

Your home at university is a place to live, study, meet friends and socialise. Whether you are staying in University halls or private accommodation there is support available.

HALLS OF RESIDENCE

Students living in halls are supported by a team of Wardens and Hall Mentors. Wardens are members of University staff who live in halls and provide guidance on any areas of concern. They are supported by Hall Mentors, postgraduate students who also live in halls and assist with student welfare.

To contact your Warden or Hall Mentor please telephone 0118 378 7777.

For more information, visit reading.ac.uk/halls

PRIVATELY RENTED ACCOMMODATION

The University of Reading community extends well beyond our campuses, with almost two-thirds of our students choosing to live in privately rented accommodation in the local area.

If you’re looking for somewhere to rent, check out our Private Accommodation Guide online for more information: reading.ac.uk/private-accommodation

Reading University Students’ Union (RUSU) also has an Advice Service which provides specialist housing advice including housing law, tenants’ rights, and contract advice. You can visit them in the RUSU Building, or contact by email at advice@rusu.co.uk, or by telephone on 0118 378 4100

TOP TIPS FOR LIVING IN SHARED ACCOMMODATION AT UNIVERSITY

If you’re living in halls of residence

- Introduce yourself to those in your flat, but also those living in the same corridor or block as you.
- Get to know your neighbours – introduce yourself to those living next door.
- Find out about your Junior Common Room (JCR) who are there to support your welfare, build positive relationships with the community and run events for important causes. (reading.ac.uk/JCR). Also, don’t miss the Your Halls Life activities – they’re a great opportunity to socialise and meet other students living in halls.
- Find out more at facebook.com/yhreading
- Make a list of any bills you need to pay in addition to your rent (for example, water or electricity). Speak to your housemates about who will pay these bills and how you will divide the costs.
- If you have any problems, such as a fault in your room or you’re being disturbed by noise, contact the Halls Hotline on 0118 378 7777.
- Find out when your bins are collected, how to recycle and what your responsibilities are. More information is available at reading.ac.uk/living-off-campus
- Read your Halls Handbook and get to know the rules. These include not smoking anywhere in halls and being mindful when making noise, particularly during the summer term. You should also be aware that you are responsible for the behaviour of your guests.
- Students living in halls are not permitted to park on campus or within a 1 mile radius of the University. The area around the University is for residents parking only. For more information visit reading.ac.uk/student-parking
- If you have a car, remember to park considerately and not block driveways. Many areas of Reading operate strict parking schemes, where you must have a permit. See more on Reading Council’s website at reading.gov.uk/parkingpermits. Parking on campus is not permitted unless you have a permit. See reading.ac.uk/student-parking

If you’re living in private rented accommodation

- Get to know your neighbours – introduce yourself to those living next door.
- Make a list of any bills you need to pay in addition to your rent (for example, water or electricity). Speak to your housemates about who will pay these bills and how you will divide the costs.
- Find out when your bins are collected, how to recycle and what your responsibilities are. More information is available at reading.ac.uk/living-off-campus
- Take out an insurance policy to cover your valuables, both inside your house and when you take them elsewhere, and avoid leaving windows open when you’re not in.
- If you have a car, remember to park considerately and not block driveways. Many areas of Reading operate strict parking schemes, where you must have a permit. See more on Reading Council’s website at reading.gov.uk/parkingpermits. Parking on campus is not permitted unless you have a permit. See reading.ac.uk/student-parking
UNIVERSITY WI-FI AND ONLINE SYSTEMS

CONNECT TO THE UNIVERSITY WI-FI NETWORK

All students can access the University’s Wi-Fi by following these steps:

1. Make sure you have your University username and password
2. Select the ‘UoR Setup’ network using the case-sensitive password ‘ConnectMe’
3. Once connected, visit wifi.reading.ac.uk and use the wizard or manual instructions to connect to ‘Eduroam’

ME@READING STUDENT PORTAL

You may have used our applicant portal before joining, but now you’re fully enrolled you have access to our Me@Reading student portal.

Me@Reading gives you access to everything you need during your time here, including your email, academic timetable, personalised news and events, links to Blackboard and RISIS.

Log in at reading.ac.uk/student using your University username and password.

UNIVERSITY EMAIL

You should check your University email account every day, as this is how schools/departments and tutors at the University share information and keep you updated.

Log in to the Me@Reading student portal reading.ac.uk/student to access email.

BLACKBOARD

Blackboard Learn is our web-based Virtual Learning Environment that provides online learning materials, resources and information. Log in to the Me@Reading student portal to access Blackboard.

PRINTING

You can print anywhere on campus with our Managed Print Service. Simply send your documents to the ‘FollowMe’ queue and collect them from any one of the many printers. Printing is paid for from your Campus Card account. For more information on IT and printing visit reading.ac.uk/it-help

RESOLVING IT ISSUES

If you have difficulties accessing any of these services or would like to learn about how the IT team support students, visit reading.ac.uk/it-help or call 0118 378 6262. You can also visit the IT Service Desk in the Library.
INTERNATIONAL STUDY & LANGUAGE INSTITUTE (ISLI)

If you’re studying on the International Foundation Programme or the Pre-sessional English Programme, you’re part of the International Study & Language Institute (ISLI). The reception for ISLI is room 224 in the Edith Morley Building. When you arrive at Reading, you should go to this reception to register and find out about your study schedule.

ISLI also provides English language and study support to all international students through their Academic English Programme courses. These are free and run in addition to your main programme of study. Find out more online at reading.ac.uk/ISLI/enhancing-studies/isli-aep

All students at Reading are also offered the opportunity to learn a new language within the Institution Wide Language Programme, run by ISLI. This is a great way of developing further language skills and meeting other students from different schools across the University. Find out more online at reading.ac.uk/ISLI/enhancing-studies/isli-learn-a-language

The International Study & Language Institute (ISLI) also provides a dedicated study space, the Self Access Centre for Language Learning (SACLL) in the Edith Morley Building, room 230. It’s well equipped with study desks, open-access computers, a library of resources, and staff on hand. The team of staff also run drop-in sessions to provide support for academic skills such as essay writing and referencing. Find out more at reading.ac.uk/sacll

LIBRARY

We’ve invested over £40million in a major refurbishment of our Library building, with a variety of group, quiet and silent study spaces and a new Library Café. The Library supports your learning by providing access to print and digital resources (including e-journals, e-books, multimedia resources and databases), and search facilities to help you find books, journals and other materials. We also offer expert support for your studies from our Academic Liaison Librarian, Study Advice and Maths Support teams. Your Academic Liaison Librarian is your main point of contact with the Library – there is one for every subject offered at Reading:
reading.ac.uk/library/liaison

Read our international students’ guide on studying in the UK on how we can support you to build your study skills, and other information on cultural and language skills: libguides.reading.ac.uk/international

Visit the Library website for more information: reading.ac.uk/library

STUDY ADVICE

Our expert Study Advice team offers one-to-one tutorials, in addition to online guides and videos. They’ve provided these top tips to help you prepare for your studies here.

1. Develop effective study skills

Have a look at the online study guides and watch a short video tutorial at reading.ac.uk/study-guides

2. Take responsibility for your own learning

When you have an assignment to complete you will usually be expected to work out how to do this for yourself. You may have a suggested reading list, but you will need to take decisions on what to read, the best way to conduct your research, and how to structure your work.

3. Plan and be organised

Make sure you know when your assignment deadlines are. Many people find it easier to make their time visual, for example on a wall planner, so they can block off time for study, travel, etc.

4. Develop a critical approach

Ask yourself lots of questions about everything you read, such as: What is the central argument? Why and how has the author arrived at this conclusion? Is the evidence persuasive? Do I agree? Get into the habit of not accepting information without considering why you are happy to accept it.

5. Write clearly and coherently

You may be concerned about writing essays and exams in English if it is not your first language. Don’t worry - your writing doesn’t need to sound really complex to be ‘academic’. Use a clear, simple structure and include linking words and phrases that connect your ideas into a logical argument.

Find out more at reading.ac.uk/library/study-advice
GETTING INVOLVED AND MEETING NEW PEOPLE

WELCOME WEEK
If you arrive in September, you’ll be able to attend Welcome Week, a week of events and activities designed to help new students to settle in, make friends and find their way around. Look out for the international student events in particular!
For more information visit reading.ac.uk/welcome

JOIN A CLUB, SOCIETY, OR VOLUNTEER IN THE COMMUNITY
University life is about much more than just getting a degree. Participating in extra-curricular activities will help you to develop new skills, have fun and meet a range of different people. In particular, joining a club or society is a great way of meeting and getting to know students from the UK and fellow international students.

Reading University Students’ Union (RUSU) runs over 200 sports clubs, societies and volunteering opportunities as well as three media channels.

This means that, whatever your interests, from photography and dancing to debating and swimming, there is sure to be a club or society for you.

Find out more by visiting the RUSU building or online at rusu.co.uk/activities

SOCIALISING ON CAMPUS

CAFES AND BARS
With such a wide range of cafes and bars on our campuses, as well as lots more in the local area, you’ll never be short of places to socialise!

Eat at the Square offers a wide selection of food, including Grumpy Mule coffee, in an alcohol-free environment. Park Eat is one of the larger places to eat on campus, with a wide range of hot, cold and international options and a popular bar. Café Mondial, run by Reading University Students’ Union (RUSU), serves Starbucks coffee, as does the SportsPark Cafe.

Our Catering team offers two different Meal Plans, providing all students with options for pre-paying for a specified number of meals per week across a number of our different catering outlets. To find out more visit reading.ac.uk/mealplans

Find out more about all our catering venues at reading.ac.uk/eat

SHOPS
The Co-op in the centre of our Whiteknights campus sells a range of ready-to-eat prepared food, groceries and store cupboard essentials, with a 10% discount for students with an NUS Extra Card (see page 25).

RUSU also has a bookshop, bagel shop, Korean mini-market, hairdresser, and worldwide parcel delivery and Western Union services (Mail Boxes Etc).

In addition, during term-time the University hosts a popular weekly international food stall market and RUSU organises a fresh fruit and vegetable market (usually on Thursdays).

For more information about cafes, bars and shops in the area, see pages 21-23.
TOP TIPS

1. Be prepared for the changeable British weather! Check the weather forecast regularly, carry an umbrella, and wear layers of clothing to keep warm and dry.

2. Eating a balanced diet is an important part of maintaining good health. Visit the NHS website for details on how nutrition information is provided on food packaging in the UK, as well as advice on healthy eating at nhs.uk/live-well

3. When walking or cycling on campus or in the local area, be aware of those around you and use designated paths and road crossings. See page 24 for more cycling tips.

4. Add the campus Security team telephone number to your mobile phone (0118 378 7799).

5. Be discreet with your valuables and never leave items such as mobile phones, laptops or tablets unattended.

6. Use a bus or taxi service if you need to travel alone at night and always make sure you tell a friend where you’re going and what time you plan to return.

7. If you’ve been working or studying on campus at night and feel vulnerable about returning to your accommodation or car, contact Security to arrange a chaperone service by calling 0118 378 7799.

ACCESSING HEALTHCARE IN THE UK

If your visa entitles you to National Healthcare Service (NHS) healthcare in the UK, it’s important that you register with a local doctor during your time at University. Please speak to the International Student Advisory Team in the Carrington Building if you’re not sure what level of healthcare access your visa permits.

The University Health Centre is conveniently located close to campus, and there are two additional medical practices in the area. Find out more at reading.ac.uk/local-GP

If you’re from the European Union, you should have a European Health Insurance Card (EHIC) to access healthcare.

You should also have a Men ACWY vaccination if you haven’t already had one to protect yourself against meningitis. Find out more at reading.ac.uk/meningitis
WHERE TO GO IF YOU NEED ADVICE

We offer a range of services to provide you with advice during your time at university, including Support Centres, the Academic Tutor system, Counselling and Wellbeing.

ACADEMIC TUTORS
At the start of your studies, you’ll be allocated a member of academic staff from your School to be your Academic Tutor. They’ll provide advice and guidance related to your studies. You should meet with your Academic Tutor regularly (at least once a term) to reflect on your academic, personal and professional development.

EXTENUATING CIRCUMSTANCES
If something outside of your control and unexpected, such as illness or a family bereavement, negatively affects your academic performance, for example by preventing you from meeting a coursework deadline or sitting a test, you should submit an Extenuating Circumstances Form (ECF) for consideration. For further information visit reading.ac.uk/extenuating-circumstances

SUPPORT CENTRES
Our dedicated Support Centre staff are there to help you with a range of academic and non-academic issues, including coursework, timetabling, placements, disability assistance, extenuating circumstances and welfare.

There are five Support Centres located across our Whiteknights and London Road campuses:
• Edith Morley building
• JJ Thomson building
• Earley Gate Agriculture building
• London Road (Building 16)
• Foxhill House

If you’re a Henley Business School student, please visit your Admin Deck in the HBS or ICMA buildings for all support.

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

STUDY ABROAD
Study Abroad Programme students should go to Edith Morley room 203 for all support.

DISABILITY ADVICE SERVICE
Our dedicated Disability Advisory Service offers advice and guidance to students with any disability, mental health condition, or specific learning difficulty (SpLD).

If you’ve not yet told the University about your disability, or have not disclosed it on your application, you can discuss the implications of a disclosure in complete confidence, with one of our disability advisers.

You can visit the team on the ground floor of the Carrington Building, telephone on 0118 378 4202 or email them at disability@reading.ac.uk

Find out more at reading.ac.uk/disability

INTERNATIONAL STUDY & LANGUAGE INSTITUTE (ISLI)
If you’re studying on the International Foundation Programme or the Pre-sessional English Programme, visit the ISLI Admin Office (room 224 in the Edith Morley Building) with any queries.

LIFE TOOLS
Life Tools is a free programme of talks for students, designed to help you develop practical skills to:
• Manage academic demands effectively
• Improve your resilience when life becomes challenging
• Enhance your personal wellbeing

The talks are open to all, free to attend, and there is no need to book – simply turn up.

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

COUNSELLING AND WELLBEING
While studying here you have access to our multi-disciplinary team of counsellors and mental health advisers. They offer confidential and specialist support free of charge to all students. Whether you are suffering from anxiety, homesickness, low mood, depression, bereavement or a mental health issue, you are encouraged to seek support.

You can visit the team on the first floor of the Carrington Building, telephone on 0118 3784216 or email them at counselling@reading.ac.uk

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Find out more at reading.ac.uk/counselling
We recommend that you open a bank account in the UK to help manage your finances while you’re studying here. There is a branch of Santander on our Whiteknights campus, in addition to a number of international bank branches in Reading town centre, such as HSBC and NatWest.

In order to open a bank account in the UK, you’ll need your passport (with current visa, if applicable) and a letter from the University confirming the course you’re studying and your local address in Reading.

There is a wide range of financial help and advice available so speak to us if you have any financial queries or concerns.

You can visit the Student Financial Support team in the Carrington Building. They hold drop-in sessions every Monday, Wednesday and Friday during term time from 9.30am-12pm. You can also contact them by email at studentfunding@reading.ac.uk or phone them on 0118 378 7781.

Reading University Students’ Union (RUSU) also has an Advice Service which provides specialist money advice, and can offer support and guidance. Visit them in the RUSU Building or contact them by email at advice@rusu.co.uk, or by telephone on 0118 378 4100.

For further information visit: reading.ac.uk/money

### SPECIALIST SUPPORT FOR INTERNATIONAL STUDENTS

#### INTERNATIONAL STUDENT ADVISORY TEAM

The International Student Advisory team is a free, specialist advice service based in the Carrington Building at the Whiteknights campus. They provide information on UK student immigration, UK Home Office visa compliance and general advice for international students.

For further information please visit reading.ac.uk/international-students

One aspect of their role is to ensure the University remains compliant with UK government immigration rules and regulations, in addition to providing information and advice to students to ensure they understand their compliance responsibilities to protect their visa. It is important that you understand your responsibilities relating to your visa and how any changes to your studies could impact this. To read the University of Reading’s Institutional Compliance Policy and for more information please visit reading.ac.uk/tier4policy

#### ACADEMIC ENGLISH PROGRAMME

If you’d like to enhance your academic communication skills, both spoken and written, while studying for a degree, you can take courses on the Academic English Programme (AEP). AEP is free for International and EU students. It’s run by the International Study & Language Institute (ISLI) and you can find out more by visiting the ISLI reception, room 224 in Edith Morley Building, or online at reading.ac.uk/ISLI/enhancing-studies/isli-aep

#### POLICE REGISTRATION

Depending on your nationality and the length of your visa, you may be required to register with the Police. This requirement will be stated on your visa or decision letter. Failure to register with the Police when you are required to do so can have serious consequences. If you are unsure whether you need to register, please contact the International Student Advisory team.

For further information please visit reading.ac.uk/police-registration
YOUR FUTURE CAREER
Whether you already have a career plan or have no idea where your degree might take you in the future, our Careers team is here to support you every step of the way. They organise regular workshops to help enhance your employability skills, offer interview and CV writing support, and host national and international employer campus visits.

The Reading Experience & Development (RED) Award is the official University of Reading Employability Skills Certificate that recognises achievements and skills gained through extra-curricular activities and experiences on offer outside of your academic programme, helping you stand out in the competitive jobs market.

For further information about the support offered by Careers and the RED Award, visit reading.ac.uk/careers

WORKING PART-TIME
Many of our students choose to work part-time on campus and in the local area. To find out more about these opportunities please visit reading.ac.uk/careers

If you’re studying in the UK on a Tier 4 visa, your work permissions and restrictions are stated on your visa or Biometric Residence Permit (BRP). It is your responsibility to ensure that you do not work more hours than your visa permits.

You’ll need a UK National Insurance number to undertake paid work. You should call the National Insurance Number Allocation Line on 0845 600 0643 to request a number. Here’s a list of things they will ask you for:

• Your full name
• Your date of birth
• Your UK address and postcode
• The date you arrived in the UK
• Whether you are currently employed or not
• Passport and visa information

Following your application you may be asked to attend an interview at a local Job Centre. If you need further information about how to apply for a National Insurance number, please visit the Careers team in the Carrington Building or email careers@reading.ac.uk

RELIGIOUS AND SPIRITUAL CARE
Religion and belief is an important aspect 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 made up of six chaplains. These are a friendly group of men and women drawn from local churches who offer support whatever your religious beliefs.

There are a number of places of worship in the Reading area. For more information visit reading.ac.uk/community-worship

Our Catering team provides options for most special diets for religious reasons, with clearly labelled products. Just ask if you’re unsure what ingredients have been used.

There is a Muslim Prayer Centre on campus as well as Atheist, Humanist, Secularist, Buddhist, Christian, Hindu, Jewish, Muslim and Sikh groups. For more information visit reading.ac.uk/chaplaincy/faithgroups
ENTERTAINMENT IN READING

SHOPPING
With two major shopping centres in Reading town centre – The Oracle and Broad Street Mall – you’ll find a wide range of British and international high street stores. If you’re looking for something a bit more unusual, there are plenty of smaller independent shops waiting to be discovered in the many side streets and arcades. Union Street and the Harris Arcade are of particular interest.

ARTS AND MUSIC
The Reading Festival is known around the world, and attracts over 87,000 music fans each year but it’s not the only festival in town. Reading also hosts a variety of smaller themed festivals throughout the year, including: jazz, food and drink, and comedy. Venues like The Hexagon and South Street Arts have arts and theatre programmes. Closer to campus, Progress Theatre (progresstheatre.co.uk) and Shinfield Players Theatre (shinfieldplayers.org.uk) put on amateur productions; you could even audition for a part!

Visit the GetReading website for local film listings, plays, markets and more: getreading.co.uk
For the latest art and music events, visit readingarts.com

SPORTING EVENTS
Football and rugby fans are well catered for too, with Reading FC and London Irish Rugby Club playing home games in the Madejski Stadium. A little further afield, the area also hosts world-famous major events such as the Henley Regatta and the Royal Ascot horse racing festival which are easily accessible by train.

WALKING AND NATURE
The area surrounding Reading offers a wide range of nature and traditional British countryside, ideally explored on foot.
In the town centre, you can find Forbury Gardens and Christchurch Meadows, ideal for a casual walk or picnic in the sunshine. Walks along the River Thames, which passes through Reading, are also particularly popular. For information on these and other walking routes visit walkinginberks.co.uk and roundreadingwalk.co.uk
WHERE TO EAT AND DRINK

Reading is packed with places to eat, and has plenty to satisfy every appetite and budget. Some of our students’ favourite spots are:

• Bolan Thai – serving a range of Thai food for lunch and dinner.
• Café Yolk – a relaxed café offering breakfast, pancakes and burgers.
• The Bakery House – offering Lebanese food for breakfast, lunch and dinner.
• The Soju – a Korean restaurant open for lunch and dinner.
• Reading International Solidarity Centre Global Café – serving Ethiopian cuisine for lunch and dinner.
• Piwnica – a Polish pub and restaurant.
• Royal Tandoori - offering Indian food for lunch and dinner.
• Pho - a Vietnamese restaurant open for lunch and dinner, with a take away option as well as sit down restaurant.

For further information visit reading.ac.uk/local-area

INTERNATIONAL FOOD SHOPS

• Seoul Plaza (Whiteknights campus) – located in the Reading University Students’ Union (RUSU), this Korean mini-market stocks a range of Asian fresh food, ingredients and spices.
• Reading International Solidarity Centre World Shop (London Street) – this shop sells a range of Fairtrade items from around the world.
• See Woo (Craddock Road) – the largest supplier of oriental foods in Reading.
• Atif Superstore (Oxford Road) – halal products, fruit, vegetables, herbs, spices, lentils and nuts.
• Malinka Polish Delicatessen (London Road) – selling a broad range of products from Eastern Europe.

Most supermarkets have a world food aisle which includes Asian food as well as Indian and Caribbean.

SUPERMARKETS

The area is well-served by a range of supermarkets for all your day-to-day essentials, including:

• The Co-op (Whiteknights campus) – selling a range of ready-to-eat prepared food, groceries and store cupboard essentials, with a 10% discount for NUS Extra Card holders.
• Asda supermarket (Earley) – a short bus journey from the Whiteknights campus, this large superstore sells a wide range of food, as well as clothing, cookware and home furnishings.
• Tesco (London Road) – a smaller branch of this supermarket, selling most daily essentials including fresh produce, store cupboard items and toiletries.
• Morrison’s (Basingstoke Road) – located a short bus journey from the Whiteknights campus, this large superstore sells a wide range of food and ingredients.

Disclaimer: The cafes and shops listed on this page are places that students and staff at the University of Reading have reported enjoying. However, they are not owned or officially endorsed by the University. Due to the vibrant nature of Reading town centre, these outlets may close, change management or be re-named. All information provided is correct at the time of printing (July 2019).
TRANSIT IN READING

TRAVELLING BY BUS
We work closely with Reading Buses to ensure that you have a reliable service that offers great value. The distinctive claret-coloured 21 service to Reading town centre and railway station comes onto campus throughout the day and all night too. During the day in term time, the service runs up to every seven minutes. Buses 9 and 19 also service our campuses.

A trip from the Whiteknights campus to Reading town centre typically takes about 15 minutes. If you pay on the bus you’ll need to have the exact change, or pay by contactless card or via the app.
For more information visit reading-buses.co.uk/university

CYCLING IN THE AREA
There are a number of cycle lanes in the Reading area, and many of our students find it convenient to purchase a bike to use to travel around. If you don’t own a bike you can hire one by the hour from the ReadyBike scheme. Make sure you always wear a helmet and use lights and high-visibility clothing if you are cycling at night.
For more information visit readybike.co.uk

LOCAL AREA MAP
Our helpful local area map highlights a number of the cafes, bars, restaurants and shops in the Reading area. Download the printable version at reading.ac.uk/local-area

STUDENT DISCOUNTS
Don’t miss out on these excellent opportunities to save money on your daily expenses.

NUS EXTRA CARD
The NUS Extra Card is an exclusive card for students that gives you hundreds of discounts at a wide range of shops and restaurants in Reading and throughout the UK. It costs £12 for one year.
Apply online at cards.nusextra.co.uk or visit the Students’ Union (RUSU) Reception.

READING BUS ‘BOOST’ FARES
All University of Reading students qualify for the Reading Buses discounted ‘Boost’ fares, so you’ll pay up to a third less than the full adult fare. Find out more at reading-buses.co.uk/how-to-save-money-on-your-travel

YOUNG PERSONS RAILCARD
Students can save 30% on most rail journeys by applying for a national 16–25 Railcard.
Visit 16-25railcard.co.uk to find out more.
The UK’s capital has lots to offer and many of our students plan trips several times a year for shopping, museums, historical sights, nightlife and events.

**OXFORD**
Well-known for being used as a filming location for many of the Harry Potter films, Oxford is just 30 minutes away from Reading. It’s a beautiful city with two universities and a bustling student scene, including shops, bars, restaurants and cafes. You can even hire a boat for a trip along the river!

**WINDSOR**
Around 45 minutes by train from Reading, Windsor Castle is the official residence of the Royal Family. As well as exploring the castle and grounds, there’s a wide range of shops, restaurants and traditional British tea rooms.

**PLACES TO VISIT**

**LONDON**
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**BATH**
Around an hour by train, this beautiful spa town is known for its spectacular Roman Baths, the modern thermae spa (with water from the local natural hot springs) and the Jane Austen museum.

**BOURNEMOUTH**
This traditional British seaside town is around 90 minutes from Reading and has a beautiful sandy beach, fun fair and aquarium. Perfect for a sunny day!

**PLACES TO VISIT**

**BICESTER VILLAGE**
(BENER OUTLET)
Bicester Village offers a range of designer outlets, selling clothes, accessories and homeware at discounted prices. Brands include DKNY, Dior and Polo Ralph Lauren. You can travel by train to Oxford and then take a bus from there to Bicester Village, or travel by train to Bicester Village itself.

**PUBLIC TRANSPORT IN THE UK**

**TRAVELLING BY TRAIN**
Reading is very well connected by train to London and a number of other cities and places of interest in the UK. Direct links include:

- London Paddington 30 minutes
- Oxford 30 minutes
- Bristol 75 minutes
- Birmingham 100 minutes
- Cardiff 100 minutes
- London Gatwick Airport 75 minutes

If you’re planning to travel more than an hour’s journey it’s often cheaper to book your train fare in advance. Find out more at nationalrail.co.uk
We celebrate many national and international holidays in the UK. Here's a summary of the main ones you might notice.

**31 OCTOBER: HALLOWEEN**
This is a spooky day, often celebrated by dressing up in masks and costumes. Look out for themed events at the Reading University Students’ Union (RUSU)!

**OCTOBER/NOVEMBER: DIWALI**
Diwali is celebrated by Hindu, Sikh and Jain communities, with a five day Festival of Lights. London hosts a fantastic street party with lantern displays, fireworks, food and music.

**5 NOVEMBER: BONFIRE (FIREWORKS) NIGHT**
This festival marks the historical failed attempt to blow up the Houses of Parliament by Guy Fawkes. It’s celebrated with bonfires and fireworks.

**25 DECEMBER: CHRISTMAS DAY**
In the UK it’s traditional to exchange gifts with friends and loved ones. European Christmas markets visit UK in the weeks before Christmas. Almost all shops, cafes and attractions are closed.

**31 DECEMBER: NEW YEAR’S EVE**
The end of the calendar year in the UK is celebrated with parties across the UK, many of which also include fireworks displays.

**11 NOVEMBER: REMEMBRANCE DAY**
Every year we remember those in the armed forces who have lost their lives in action. People wear poppy flowers on their coats and there is a two-minute silence at 11am.

**NOVEMBER/DECEMBER: HANUKKAH**
Hanukkah (Chanukah) is a Festival of Lights celebrated by Jewish communities around the world, including a massive candle display in London’s Trafalgar Square.

**FEBRUARY: SHROVE TUESDAY**
Shrove Tuesday was originally when people used up fresh ingredients before Lent fasting, a Christian tradition before Easter. Now people eat pancakes on this day, even if they’re not participating in Lent.

**FEBRUARY: CHINESE NEW YEAR**
Many UK cities celebrate the Chinese New Year. In London, there’s a parade through Chinatown with fireworks, music and dance.

**MARCH/APRIL: EASTER**
Easter is the Christian holiday celebrating the resurrection of Jesus. The date varies each year. It’s celebrated by giving Easter eggs (usually made from chocolate).

**EID AL-FITR**
The end of the Ramadan fast celebrated by Muslims around the world. The Islamic calendar is based on lunar cycles, so there isn’t a fixed date for this festival. Trafalgar Square in London hosts a large-scale Eid Festival every year.

Some, but not all, of these holidays are national public holidays where shops and business are often closed. The University is closed on all national public holidays, in addition to a small number of other closure days. For a full list, visit reading.ac.uk/key-dates
INTERNATIONAL STUDY & LANGUAGE INSTITUTE (ISLI)
If you’re studying on the International Foundation Programme or the Pre-sessional English Programme, visit the ISLI Admin Office (room 224 in the Edith Morley Building) with any queries.

STUDY ABROAD
Study Abroad Programme students should go to Edith Morley room 203 for all support.

SUPPORT CENTRES
The Support Centres are your first contact point for all questions, help or advice throughout your time at the University, providing you with the support you need to be successful in your studies and beyond. You can visit in person or contact them by telephone. Find out more at reading.ac.uk/support-centres

If you’re a Henley Business School student, please visit your Admin Deck in the HBS or ICMA buildings for all support.

CAMPUS SECURITY
The University Security team provide mobile and foot patrols, a 24-hour control room (monitoring CCTV cameras and management of electronic access control) and alarm systems to keep you safe while on campus. In an emergency, Security can be contacted on 0118 378 6300.

EMERGENCY
If you need emergency support from the Police, Ambulance or Fire Service, call 999 immediately.

If you have an urgent medical concern, but don’t need an Ambulance, call 111.

SAMARITANS
The Samaritans are a UK-based charity, offering a free 24-hour hotline for anyone to phone if they need someone to talk to. You can call them on 116 123.

HALLS HOTLINE
The Halls Hotline is staffed 24/7, all-year round, including on public holidays, to help with any issues or concerns. If you’re living in halls of residence, save the number to your phone: 0118 378 7777.

SOCIAL MEDIA
Follow our social media channels for student news and information:
facebook.com/thelibrary
twitter.com/uniofreading
We also love to see posts and photos from our students, so share them with us on these channels!

ME@READING STUDENT PORTAL
Make sure you check the Me@Reading student portal regularly for the latest news, events and information. Log in at reading.ac.uk/student using your University username and password.