

**find  
your  
BRISTOL**



International  
Students'  
Handbook

**2019/20**



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### Emergencies

The emergency number in the UK is **999**. If you need help, but it is not a life-threatening situation, call 111 for police and health assistance.



## Welcome to the University of Bristol

We are delighted to welcome you to the University of Bristol. You have done incredibly well to gain a place here. This marks the beginning of a rewarding journey as you join the Bristol community and start your new course.

This handbook is designed to help you navigate your first few weeks of life in the UK. It also contains a guide to the services and support available, which you may wish to refer to during your studies. We encourage you to save or bookmark this document for future reference.

We wish you the very best as you prepare for your studies, and we look forward to meeting you at one of our welcome events.

Best wishes

**Global Lounge team**

## Before you arrive

### Secure your visa

You might already have your visa, but if it hasn't arrived and you have questions, contact **Student Visa Services**. You can also approach them at any point while you're here for information about Tier 4 visas, biometric residence permit (BRP) cards, registering with the police and working in the UK.

### Register as a student

Before you arrive at Bristol, you will receive instructions about how to **register online**. Look out for the email and follow the instructions before you leave home. You can collect your student card once you are here.

### Pack important documents

Depending on your home country, study level and course, you might need to bring important documents with you to Bristol. Details of what to pack will be listed in your registration guide and online:

**[bristol.ac.uk/students/international](http://bristol.ac.uk/students/international)**

### Plan your journey to Bristol

We offer a free **meet and greet** service for students arriving during the main welcome periods in June, July and September. Friendly ambassadors will meet you at main airports and stations and direct you to Bristol.





## British culture

There's lots to discover when you move to a new country. Here are a few useful pointers about British culture, which should help you to settle in. Bristol is a very friendly city, so we're sure you will soon feel at home.

### Welcome Week

Most UK universities have a Welcome Week before classes begin in September. Bristol is no different, and you'll find many events organised by the Students' Union, University residences and the Global Lounge to help you make friends and explore your new home. Plenty of events are free, but you need to buy a ticket for some. Discover what you can get involved in online at: [bristol.ac.uk/find-your-bristol](https://bristol.ac.uk/find-your-bristol)

### Bank accounts

Many students open a UK bank account to make accessing money easier and safer. Here are some things to consider when deciding whether to open a UK bank account:

- Cash withdrawals from an overseas account can incur transaction fees;
- If you receive a University of Bristol scholarship to help with your living costs, this will need to be paid into a UK bank account;
- Having a UK bank account can make it easier to pay for some UK-based services, such as mobile phone contracts;

- It is more secure to withdraw small amounts of cash than to take out a large sum and keep it in your accommodation. We strongly advise against this.

### Banking help

We can help you to open a UK bank account once you arrive. To open a bank account you must be a registered student, so you can't open one until you are here. However, you can do some research beforehand and get the relevant documents ready. See our **banking handbook** for more details.

### Financial planning

It can sometimes take two weeks or more to open a bank account, so keep this in mind when planning your finances ahead of arriving.

Please be mindful of financial scams and don't send or give money to people who request it, unless you expect the transaction. You can get advice from Action Fraud if you think you've been a victim of a scam.

[www.actionfraud.police.uk](https://www.actionfraud.police.uk)

## Religion

Bristol is home to people of many different faiths. Places of worship include mosques, gurdwaras, Buddhist centres, synagogues and a Hindu temple, in addition to a wide variety of Christian churches. The University's Multifaith Chaplaincy can provide further information as well as pastoral and spiritual support: [bristol.ac.uk/multifaith-chaplaincy](http://bristol.ac.uk/multifaith-chaplaincy). We also have several faith-based **student societies** offering a range of social and religious activities.

## UK holidays

**National holidays** in the UK are often called 'bank holidays'. Banks are always closed on these days, as are some places of work. Most shops are still open, with shorter opening times.

## Libraries

Once registered as a student, you are automatically entitled to use the University libraries. You may also join the city's public libraries, free of charge. You need to show proof of a Bristol address and some identification to register. You can join in person or online here:

[www.bristol.gov.uk/libraries-archives/join-the-library](http://www.bristol.gov.uk/libraries-archives/join-the-library)

Local public libraries

- Central Library, College Green
- Redland Library, Whiteladies Road
- Clifton Library, Princess Victoria Street

## Postal service

Outgoing post is sent through a post box; these are normally red and located on busy street corners, with collection times listed on the outside. Worldwide stamps can be bought in **Post Offices**, while most supermarkets and some stationery shops sell UK first- and second-class stamps for letters. If you want to send larger or signed-for items, you can do so at a Post Office.

## Recycling

There are strict rules about **recycling** in the UK. If you are living in private accommodation you will have different boxes for waste disposal. Follow the instructions carefully to ensure everything is collected. Your landlord or letting agent will provide information about collection days for your property. Make sure you put your bins on the street the evening before.

If you live in University accommodation, recycling facilities are available in most buildings. You will be provided with a blue recycling box, and it is your responsibility to empty the box and separate the contents.

In Bristol, you can normally recycle paper, cardboard, glass, tins, cans, hard plastic, food waste and clothes. Other waste is disposed of in black bins.



## Smoking

In the UK it is illegal to smoke in public venues. This includes University buildings, bars, restaurants, shops and public transport. Most public places have designated smoking areas outside.

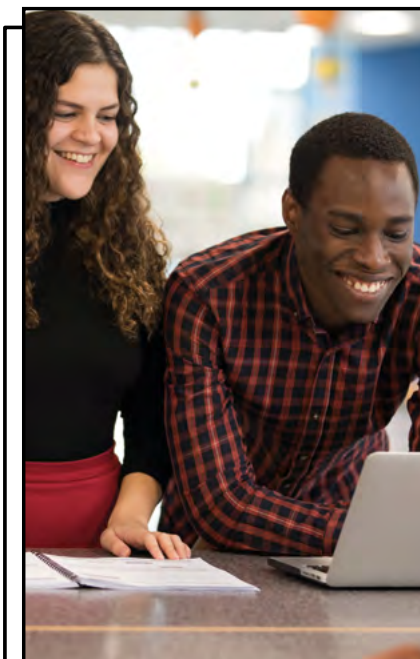
## TV licence

If you have a television in your house or flat, or watch BBC programmes online, you must pay for a TV licence. They can be bought **online** and last for a year. Your TV licence will cover your whole property, so you can split the price with your housemates.

## SIM cards

There are many types of mobile phone smart cards (SIM cards) available in the UK. Most networks offer 'pay as you go' options. You can top these up as required, or pay monthly, through mobile apps. SIM cards are given out for free during the Welcome Lounges in September and January.

If you need to buy a new mobile phone there are many stores near to the University. Search online or ask the Global Lounge team for advice.



## Traditional British food

The UK is a diverse mix of cultures, and we love many different types of food. Here are some of our Bristol favourites to try.

- Look out for locally sourced fish and chips, a real benefit of Bristol's harbourside location.
- Try a thali at one of Bristol's award-winning Indian restaurants.
- Enjoy a hearty Sunday roast with all the 'trimmings', particularly popular in colder months and often served in pubs.
- Bristolians love a good brunch: a slightly larger breakfast served later in the day and often enjoyed with friends.
- Experiment with international cuisine: from sushi to Ethiopian restaurants, you'll never be short of world flavours.
- Break out the barbecue in the garden or park. On sunny summer days, families and friends come together to enjoy grilled food outdoors. You can pick up a disposable barbecue from most supermarkets.
- Bristol has the most Michelin stars of any UK city outside of London, so if you feel like a real treat, a taster menu is a great way to experience fine dining.
- Tea is a national favourite and in Bristol you can find it everywhere from loose leaf specialists to cheap and cheerful cafés.



## British sports events

Nothing brings people together like sport. Any large-scale sporting event in the UK is an excuse to come together to watch the game and celebrate.

### Wimbledon tennis championship

A summer highlight for sports fans. It's known for the white dress code and traditional snack of strawberries and cream in the sun. You can watch it on big screens in city centre locations, at home with friends, or for real in Wimbledon.

### Six Nations rugby

Taking place in February and March, this international sporting event brings out everyone's competitive side. Many head to pubs to watch the matches on TV in a lively (and often noisy!) atmosphere. Or to experience the game in person, you could catch a Bristol Bears match at Ashton Gate stadium.



### A day at the cricket

Observing the complicated rules and traditions can offer a uniquely British experience. The Bristol County Ground is a 20-minute walk from the campus and hosts One Day Internationals as well as more fast-paced Twenty20 matches.

### Local football matches

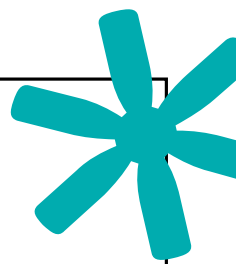
Watch fans cheering on their team with passion, humour and plenty of sing-song chants. Reds or blues? Choose either a Bristol City or Bristol Rovers match to get a real glimpse of Bristol's character.

### Horse racing

A day at the races is an experience like no other. Look out for cheap tickets for Cheltenham, Chester or Wolverhampton racecourses to experience the occasion.



## Keeping healthy



The NHS and the University offer a range of services to help you look after yourself while you are a student.

When you arrive in the UK, it is important to register with a local doctor's service, or GP (General Practitioner) so there is no delay in getting an appointment when you need one. This GP is your main contact for non-emergency medical problems.

Bristol is one of the UK's few universities to have its own Students' Health Service, which provides medical care close to the main campus. You can **register** with this or another local GP practice. Search for your nearest practice online.

[www.nhs.uk/service-search](http://www.nhs.uk/service-search)

If you have a health problem, tell us about it straight away so we can point you in the right direction for help. You can also talk to academic staff in your school if you are struggling with your work because of these problems.

Remember to take the required **documents** when you register with a GP.

### Where to go for what?

The UK offers a **public health service**, the NHS (National Health Service) but you can also access private medical care. The following is a guide to the public services available.

### Medical emergencies only

Eg: Chest pains, breathing difficulty or heavy bleeding

Call **999** and ask for an ambulance, or if you are well enough to travel, go to a hospital Accident and Emergency (A&E) department. There are A&E departments at Bristol Royal Infirmary and Southmead hospitals.

### Most illnesses or medical problems

Eg: Fever, persistent vomiting, ongoing conditions or unexplained pains

For most health complaints, visit your GP's surgery (doctor's office). If you need to visit a hospital, your GP will then refer you for an appointment. If your GP service is closed, or you are unable to get an appointment, you can call **111** or visit a **walk-in centre** where you wait to be seen. The Bristol walk-in centre is inside Boots in The Galleries shopping centre.



## Minor health issues

Eg: Diarrhoea, hay fever, cough or cold

Some minor conditions can be treated using over-the-counter medicines recommended by a pharmacist. You can get advice and buy medicines for minor illnesses at a pharmacy rather than visiting your GP. Pharmacies close to campus include Cotham Pharmacy and Boots.

## Mental health

Eg: Ongoing conditions, depression, anxiety, stress or low mood

In the UK, people are encouraged to talk about mental health. If you have non-urgent mental health concerns, make an appointment to see your GP who will be able to offer medical advice. You can also use the **University services**, which offer many different types of support, see **page 37** for a list of all the help available.

If you have urgent mental health concerns, which may include experiencing suicidal thoughts, you should contact your GP surgery and request an emergency appointment or call **111** if the surgery is closed. The **Bristol Mental Health Crisis** team can help in very serious situations and is available 24 hours a day on **0300 555 0334**.



## Oral health

Teeth and mouth

Once you have registered with a doctor's surgery, you can register with a dental practice. There are NHS and private dentists in Bristol, which you can search for using the **NHS website**. Dental treatment can be expensive, so check costs in advance. If you have a dental emergency, call **111** for advice or ask your dentist for an emergency appointment.

You may be able to get **free dental care** at Bristol Dental Hospital, where our dental students treat patients under the supervision of qualified dentists, even if you are not entitled to NHS treatment.

## Eye health

Including glasses and contact lenses

**Eye care** is provided by opticians who are normally found on the high street. An eye test is usually around £20. You need a prescription to buy glasses or contact lenses, and the cost can vary greatly so it is worth looking around.

## Sexual health

Contraception

Attitudes to sex may be different to those in your home country and sex is often spoken about openly in the UK. You are free to live according to your own values and should not feel under any pressure to conform to attitudes of fellow students.

If you become involved in a sexual relationship, you may want advice on avoiding pregnancy and/or STIs (sexually transmitted infections). Practising 'safe sex' is recommended and you can visit either your GP or a family planning clinic, such as **Unity Sexual Health**, for advice.

## Is public healthcare free?

Emergency treatment is free for everyone in the UK.

Many international students are eligible for **free or subsidised** healthcare while they are a University of Bristol student. To find out whether you are eligible for free or reduced-cost healthcare, visit the UKCISA (UK Council for International Student Affairs) **website**.

The NHS website also provides lots of **useful advice** about accessing healthcare as a student.

## Private healthcare

Private medical care is also available in the UK. You could choose to take out private health insurance, even if you are also registered with the NHS, as some services can have long waiting times and the NHS does not cover all health-related costs. This is a personal decision and is not compulsory. You can also use private healthcare services without insurance, but this can be very expensive.

Make sure your **vaccinations** are up-to-date before coming to university.



## Explore Bristol: Places

Frequently voted one of the best places to live in the UK, Bristol has no shortage of venues to visit and events to enjoy.

**Visit Bristol** publishes up-to-date information on city events. Below is a selection of some popular locations.

### **Ashton Court park**

Discover magnificent old oak trees and grazing wild deer at Ashton Court Estate, which offers free admission. This is a beautiful place for an afternoon walk, just outside of the city centre.

### **Blaise Castle Estate**

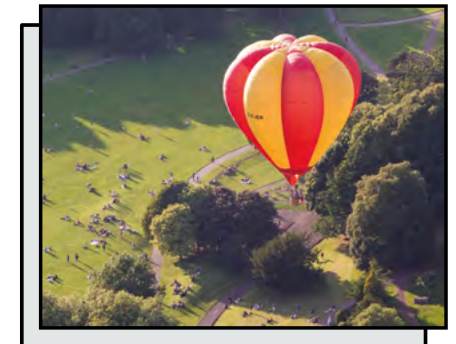
This 18th-century historic house and museum is situated in 400 acres of parkland. See how people lived through time, and explore the picturesque estate, all free of charge.

### **Bristol and Bath Railway Path**

This cycle path is many things to many people – an integral commuting route, an attractive leisure path and an important wildlife corridor. Cycle the route all the way to Bath or walk, run or jog sections of it at your leisure.

### **Harbourside market**

The perfect place to meet friends and grab a bite to eat, this weekly market takes place on Wednesdays, Thursdays and weekends in the centre.



### **Bristol Museum & Art Gallery**

Here, you can find out about the last billion years of Earth's history, explore the region's natural wonders and enjoy the extensive art collection – including a Banksy or two. (Best of all, the permanent collection is completely free!)

### **Bristol walking tours**

Visit Bristol offers some recommendations for walking tours in Bristol. Spend an afternoon learning about Banksy and graffiti or history around the harbourside.

### **Bristol Zoo**

Bristol Zoo is the fifth oldest in the world and has helped to save over 175 species from extinction. Its ongoing conservation and research projects and award-winning education team make it an enlightening place to visit and appreciate nature.

### **Clifton lido**

The lido is an urban oasis in the heart of Clifton, featuring a spa, restaurant, outdoor heated swimming pool, sauna, jacuzzi and steam room.

### **Leigh Woods**

Leigh Woods, on the outskirts of Bristol, is the perfect place to escape the hustle and bustle of the city. Located just over the Clifton Suspension Bridge, it's a wonderful area for a weekend walk, a picnic, or to discover native wildlife.

### **M Shed**

From prehistoric times to the present day, M Shed tells the story of Bristol and its unique place in the world. The extensive permanent collection is free, but you can also find special exhibitions for a small charge.

### **Bristol Old Vic**

Built in 1766, Bristol Old Vic is the oldest continuously working theatre in the English-speaking world. Its programme offers experimental productions, and its front of house boasts a lively bar and kitchen.

### **SS Great Britain**

One of the world's most important historic ships, the SS Great Britain was the first iron steamer to cross the Atlantic in 1845. Climb onboard and learn about Bristol's maritime history and its world-famous engineer, Isambard Kingdom Brunel.



### **Bristol Folk House**

The Folk House runs an extensive programme of recreational, part-time courses and workshops, as well being home to a vegetarian café. Why not start a pottery class, join a choir or learn a language?

### **Tobacco Factory**

This cosy hub in South Bristol is home to a theatre, exhibitions, live music and a café-bar. There's also a weekly food and crafts market.

### **University of Bristol Botanic Garden**

The University of Bristol Botanic Garden is located next to the North Residential Village, and entry is free for students. It's a great place to take a break, have a stroll and learn about plant evolution.

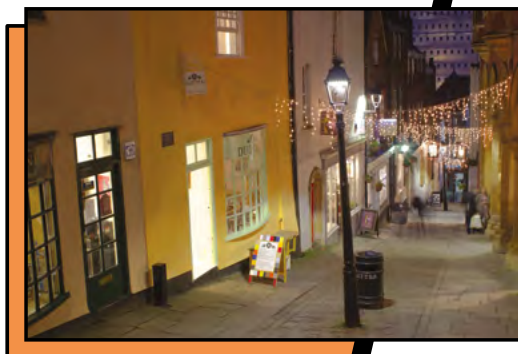
### **Trips and tours**

Bristol is well located to explore the rest of the UK. It's close to Bath, Exeter, London, Cardiff and many other places of interest across the South West of England and Wales.

There are great train connections from Bristol Temple Meads station, or you can travel by coach from Bristol Coach Station. Further information can be found on **page 33**.

The Global Lounge team organises trips from Bristol to many other cities of interest.

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



## Explore Bristol: Shops

Shops are generally open from 9 am to 6 pm, Monday to Saturday. Supermarkets and large shops are open later during the week, and usually close at 4 pm on Sundays.

### **Park Street and Whiteladies Road**

These are the closest shopping streets to the main campus, called Clifton Campus. Here, you can find supermarkets, a pharmacy, a Post Office and stores for homeware essentials, as well as vintage shops, cafés and restaurants.



### **Broadmead, The Galleries and Cabot Circus**

These areas, sometimes referred to as 'the centre,' have the largest selection of high street shops in Bristol. They are about a 15-minute walk from the main University campus.

- In The Galleries you'll find a Post Office (inside WHSmith stationery store), an Argos shop with a catalogue of homeware and gadgets, and Boots, the largest pharmacy in town.
- High street (chain) clothing stores, such as Topshop, H&M and Primark can be found nearby. Primark sells bedding and clothes at low prices.
- Wilko is a cheap option for most homeware and cleaning essentials. Debenhams, House of Fraser and Marks & Spencer department stores also stock homeware but can be more expensive.
- There is an Apple Store in Cabot Circus. Other phone stores nearby include Vodafone and Carphone Warehouse.

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Everything is close together: shops, supermarkets, clubs. We have the beautiful harbourside, Clifton Suspension Bridge and so much more not far from the University... It is very easy to explore Bristol!

**Zahra** (LLB Law)  
Kenya

### **Charity shops**

There are plenty of charity shops in Bristol where people donate items with profits going to charity. The British Heart Foundation shop sells furniture and homeware in the centre. Cotham Hill and Gloucester Road have many charity shops selling clothes, homeware and books, and the Oxfam charity shop on Park Street has hundreds of popular book donations.

### **Hairdressing**

There are plenty of hairdressers in Bristol, and many offer student discounts. For hairdressers specialising in African hair near campus, try:

- Coccocheno Hair & Nail Salon, Nelson Street
- Gaudi Hair, Baldwin Street.

## Explore Bristol: Food

Large supermarkets often contain food from across the globe, but Bristol also has lots of specialist grocers.

### Main supermarkets

There are a number of big chain supermarkets in the UK. Most have shops near to the University campus or our residences.

The best way to find your nearest one is to search using an online map and look for these names:

- ALDI
- ASDA
- Co-op
- LIDL
- Marks & Spencer
- Sainsbury's
- Tesco
- Waitrose



### Specialist food stores

African, Caribbean and halal food

- Kalahari Moon, St Nicholas Market
- Malik's, Stapleton Road, Easton
- Super Mashriq Halal Butchers, Ashley Road

Asian supermarkets

- 168 Oriental, Park Street
- Wah Yan Hong Oriental Food Specialists, Denmark Street
- Ding Sing Oriental Supermarket, Fairfax Street
- Wai Yee Hong, Eastgate Road

Middle Eastern supermarkets

- Al-Noor Supermarket, Stapleton Road

European supermarkets

- El Colmado, Gloucester Road
- Viandas Spanish Deli, Park Row
- C&T Licata & Son, Picton Street
- Paprika Store, Old Market Road
- Eastern European Food Stores, Gloucester Road
- Eastern European Food Centre, Ashley Road

### A foodie's paradise

Did you know, Bristol has the most Michelin stars of any UK city outside of London? If you want to eat out, you'll find that almost all worldwide cuisines are catered for.

### Ask for a student discount

Many venues provide good discounts on prices if you are a student. You will need a **TOTUM student card** to get most benefits, while some smaller restaurants may accept your University student card.

### Finding a restaurant

Whether you're looking for tastes of home or to discover something new, you can search for restaurants easily online. Review sites are a great place to start. All of the following have listings for Bristol:

[www.visitbristol.co.uk](http://www.visitbristol.co.uk)

[www.bristol247.com](http://www.bristol247.com)

[www.tripadvisor.com](http://www.tripadvisor.com)

[www.timeout.com](http://www.timeout.com)





## Explore the University

Do you want to learn more about other cultures and meet new friends? See what the Global Lounge team can offer.

### Global Lounge team

The University of Bristol is launching a programme of cultural and social activities under the name of 'Global Lounge' in autumn 2019. In future the Global Lounge will be a physical space, but in the meantime it will host activities and events in various locations across the campus and city.

Bristol is filled with many diverse communities. The **Global Lounge** team brings these groups together so they can learn from each other. Each year, a full calendar of events will be available for all University of Bristol students; join us as we celebrate international festivals such as Diwali, Nowruz or Thanksgiving and visit nearby places of interest, such as Stonehenge, Cheddar Gorge or Oxford.

If you or your student society are interested in organising an event to showcase one of your own cultural celebrations, email [global-lounge@bristol.ac.uk](mailto:global-lounge@bristol.ac.uk) The team can support you with marketing, and help make your event inclusive for the whole University community.



## Students' Union and clubs

The University of Bristol Students' Union (Bristol SU) exists to help all students have the best possible time while they are at Bristol. It aims to give students a voice, to help you experience new activities, to access the advice and services you need, and to meet new people. The Students' Union is run by elected full-time student officers and is based in the Richmond Building.

### University bar and event venue

The **Students' Union** has its own student bar and restaurant, selling good value food and drinks and featuring a lively calendar of events. It's called the Balloon Bar and is in the Richmond Building.

The Students' Union runs regular comedy events, bingo nights and karaoke evenings to bring people together. Live music takes place during the weekends in the large venue on the first floor, the Anson Rooms.

### Merchandise store

In the Students' Union, you can find The Basket, which sells University branded items such as jumpers, scarves and keyrings. This is on the ground floor next to the Balloon Bar.

### Student discounts

In The Basket you can buy a **TOTUM card**, which provides student discounts for many online and physical shops nationwide. Your TOTUM card also comes with **ISIC membership**, which gives you many international discounts. At the time of writing, a one-year TOTUM card costs £12, two years cost £22 or three years cost £32. You can also buy your TOTUM card online.



Bristol SU helps its students run more than 400 societies and sports clubs. Whether it's well-known sports like football, rugby or running, or something more unusual (Quidditch, anyone?), Bristol SU has a huge range of options.

### International Officer

The **International Students' Officer** represents international students with all aspects of the international student experience, including campaigning against discrimination and breaking barriers. The International Officer supports the international student community through the International Students' Network.

### International Students' Network

The **International Students' Network** welcomes all international students through socials, campaigns, forums and more. Hosting many exciting events, such as a Global Carnival, the network offers a supportive community run by students.

### Other networks

There are many other **networks** within the Students' Union, from LGBTQ+ to Wellbeing networks.

### Volunteering

**Volunteering** is a great way to discover the city and give back to the local community. Bristol SU can help you find wide-ranging projects such as gardening, school workshops and helping the homeless. There are hundreds of charities and community groups looking to recruit volunteers. For opportunities delivered straight to your inbox, sign up to the SU newsletter. They can even help you develop your own volunteering project.

### DBS checks

Depending on your choice of volunteering project, you might need to apply for a DBS (Disclosure and Barring Service) check. This process can take a few weeks, so keep this in mind if you want to get involved. If you think you might want to volunteer in Bristol it is worth securing a Criminal Record Check (sometimes called a Certificate of Good Conduct) from your home country before you arrive, as this will speed up the process. For full details visit:

[bristolsu.org.uk/skills-volunteering/find-an-opportunity/db](https://bristolsu.org.uk/skills-volunteering/find-an-opportunity/db)s

## Accommodation



### Living with flatmates

In our residences you'll be living with a mix of other students from both the UK and around the world. Be brave and say hello to other students you meet – remember they are feeling as new and nervous as you. When it comes to getting along with your housemates, if everyone tries to be considerate with things such as noise and using the kitchen, and at the same time tolerant of one another, then you should all get along nicely.

The Senior Residents for your accommodation will be arranging to meet you and your flatmates during the first few weeks of term. Make sure you go along to the meeting, as your Senior Resident will be an important contact and it's a great way to get all the flatmates together.

### Living in privately rented accommodation

Depending on the length of your course and your accommodation requirements, you may need to look for private accommodation at some point during your stay in Bristol.

The **Accommodation Office** is available to provide advice on finding **private accommodation**. They produce a range of factsheets which include information on avoiding scams, personal safety, where to look for accommodation, guarantors and booking accommodation from abroad. They also organise a housing advice fair to help you get started.

## Language Café

Learning a language is all about practice, and there are plenty of ways to improve your skills while at Bristol.

From Autumn 2019, the **Global Lounge** team will run a weekly Language Café. This will be a great opportunity to practise your language skills, meet new people and get involved in the global community here in Bristol.

### University-Wide Language Programme

Many students can learn a modern language as part of their course, and the levels range from beginner to advanced. Find out more online: [bristol.ac.uk/sml/study/uwlp](http://bristol.ac.uk/sml/study/uwlp)

### Finding short-term accommodation

In some cases you may need to find accommodation for less than an academic year. It is worth noting that finding accommodation in Bristol (particularly in areas close to the University campus) is competitive, so being open to compromise is a good idea. The Accommodation Office produces information on finding short-term accommodation, and also runs a bulletin board where you can find vacancy listings.

### Living in University accommodation

Take a look at the online guide for your residence to get all the information you need on life in your halls of residence – from where to get your post, through to what to do if you lose your keys. [bristol.ac.uk/students/accommodation](http://bristol.ac.uk/students/accommodation)

### Support in your accommodation

If you are living in a University residence and need support, your first point of contact should be your **Residential Life** team in your residential village.



## Careers Service

The Careers Service can help you explore which career is right for you, find relevant work experience and apply for roles in the UK, your home country or anywhere in the world. We also support students wanting to take up further study or start a business. You can visit in person, and be sure to look out for information about the support available within your school or faculty too.

It's important that you start your career planning early, particularly if you are a master's student and only in the UK for a short time. We recommend you first get an overview of the support we offer on our website. From these pages you should then log in to our career portal mycareer (you will need your single sign on), which has detailed

information and advice across a wide range of sectors and for every stage of your career journey. Do also check the international students' area which contains all the support available and is tailored to you. A key resource is the International Student FAQs which answers your most common questions.

“

I will be starting work in London with a top-tier law firm after graduation. The Law School had many events which helped us pave the way towards a career in law, and the Careers Service had skills workshops. I also obtained the Bristol PLUS Award, which recognised the skills I gained.

**Kristin** (LLB Law)  
Singapore



### Bristol Futures

Through a range of learning resources and extracurricular activities, Bristol Futures supplements our Careers Service by encouraging you to develop your skills and broaden your horizons. The initiative includes:

- Study Skills and Personal Development Planning to improve your employability;
- Bristol Futures Optional Units, which allow you to expand your knowledge of global challenges and work with students outside your course;
- Extracurricular Open Online Courses and other opportunities to find out more about the city, build new networks and develop skills beyond your studies;
- Our employer-endorsed scheme, the Bristol PLUS award, which recognises your extracurricular activities.

Explore the opportunities at:  
**[bristol.ac.uk/bristol-futures](http://bristol.ac.uk/bristol-futures)**



On mycareer you can also book careers events, make appointments for CV reviews, and find advertisements for jobs you can do alongside your studies and after you graduate.

Getting work experience while you are in the UK is important, so make a start by booking one of our events such as 'Communicating your value to home and UK employers' or 'Finding work experience and internships in the UK'. Volunteering is also valued by employers and is one of the ways you can gain work experience while in Bristol. Explore the career support available at: **[bristol.ac.uk/careers](http://bristol.ac.uk/careers)**



## Transport and travel

### Travel within Bristol

#### Bus

The bus services in Bristol run frequently Monday to Saturday, with a reduced service on Sundays.

**First Bus** is currently the main bus company operating in Bristol. You can download the First Bus app to buy cheaper tickets with your University student card.

You can buy your ticket on the bus with cash or contactless card payment, or in advance using the app. You can only get on or off a bus at a designated bus stop. When your bus is approaching, you should hold your arm out to let the driver know you want to get on. Some buses don't tell you when the next bus stop is approaching, so pay attention. You must press the stop button to stop the bus.

If you live in University accommodation, you might receive a **free bus pass** for the U1/U2 bus service.

#### Taxis

Taxis are a good – if expensive – way to travel around the city late at night or when it is not convenient to get a bus.

**VCars** is a taxi firm based in Bristol, and you can ring them to book a taxi on **0117 925 2626**. If you find yourself without money in an emergency, you can give the taxi firm your University of Bristol UCard and pay the fare later.

### Cycling and walking

Bristol is a compact city and it is easy to travel around on foot or by **bike**. If you cycle, you must use lights after dark and ride on the left side of the road, and you should also wear a helmet and invest in a secure lock.

### Travel within the UK

#### Coach

Travelling by coach (long distance bus) is cheaper than train travel, but takes longer. Bristol is a useful base for travelling by coach, offering direct connections to London, Birmingham, Manchester, Scotland and Cardiff.

If you are aged 16 to 26 you can buy a Young Person's Coachcard to get a  $\frac{1}{3}$  discount on coach travel with **National Express**, the main coach operator of Bristol Coach Station. This currently costs £12.50 for a year or £30 for three years.

If you have a TOTUM student discount card, you are entitled to a 10% discount with **Megabus**, a popular budget coach operator.

#### Train

The UK has a very good rail network. If you are aged 16 to 30 you can buy a **railcard** that will save you  $\frac{1}{3}$  on your rail fares. On UK trains, you generally must buy a ticket before boarding.



## Support directory

There is plenty of support available at Bristol. Some of these services might be new to you, so we have created this directory to explain what the services are, who they are for, where to find them and whether they are free.

You might feel a bit nervous about using these services, but remember that all staff are familiar with a range of student concerns and are here to help. You shouldn't hesitate to seek advice, no matter how small the issue. If you aren't sure where to go or who to ask, you can visit the **Information Point** and they can direct you to the correct team to help. Almost all services are free and available to all students.

The Information Point is on the ground floor of 5 Tyndall Avenue, on the main campus and can be contacted in person, by phone or email.

**info-point@bristol.ac.uk**  
**0117 428 3000**

“

I signed up for a peer mentor who is a third-year student from my course. She told me what to take note of for the course and offers me guidance whenever I need it.

**Xiong Jing** (BSc Psychology)  
Malaysia

### Feeling homesick?

If you need some extra support, we provide a variety of help. From Student Wellbeing Advisers to the Students' Health Service and from study support resources to your subject librarian, there is always someone available.

## Academic

Service	Description	Further information	Availability
<b>Centre for Academic Language and Development</b>	Courses to develop your academic language and literacy, equipping you with skills that complement and enhance your studies	<a href="http://bristol.ac.uk/english-language/study/current-students">bristol.ac.uk/english-language/study/current-students</a>	Free and available to most students
<b>Just Ask</b>	Information, advice and guidance on University policies, processes and procedures (including appeals, extenuating circumstances, changing course, and disciplinary action)	<a href="http://bristolsu.org.uk/advice-support">bristolsu.org.uk/advice-support</a>	Free to all students
<b>Peer assisted study sessions (PASS)</b>	Weekly student-led study sessions where you can ask questions about course material and student life	<a href="http://bristol.ac.uk/students/study/faculty-study-support/pass">bristol.ac.uk/students/study/faculty-study-support/pass</a>	Free, available to undergraduates on participating subjects
<b>Personal Tutor</b> (undergraduate or postgraduate taught students)	Questions about your course, help with academic or personal development, and advice on your studies	You will be given these contact details at the start of your course but speak to your school if you don't have them.	Free to all students
<b>Supervisor</b> (research students)			
<b>Study Skills</b>	Workshops and tutorials covering topics like critical writing, academic reading, projects and dissertations, presentation skills, group work and revision techniques	<a href="http://bristol.ac.uk/studyskills">bristol.ac.uk/studyskills</a>	Free to all students
<b>Subject librarian</b>	Help finding information, evaluating academic resources, avoiding plagiarism and referencing correctly	<a href="http://bristol.ac.uk/library/subject-support">bristol.ac.uk/library/subject-support</a>	Free to all students

## Health and wellbeing

Service	Description	Further information	Availability
<b>Disability Services</b>	Confidential advice and study support for disabled students, including those with: dyslexia, ongoing health and mental health conditions, attention deficit conditions, Asperger syndrome/autism, visual or hearing impairments, and mobility difficulties	<a href="http://bristol.ac.uk/disability-services">bristol.ac.uk/disability-services</a>	Free to all students
<b>Multifaith Chaplaincy</b>	A welcoming space for people of any faith and none to drop in for a chat, a coffee, a quiet room or to talk to a chaplain about any issues you are facing. The website offers information about worship centres and organisations in Bristol for all faith communities	<a href="http://bristol.ac.uk/multifaith-chaplaincy">bristol.ac.uk/multifaith-chaplaincy</a>	Free to all students
<b>Peer mentoring</b>	A fellow student usually taking a similar subject who can help as you are adjusting to Bristol, listen when you need to talk and answer any questions you have about your course or university life	<a href="http://bristol.ac.uk/students/study/peer-mentoring">bristol.ac.uk/students/study/peer-mentoring</a>	Free First-year undergraduate students only
<b>Student Counselling</b>	Confidential, individual and group support from qualified counsellors, offering a reflective and accepting space	<a href="http://bristol.ac.uk/student-counselling">bristol.ac.uk/student-counselling</a>	Free to all students
<b>Students' Health Service</b>	Support with health issues (physical and mental)	<a href="http://bristol.ac.uk/students-health">bristol.ac.uk/students-health</a>	See page 13
<b>Residential Life Service</b>	Each Residential Village has a Residential Life team based in the village's Student Support Centre. They offer 24-hour advice and support on any issues you are facing, seven days a week	<a href="http://bristol.ac.uk/students/wellbeing/services/residential-life-service">bristol.ac.uk/students/wellbeing/services/residential-life-service</a>	All students living in a University residence, at any level of study
<b>Wellbeing Service</b>	Professional help and guidance if you are experiencing challenges or want extra support	<a href="http://bristol.ac.uk/students/wellbeing/services/student-wellbeing-service">bristol.ac.uk/students/wellbeing/services/student-wellbeing-service</a>	Free to all students

# Life at Bristol

Service	Description	Further information	Availability
<b>Accommodation Office</b>	For questions about University-allocated accommodation, or help finding private accommodation, as well as advice about life in rented accommodation, including budgeting and UK housing law	<a href="http://bristol.ac.uk/accommodation">bristol.ac.uk/accommodation</a>	Free to all students
<b>Bristol Doctoral College (BDC)</b>	Training, events and opportunities to support your development and enhance your experience, including connecting with the research community in the PGR Hub in Senate House	<a href="http://bristol.ac.uk/doctoral-college/current-research-students/pgr-hub">bristol.ac.uk/doctoral-college/current-research-students/pgr-hub</a>	Free  Postgraduate research students only
<b>Bristol Futures</b>	Extracurricular courses and opportunities to expand your horizons, help make you more globally aware and enhance your employability	<a href="http://bristol.ac.uk/bristol-futures">bristol.ac.uk/bristol-futures</a>	Free to all students
<b>Bristol International Student Centre (BISC)</b>	Support for international students from Bristol and UWE (University of the West of England) through a range of activities, trips and socials, and a centre where you can get a free cup of tea or use the lounge and garden	<a href="http://www.bisc.org.uk">www.bisc.org.uk</a>	Costs vary (some free), available to international students
<b>Careers Service</b>	Advice on employment, part-time work, career planning, networking and professional development, whether you want to work in the UK or plan to work overseas	<a href="http://bristol.ac.uk/careers">bristol.ac.uk/careers</a>	Free to all students
<b>IT Services</b>	Help with technical problems, accessing online resources or trouble with your computer, as well as workshops and a laptop / mobile clinic	<a href="http://bristol.ac.uk/students/study/it">bristol.ac.uk/students/study/it</a>	Free to all students
<b>myopportunities</b>	Online portal to help with your skills development through engagement opportunities, such as volunteering and internships	<a href="http://careers.bristol.ac.uk/s/opportunities">careers.bristol.ac.uk/s/opportunities</a>	Free to all students

<b>Sport, Exercise and Health</b>	A wide range of opportunities to get active, whether you want to represent the University in a competition or simply use the gym	<a href="http://bristol.ac.uk/sport/welcome">bristol.ac.uk/sport/welcome</a>	Available to all students, costs vary
<b>SU Student Networks / International Students' Network</b>	13 student-led networks that help build communities, create change, hold forums and organise social events – these include the International Students' Network and networks for: BME (Black and Minority Ethnic) students, disabled students, LGBT+ students, postgraduate students, trans students, wellbeing, and women.	<a href="http://bristolsu.org.uk/student-voice/representation/networks">bristolsu.org.uk/student-voice/representation/networks</a>	Free to all students
<b>Student Fees and Funding Office</b>	Fee payments and funding advice, and support with long-term financial hardship	<a href="http://bristol.ac.uk/fees-funding/contacts">bristol.ac.uk/fees-funding/contacts</a>	Free to all students
<b>Student Visa Services</b>	Support relating to your UK immigration status	<a href="http://bristol.ac.uk/visas">bristol.ac.uk/visas</a>	Free to all students
<b>Students' Union</b>	Community building, cultural celebration, social activities and meeting other students	<a href="http://bristolsu.org.uk">bristolsu.org.uk</a>	Available for all students, costs vary

If you need all or part of this publication in an alternative format, please contact us.

Tel: **+44 (0)117 394 1649**

Email: **marketing-team@bristol.ac.uk**

This handbook contains information for students planning to start university in autumn 2019. We have made every effort to ensure all details are correct at the time of going to press (August 2019). However, since this information is subject to change, check the University's website for the latest updates:

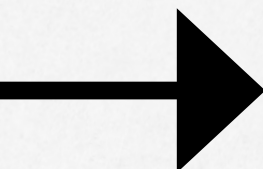
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