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Welcome to ONCAMPUS London South Bank, we are very much looking forward to meeting you.

ONCAMPUS is part of Cambridge Education Group. We offer international students the opportunity to study international foundation programmes with English language, in preparation for undergraduate and postgraduate study at London South Bank University. We are sure you will quickly settle in to life at ONCAMPUS and understand the study options available to you in the future.

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IMPORTANT DATES
ACADEMIC YEAR 2019/20

Students on all courses at ONCAMPUS London South Bank will follow the same term dates, as follows:

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term 1</td>
<td>23 September 2019 – 13 December 2019</td>
</tr>
<tr>
<td>Holiday dates</td>
<td>16 December 2019 - 03 January 2020</td>
</tr>
<tr>
<td>Term 2</td>
<td>06 January 2020 – 13 March 2020</td>
</tr>
<tr>
<td>Holiday dates</td>
<td>16 March 2020 – 20 March 2020</td>
</tr>
<tr>
<td>Term 3</td>
<td>23 March 2020 – 07 June 2020</td>
</tr>
<tr>
<td>Holiday dates (August finishers)</td>
<td>01 June 2020 – 05 June 2020</td>
</tr>
<tr>
<td>Term 4</td>
<td>08 June 2020 – 14 August 2020</td>
</tr>
</tbody>
</table>

Arrival Date: Students should arrive on the weekend before the arrival date included on your CAS statement or Confirmation of Enrolment. You should arrive at - ONCAMPUS London South Bank, London South Bank University, 3rd Floor The Clarence Centre, 6 St George’s Circus, London SE1 6FE

Late arrival: Please inform us of your arrival plans and flight details as soon as you have them. If you think you will arrive late you must tell us as soon as possible, as we may need to inform the UKVI. Please send all this information to admissions@oncampus.global or call +44 (0)1223 345698.

Students are advised to check with the Centre Head before booking their travel back home at the end of each term, particularly at the end of the course in case it is necessary to remain in order to receive results and be advised of next steps in your study plan. This could be two weeks after the official end of your course.
VISA INFORMATION

Immigration
If you are from outside the European Economic Area (EEA) you will need to apply for entry clearance, more commonly known as a visa, before travelling to the UK. To check if you need a visa, please visit www.gov.uk/check-uk-visa

As an international student planning to take a full-time course in the UK, it is likely you will need to apply for a Tier 4 (General) student visa. Find out more at www.gov.uk/tier-4-general-visa

Visa and immigration rules change frequently, so please make sure you contact your nearest British diplomatic post to get up-to-date information on the visa application process, requirements, fees and supporting documents. We can provide support and guidance if you are already in the UK; so if you have any questions, please contact the centre.

Applying for a Tier 4 (General) student visa
To apply for a Tier 4 (General) student visa you will need a CAS (Confirmation of Acceptance for Studies) number. We will send you this number on a ‘CAS statement’, once you fulfil the conditions on the offer of a place to study and pay your deposit/full fees. Please note the earliest we can send you a CAS number is 3 months before your course start date. We will also send you information for your visa application at the same time.

Once you receive your visa, please inform the Admissions Team by email admissions@oncampus.global or by phone +44 1223 345 698. We need this information to prepare for your arrival.

Biometric Residence Permit (BRP) card
When your visa application is successful and your course is longer than 6 months, you will receive a 30-day Entry Clearance Sticker in your passport. This allows you to travel to the UK. You will need to collect the actual visa – Biometric Residence Permit (BRP) once you arrive in the UK.

Where do I collect my BRP card from?
Your Decision Letter (sent to you with your passport upon a successful visa application) will include details of the place you need to go to collect your BRP card. It will be one of two places.

If you have used the centre’s ACL code (written on your CAS statement), your BRP card will be at your ONCAMPUS centre to collect when you enrol. Otherwise, the BRP card will be at the local Post Office and you will need to collect it before you enrol.

Arriving late
You will need to enrol at ONCAMPUS London South Bank on the day your course starts. This date is in your CAS statement. If you are delayed and have to travel later, you must let the Admissions Team know. This is very important because we need to inform UK Visas and Immigration (UKVI) if you cannot arrive on time.

Withdrawing from your course
If you change your mind about joining our course or there are any circumstances that prevent you from studying with us, please inform the Admissions Team as soon as possible, so we can cancel your CAS.

What should I do if my student visa is refused?
If your student visa application is refused, please email our Admissions Team (admissions@oncampus.global) and Compliance Team (visahelp@ceg-uk.com). Please include the full copy of the refusal notice, so we can advise you on what to do next.

Parental Consent for under 18s
If you are under 18 you need to provide a Parental Consent Form, signed by both your parents, in support of the visa application. Please also carry it with you upon arrival in the UK. If you do not have a copy of the form, please contact our Admissions Team before making your visa application.
WHAT TO BRING WITH YOU

You MUST make sure that you bring with you all the documents you will need to enrol:

- Confirmation of Acceptance for Studies (CAS) letter
- Passport with valid visa entry sticker
- Proof of payment OR sponsorship letter
- Original supporting academic documents (for example, High School certificate, IELTS, academic transcripts and for any documents not in English, official translations.)

Important: You will need to show your ON CAMPUS enrolment documents to the Immigration Officer on arrival so make sure you bring this in your hand luggage.

Money
International students cannot open a UK bank account before arriving. However, your home bank may have links to a UK bank which would make money transfers to the UK and opening a bank account much easier. It is a good idea to bring some cash with you for your first few days in the UK for immediate expenses. We recommend approximately £200 to £500 in cash and £300 in travellers’ cheques. We advise you to limit the amount of cash you bring into the UK (for security reasons) and avoid carrying cash and personal documents in the same bag (e.g. passport, travellers’ cheques, etc.).

Clothing and other items
You should have enough warm clothing for your flight and subsequent journey. Several layers of lightweight clothes are better than a single shirt or dress. It is probably cheaper and easier to buy warm winter clothing in the UK, rather than in your home country. It is worth bringing items of your national dress to wear at social events, and photographs of family and home may be of interest to new friends who would like to learn about other cultures. It is useful to bring some passport-sized photographs of yourself.

Luggage
You will have a free baggage allowance, which will be shown on your air ticket; this is usually from 20kg with a restricted weight of 32kg per single item of luggage. Only essential personal possessions may be brought in addition to research materials. You may be charged for excess baggage if you exceed the baggage allowance, so check with the airline before you leave if you are not sure of your allowance. You should make a list of everything you bring. Advice on importing personal effects and goods into the UK may be obtained from HM Revenue and Customs (www.hmrevenue.gov.uk).

Preparations for your course
You do not need to bring a lot of study materials with you to the UK, though of course a laptop computer will be almost essential for researching, preparing assignments and studying. You will have the opportunity to buy course books here in the UK, as well as any other study materials you need. In advance of coming to London, we recommend practising your English language skills as often as possible, especially by reading as much as you can in English. You should also read your course outline, so you know what to expect when you arrive.

Climate
The UK has a temperate climate, with few extremes. But the weather here is famously changeable, so be prepared. It can be quite wet and cold in the winter, (roughly November to March). A warm topcoat, hat, scarf, gloves and an umbrella are a good idea. It also gets dark early. Summers can occasionally be showery and overcast, but are mostly pleasant and rarely extremely hot. The days are long and it stays light until late in the evening.

<table>
<thead>
<tr>
<th>Term</th>
<th>Average temp (max °C)</th>
<th>Average temp (min °C)</th>
<th>Average temp (max °F)</th>
<th>Average temp (min °F)</th>
<th>Total rainfall (mm)</th>
<th>Total rainfall (inches)</th>
</tr>
</thead>
<tbody>
<tr>
<td>March to May</td>
<td>13</td>
<td>8</td>
<td>55</td>
<td>46</td>
<td>160</td>
<td>6</td>
</tr>
<tr>
<td>(Spring)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun to Aug</td>
<td>18</td>
<td>16</td>
<td>64</td>
<td>60</td>
<td>160</td>
<td>6</td>
</tr>
<tr>
<td>(Summer)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept to Nov</td>
<td>16</td>
<td>8</td>
<td>60</td>
<td>46</td>
<td>150</td>
<td>5</td>
</tr>
<tr>
<td>(Autumn/Fall)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec to Feb</td>
<td>6</td>
<td>5</td>
<td>40</td>
<td>43</td>
<td>160</td>
<td>6</td>
</tr>
<tr>
<td>(Winter)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CHECKLIST

Preparing to come to London

☐ Make sure you have a valid passport
☐ Satisfy conditions of offer (if applicable)
☐ Obtain visa
☐ Apply for accommodation
☐ Have medical examination and vaccinations (if applicable)
☐ Arrange medical/travel insurance

Before you leave

☐ Check your transfer to London if you are travelling independently
☐ Buy currency
☐ Decide how to pay for your tuition fees
☐ Decide how to pay your accommodation fees/pay accommodation deposit
☐ Pay tuition fee deposit (if applicable)
☐ Check your luggage allowance and pack your luggage appropriately
☐ Have you put the emergency telephone numbers into your mobile phone (to be put in your hand luggage)?
☐ Photographs from home, Address and phone numbers of friends and family, Adaptor for UK electricity sockets
☐ Pack all relevant original documentation or certified copies*
☐ Pack your documents for medical registration
☐ Register electronics on www.immobilise.com

*Documents including:
• Offer Letter
• IELTS certificate or original English language test result
• CAS Statement (if required)
• Original supporting academic documents (this is needed to fully register and enrol on your course)
• Financial documents used in your visa application
• TB certificate (if applicable)

Please check https://www.gov.uk/tb-test-visa for listed countries

PAYING YOUR FEES

Fee payment information

We want to make paying your fees as easy as possible. You have paid your deposit and secured your place. See below for details of your payment plan for the remainder of your programme. Tuition and accommodation fees (if applicable) for each term of study at the Centre are due 30 (thirty) days BEFORE the start of each term. All fees are payable in GBP (pounds sterling).

<table>
<thead>
<tr>
<th>Programme dates</th>
<th>Terms</th>
<th>Standard Tuition fees (annually)</th>
<th>Lab based Tuition fees (annually)</th>
<th>Deposit</th>
<th>Registration fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 June 2019 – 07 June 2020</td>
<td>4</td>
<td>£17,200</td>
<td>£18,660</td>
<td>+ £2,200</td>
<td>+ £300</td>
</tr>
<tr>
<td>23 September 2019 – 07 June 2020</td>
<td>3</td>
<td>£12,900</td>
<td>£13,995</td>
<td>- £2,200</td>
<td></td>
</tr>
<tr>
<td>23 September 2019 – 14 August 2020</td>
<td>4</td>
<td>£17,200</td>
<td>£18,660</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06 January 2020 – 14 August 2020</td>
<td>3</td>
<td>£12,900</td>
<td>£13,995</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*This is a guide only. Your full payment plan is available on request. Other costs will apply depending on the programme of study [e.g. Lab Fees/Student Insurance Cover, postage and exam fees]. Please contact the Main Office for further details.

Please note: failure to pay fees by the due dates set by the centre can result in you being suspended withheld from the programme and academic statements.
Fees can be paid via the following payments

International Bank Transfer

ONCAMPUS has partnered with flywire as a fast and easy way to make international payments. This is the best way to send funds from overseas. By using flywire you can be sure that your funds arrive on time and that ONCAMPUS will always receive the correct amount.

Payment by this method also means you do not have to pay any bank charges, which can be expensive; with flywire the rates are clear so you can always be sure about the total cost of the transaction.

Over 40 currencies are available and they offer competitive foreign exchange rates. If you need help, they are always contactable. Please be aware that the process may still involve making a transfer through your bank. Visit www.flywire.com/pay/oncampus to get started.

Credit card (including Visa/MasterCard or debit card)

We do not accept American Express.

The following information is required:
• card number
• expiry date
• three-digit security code (from the signature strip on the back of the card).

To make a payment using this method, please call our Finance team on +44 (0)1223 341308

Direct transfer of funds

Please see your pre-arrival information packs for bank account details.

An additional GBP12 must be transferred with the fees to cover bank charges.

Important: A payment reference must be provided so that the College can identify funds on safe arrival into our account. This must be the student reference number as stated on your offer document. This reference means that we can then allocate the funds against your invoice accordingly. Failure to include a reference may mean we have to contact you again to establish proof of payment.

Sponsors

If your employer or government sponsors your study, we will require a letter from them confirming the following details:
• your name and course
• the amount of fees they will be paying (for example, 100%)
• the contact name, company name, telephone number and address where we should send the invoice.

Please note: student sponsor invoices will be payable in full within 30 days of receipt of invoice. If your sponsor does not make payment, you will be personally liable to pay the full amount of tuition fees.

Refunds

Acceptance of an ONCAMPUS offer on payment of the minimum stated deposit constitutes a binding contract between the student and ONCAMPUS. Tuition fees are non-refundable except in the case of visa refusal. Should a student be refused a visa, evidence of refusal and a written application to withdraw must be made available to ONCAMPUS before any refund can be initiated.

ONCAMPUS will check with the appropriate British Embassy/High Commission that the refusal is genuine, and will charge an administration fee of £100 if a refund is given. Tuition fees are non-refundable after the course has begun. Any notice to withdraw or cancel must be made in writing. If the cancellation is received before the start of term then we will charge the forthcoming term’s tuition fees. If the cancellation is made after the start of term then we will charge both the current term’s and the following term’s tuition fees.

Any students withdrawing from an ONCAMPUS programme of study will be reported to the UK Border Agency and British Embassy/High Commission in their home country as a curtailment of their programme. ONCAMPUS reserves the right to withdraw a previously available programme of study at its own discretion. Where a student is unable to enrol in a similar course at ONCAMPUS and the enrolment is cancelled then all fees will be refunded.
Council Tax

Students registered full-time at ONCAMPUS are generally entitled to claim a discount or exemption from Council Tax. If you are living in non-University accommodation, at some point during the year you are likely to receive a demand for payment of Council Tax from the Local Authority.

To prove that you are a student, you should contact Student Administrative Services who will supply you with a 'Council Tax Status Certificate' which you can then send to the Local Authority. The Local Authority will then decide if you are entitled to a discount or full exemption. The certificate will show your current term time address so please make sure you keep your contact information up to date at all times. Please also remember to request a new council tax status certificate if you move house.

To qualify for a student discount/exemption:
1. You have to be registered as a full-time student.
2. You should be able to prove it (by means of the certificate explained above). It is important that you keep this certificate for the duration of one academic year of study. Replacements for lost or incorrect certificates due to changing address during term time are available from the centre administrator free of charge.
3. Your course must be full time.
4. Your course must last for a minimum of 24 weeks during the academic year.
5. You have to live with other people who are also exempted from payment (usually other students).

If a house or property is occupied entirely by full-time registered students then the entire household is exempted from Council Tax. This includes the halls of residence and university-owned student houses which are occupied entirely by students. It also applies to private accommodation which is occupied entirely by students. Houses with one or more non-student residents will have to pay Council Tax (at least 75%). Please remember that payment of Council Tax is a matter between individuals and the Local Authority. ONCAMPUS has no responsibility in these matters. Please do not ignore demands for council tax because fees for this can be costly. Speak to ONCAMPUS staff who will be happy to assist you.

WHAT TO EXPECT ON ARRIVAL IN THE UK

Immigration on your arrival

When you arrive at your port of entry you will need to pass through immigration so follow the signs to Passport Control. The Immigration Officer will ask you about the purpose of your visit to the UK and will look at the following documents:
- Passport
- Bank statements
- Confirmation of Acceptance for Studies (CAS) letter
- Original academic documents and their official translations (for any documents that are not in English)
- IELTS Certificate
- Proof of accommodation - CONFIRMATION of Accommodation letter
- Proof of financial support & any fee payments made
- TB Certificate (if applicable)

The immigration officer may ask you questions about your reasons for studying in the UK. It is important that you answer these questions in detail, politely and keep calm. Make sure you have all your supporting documents in your carry-on luggage if you are flying to the UK; you will not have access to your luggage until you have cleared immigration. Failure to show the right documents will result in delays.

If you experience any problems at Passport control, please contact the ONCAMPUS London South Bank office on +44 (0)207 815 7045. If you need to contact centre staff in an emergency outside of office hours please call +44 (0)7540 413218

Use of eGates

If you are a citizen of Australia, Canada, Japan, New Zealand, Singapore, South Korea or USA, and wish to use the eGate when entering the UK, please read the message below before arriving in the UK:
1. If you are entering the UK under Short-term Study route (up to 6 months), you must obtain the correct visa stamp at the border to enrol onto your programme. Therefore, please do NOT use the eGates but instead follow the sign for ‘See an officer’ at the border to obtain the correct visa endorsement in your passport from the Immigration Authority.
2. If you are entering the UK under Tier 4 route or Short-term Study route (11 months) then you may be eligible to use the eGates. However if you do use the eGates, you may be required to show relevant evidence of your first entry into the UK such as a boarding pass or travel booking confirmation to complete your Right to Study or Right to Rent checks. Therefore you are advised NOT to use the eGates in order to obtain an entry stamp in your passport upon your first entry into the UK under your new visa.

Should you have any questions regarding the use of eGates, please contact our Immigration Compliance Team at visahelp@ceg-uk.com
How to Get Here

From London Heathrow Airport

Heathrow airport is very large and currently has five terminals. There are various routes that you can take from Heathrow to London South Bank University campus including tube, train, coach or taxi cab, however public transport is by far the cheapest option.

By Underground (Tube)

The Piccadilly Line serves all five terminals and all are in travelcard zone 6. It is one of the cheapest ways to travel. You will need to change tube (train) at either Piccadilly Circus (Bakerloo line) or Leicester Square (Northern line) to Elephant & Castle Tube station. The trip takes about an hour. Tickets are available at all underground stations. You’ll need a single ticket or an all-zone travelcard. Further information available at www.tfl.gov.uk.

By Main Line Train

You can travel from Heathrow Airport to Paddington Station on the Heathrow Express. It takes approximately 15 minutes and costs approximately £22 - £27 one way for adults. Heathrow Express trains stop at Heathrow Terminals 2 & 3 and Heathrow Terminal 5. For more info, and to pre-book online go to https://www.heathrowexpress.com/

Upon arrival at Paddington Station you can change to the Bakerloo Line (southbound) which takes you directly to Elephant & Castle. When you arrive at Elephant & Castle Tube station, please follow the signs for London South Bank University for the nearest exit.

Taxi

Please contact us at liveinlsbu@oncampus.global or telephone us on +44 (0)1223 447761 if you would like to make a taxi booking. Our Student Arrivals Coordinator will be pleased to make the booking on your behalf and send you the confirmation. Our trusted drivers will meet you at the arrivals gate at the airport and take you straight to your destination. You can pay for your taxi in advance or when you arrive at college, so you will not need to have cash ready for the driver. Kindly note that we require 48 hours’ notice to guarantee the booking.

From Gatwick Airport

Gatwick has two terminals (North & South) that are connected by a monorail service. Therefore, you are slightly more restricted with your transfer options. Unfortunately, there is no Underground train service to London Gatwick Airport.

By Main Line Train

The Gatwick Express runs frequent shuttle trains to Victoria Station. Tickets cost approximately £20 per person one way. From Victoria you will then need to take the Circle or District Line Underground train to Embankment Station and change on to the Bakerloo Line to the Elephant and Castle Station. There are also Thames link trains direct to London Bridge train station. At London Bridge underground station you will be able to board a Northern Line train (southbound) to Elephant and Castle Station. For further information on routes, costs and tickets please visit http://www.tfl.gov.uk.

Coach

National Express run a coach service from Gatwick North terminal to London Victoria every hour. The journey takes approximately 1 hour 30 minutes and costs upwards from £8. For more info and to pre-book tickets go to http://coach.nationalexpress.com. You will then need to take the Circle or District Line Underground train from Victoria Station to Embankment Station and change to the Bakerloo Line to the Elephant and Castle Station.

With all train and bus services it is often cheaper to book online before you travel but be careful when choosing specific buses or trains. If your flight is delayed you may not get a refund, so check if there are flexible tickets available which cover any train or bus.

Please also make sure to check when the last services at night will run, as taxis for long journeys can be expensive.
**ENROLMENT AND INDUCTION**

**Induction programme – enrolment**

When you attend enrolment, please bring the following:

1. Your passport and BRP card [Biometric Residence Permit]
2. All the academic certificates and transcripts you used for your visa application: high school and/or university only original copies will be accepted.
3. The English language certificate you used for your visa application e.g. IELTS certificate only original copies will be accepted.
4. Proof that you have paid your tuition fees. If you have not yet paid your tuition fees, you should present your credit/debit card or a cheque made payable to ‘ONCAMPUS London South Bank’ at your induction.
5. Police registration certificate. Please check your visa to see if you need to register with the police. ONCAMPUS London South Bank will provide guidance during your first week.

**Registering with the police**

Certain international students who come to study in the UK will be required to register with the police within 7 days of their arrival in the UK. Please check your visa sticker to determine whether you are required to register.

To register, you must take the following with you:

- Your passport and BRP card
- £34 in cash (bring the exact amount)
- a copy of the Visa page from your passport as well as a copy of both sides of your BRP (if applicable)
- two passport sized photographs
- completed OVRO Registration
- Proforma [a link to this electronic form will be provided by the centre]

Once you have registered, you will be given a Police Registration Certificate (PRC). You will need to bring your PRC into the office for us to make a copy for our records. You should keep this throughout your time in the UK, as you will need it in the event you wish to extend your visa from the UK. In the event you change your address or obtain a new visa, you must update your PRC by reporting to your local police station. This must be done within 7 days of you moving. There is no extra charge for this. Our Student Recruitment and Support Officer will help you with police registration if necessary.

**LSBU’s Library and computing facilities:**

Shortly after registering with ONCAMPUS, you will get your Student ID card from the university; you will need this to borrow material and to enter the libraries. The ONCAMPUS staff will tell you when your ID card is ready to collect. ONCAMPUS students have full access to all student support services and should ensure that they collect their Student ID card as soon as it is ready to gain their access.

The library is not just a local storehouse of books; it is also your gateway to a global network containing electronic databases of journals and catalogues covering all subject areas. The Libraries provide one-to-one help at the enquiry desk and also offer a number of free info sessions. Keep up to date with these sessions by checking their website www1.lsbu.ac.uk/library/htm/ and on social media www.facebook.com/LsbuLibraryAndLearningResources

**Opening an IT account**

You will need your LSBU ID number. To activate your IT account open the link below and follow the instructions on the screen: www1.lsbu.ac.uk/php5c-cgiwrap/ictss/pword_main.php
Looking after your health

Full-time courses lasting six months or more

Under new regulations, you will be required to pay a healthcare surcharge (called the 'immigration health surcharge' - "IHS") as part of your visa application. You’ll then be able to use the National Health Service (NHS). You can visit www.gov.uk/healthcare-immigration-application for more information.

Once you have paid the surcharge and enrolled with us, you will have the same rights to health care as a UK resident. This means that you can register with a local GP.

List of GPs near LSBU (and foreign languages spoken)

Princess Street Group Practice
2 Princess Street, SE1 6JP, 0207 928 0253
Languages spoken: Arabic, Chinese, Cantonese

Borough Medical Centre
[Dr Misra and Dr Sharmal]
1-5 Newington, Causeway, SE1 6ED
0207 357 0288 and 0207 357 7852
Languages spoken: Hindi, Urdu

Lambeth Walk Group
5 Lambeth Walk, SE11 6SP, 0207 735 4412
Languages spoken: French, Spanish

Falmouth Road Group Practice
78 Falmouth Road, SE1 4 JW, 0207 407 4101
Languages spoken: Arabic, Punjabi, Urdu, Vietnamese

Blackfriars Medical Practice
45 Colombo Street, SE1 8EE, 0207 928 6216
Languages spoken: Gujarati, Hindi, Punjabi, Swahili, Urdu

Waterloo Health Centre
5 Lower Marsh, SE1 7RJ, 0207 928 4049
Languages spoken: French, Spanish

Hurley Clinic
Ebenexe House, Kennington Lane, SE11 4HJ, 0207 735 7918
Languages spoken: Bengali, French, Hindi, Spanish, Urdu

The Bermondsey & Lansdowne Medical Mission
6 Decima Street, SE1 4QX, 0207 403 3618
Languages spoken: Afrikaans, French, German

Old Kent Road Surgery
182-184 Old Kent Road, SE1 5TY
0207 252 6272
Languages spoken: Yoruba

Opening a bank account

You will need to open a bank account when you arrive in the UK. There are a number of 'high street' banks in the UK and all will provide special student accounts. To open a bank account in the UK you will need:

- proof of identity (passport)
- Visa/BRP valid for the duration of your course
- proof of address (letter or receipt from your landlord/Accommodation Office)
- initial deposit (may vary depending on bank)
- Student Status Letter (this means you will need to wait until AFTER you have enrolled).

Banks and branches near ONCAMPUS

London South Bank

There are five main 'high street' banks operating in the UK and all will provide special student accounts. Below we added the addresses of the branches nearer to the University. The two HSBC branches have agreed with the university to accept LSBU letters as a proof that you are a student in the UK.

Santander
9 Southwark Street, London, SE1 1RQ
0845 765 4321

Barclays Bank plc
260 Walworth Road, Southwark, London, SE17 1JF
29 Borough High Street, London, SE1 1LY
414 Kennington Road, London, SE11 4PZ
463-465 Brixton Road, London, SW9 8HL
0845 755 5555

HSBC Bank plc
22 Stamford Street, Blackfriars, London SE1 9LJ
28 Borough High Street, Southwark, London SE1 1YB
0845 740 4404

TSB Bank plc
243-245 Elephant and Castle, Shopping Centre, London, SE1 6TE
69-73 Borough High Street, London, SE1 1NQ
0845 300 0000

Natwest Bank plc
10 Southwark Street, London, SE1 1TJ
290 Walworth Road, London, SE17 2ET
91 Westminster Bridge Road, London, SE1 7HW
0845 605 1605

Please note: Some banks will charge a monthly fee for your current account. You may be able to avoid this so check with different branches and different banks.

ONCAMPUS Student Portal

The Student Portal is our student intranet and gives you access to your own personal page. Go to https://my.oncampus.global/ and login to:

- Check your personal information
- View your timetable
- Monitor your attendance
- View your exam entries and results
- Access your emails.

You will be given your username and password in induction week and you need to make sure that you can log in and access your e-mail.

Please check your emails regularly as ONCAMPUS staff will send you important information such as room or timetable changes.
ATTENDANCE

General rules
Attendance at all classes and examinations is compulsory. We expect 100% attendance and commitment from all students. You are required to attend Monday to Friday from the first day of the term until the last day, including any examination and resit weeks. If you do not maintain an attendance level of above 90%, you will have disciplinary action taken against you and in severe cases this can result in exclusion from your examination or termination of your programme of study.

If you do not attend classes, you must inform the Attendance Officer as soon as possible.

Lateness
If you arrive after the scheduled start of the class you may be marked as “Late” or not permitted entry for your class.

Religious/Cultural Holidays
As a multicultural education centre, ONCAMPUS has respect for all faiths. We may authorise one day’s absence for religious holidays at the discretion of the Centre Head.

Planned absence
If you know about your absence in advance, for example if you have a doctor/dentist/embassy appointment, you must submit an “Absence Request Form” along with evidence of your appointment (appointment card or medical certificate). This form would need to be authorised and signed off before your absence takes place.

Illness
If you are ill, you MUST contact us on the morning of your absence. Please phone 0207 815 7059 or email fcoftsbu-attendance@oncampus.global

You can self-certify your sickness for up to 2 consecutive days. After 2 days you must provide a sick note from a Registered Medical Practitioner. To find your nearest NHS doctor, use the link www.nhs.uk/service-search

Your responsibilities as an ONCAMPUS student
As an education provider holding a Tier 4 licence, ONCAMPUS is legally required to ensure Tier 4 students understand and comply with the conditions of their visa.

You may be on a Short-Term Study visa or have the permission to study as a European Citizen or as a dependant / parent / spouse. As a student, you still have responsibilities relating to regular attendance on your course, and will be monitored in the same way as students under Tier 4 visas.

You are required to follow the below rules:
• Enrol at the right time on your programme at ONCAMPUS as stated on your offer letter, and return on the first day at the start of each term. If you are on a Tier 4 Student visa and you have not enrolled by the stated enrolment deadline, ONCAMPUS are obliged to report this to the UK Visas and Immigration (UKVI).
• If you arrive with evidence of a pending visa application, you must inform ONCAMPUS of any correspondence you receive from the UKVI.
• If you do not attend your course regularly, ONCAMPUS will be obliged to withdraw you (and if you are a Tier 4 student - report you to the UKVI). ONCAMPUS is also obliged to inform the UKVI if a Tier 4 student chooses to withdraw from their course, defer or suspend.
• You must keep ONCAMPUS informed of any changes to your contact details throughout your studies with us [phone number, email address, postal address]. If any of your contact information has changed, you will need to complete a “Change of Contact Details” form, which is available from our office.
• You must not breach the work conditions of your visa. No Tier 4/Short-Term Study students enrolled on ONCAMPUS courses are permitted to work.
• You must inform ONCAMPUS immediately of any changes in your personal circumstances (change of visa, marriage/civil partnership, birth of a child in the UK, change in dependent circumstances etc.)

Penalties
Penalties for failing to comply with the above may be severe and long lasting. They may include your removal from the UK and/or your exclusion from the UK for a number of years.
STUDENT SUPPORT AND ADVICE

Personal tutors
Every ONCAMPUS student is allocated a personal tutor who is a member of the academic staff.

- It is your responsibility to make contact and keep in touch with your supervisor during your studies at ONCAMPUS.
- Your personal tutor will act as a contact between you and the rest of the Centre should there be problems which need to be notified.

Changing personal tutor
If your tutor leaves, another member of staff will be appointed as your supervisor. However, if you feel that the relationship is not developing and that for whatever reason you are unable to confide in your supervisor, you should approach the Centre Head and request a change of supervisor, explaining the reasons why this is the case. ONCAMPUS will not hold this request against you. If, for any reason, you feel unable to approach the Centre Head on this matter you should seek the assistance of another member of staff.

Gifts for staff
Please note that centre staff cannot accept gifts from students.

Student enquiry time
Student enquiry time is when you can come and speak to members of the ONCAMPUS London South Bank team in relation to a broad range of issues including but not limited to:

- visas
- accommodation advice and guidance
- request for official documents

If you have a question or concern not covered above please come and see us during these times and we will be happy to provide any assistance we can.

Student enquiry time will take place Monday-Friday between 9am-10am; 12pm-2pm and 4pm-5pm in the General Office.

Student representatives
Students from each course are elected by their peers to represent the views of students at the Academic Programme Committees. These meetings happen once a term and are designed to improve the management and enhancement of their programmes of study.

Staff and students consult each other on all aspects of their learning experience and future developments. Students will communicate with their peers on their courses and attend meetings to discuss this feedback in Centre and then with the other student representatives nationally once a term.

It is a chance to really make a difference to improve your student experience.

Privacy
If you have a confidential matter to discuss, please see the Centre Head.

Library services
LSBU is committed to ensuring equality and a supportive learning environment for all students and staff through the Library and Learning Resources team (LLR)

Student Support
The LSBU Student Life Centre provides various services, such as:

- Skills for Learning
- Disability and Dyslexia
- Student Advice
- Jobshop and Careers Advice Service

More info can be found on their website – https://www.lsbu.ac.uk/student-life/student-services

Working in London
ONCAMPUS students on Tier 4 and Short Term Study Visas are not permitted to work (this includes paid, unpaid or voluntary work, or internships).

Disability
For the purpose of this statement, disability is defined as: "A physical or mental impairment with substantial and long term adverse effect on normal day to day activities."

The centre ethos is to provide a high-quality educational experience, designed to ensure that students excel both academically and personally.

As such, we aim to ensure that all students are treated as individuals and that needs are met accordingly.

Those students that are within the scope of the definition of disabled will be supported with regard to integration into both the pastoral and academic programmes.

Taxi transfers
When you are ready to go home, you can book a taxi to pick you up from the campus and drop you off at the airport. Please contact us at liveinlsbu@oncampus.global if you would like to make a taxi booking. Our Student Arrivals Coordinator will be pleased to make the booking on your behalf and send you the confirmation. Our trusted drivers will meet you at the campus and take you straight to your destination. You can pay for your taxi in advance whilst you are still in college, so you will not need to have cash ready for the driver.

Making international calls
Keeping in touch with your family and friends at home is important. You should make sure that you have a way of communicating with them regularly. Today’s technology makes this very easy. Your options include using the internet, international dialling cards and mobile phones. The option that works best for you will depend on your individual circumstances and you should look at which method is the most cost effective and practical.

We have outlined the following most popular communication tools for students: Internet

Software such as Skype allows you to call landlines, mobile phones and other Skype users over the internet. Calls between Skype users are free of charge. Call rates from a Skype user to a landline and mobile phone vary, depending on country, but this is often much cheaper than buying international calling cards.

International calling cards
You can buy cards from a number of places including grocery stores and the Post Office. Again, rates differ based on which country you are calling and whether you are dialling a landline or mobile phone. The Post Office phone card features monthly offers (e.g. free calls on Saturdays to particular countries). See www.postoffice.co.uk/internationalphonecards for further information.

Resources team (LLR)

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Resources team (LLR)
DURING YOUR STUDIES

POINTS OF INTEREST

THE SURROUNDING AREA

01 & 02. UNIVERSITY CAMPUS AND ONCAMPUS LONDON SOUTH BANK

03. ST PAUL’S CATHEDRAL
A Church of England cathedral and seat of the Bishop of London. The present church dating from the late 17th century was built to an English Baroque design of Sir Christopher Wren.

04. WESTFIELD SHOPPING CENTRE
London’s newest shopping area and Europe’s largest in-city shopping centre. The centre, between Kensington and Shepherd’s Bush, contains 265 stores, a 16-screen multiplex cinema, gym and library.

05. THE KEYWORTH CENTRE
As well as its facilities for conferences and small events this architectural landmark provides teaching space for the Faculty of Arts and Human Sciences.

06. BRICK LANE
Today, Brick Lane is the heart of the city’s Bangladeshi-Sylheti community and is known to some as Bangletown. It is famous for its Sunday market and many fantastic curry houses.

07. TATE MODERN
Britain’s national museum of international modern art. Each year, more than 6 million visitors visit to view some of the most famous (and bizarre) artworks in the world.

08. THE LONDON EYE
The tallest Ferris Wheel in Europe, and the most popular paid tourist attraction in the UK, visited by over 3.5 million people annually.

09. BIG BEN
The nickname for the great bell of the clock at the north end of the Palace of Westminster in London.

THE SURROUNDING AREA

01. LONDON SOUTHBANK

02. WATERLOO STATION

03. ST PAUL’S CATHEDRAL

04. WESTFIELD SHOPPING CENTRE

05. THE KEYWORTH CENTRE

06. BRICK LANE

07. TATE MODERN

08. THE LONDON EYE

09. BIG BEN
AROUND CAMPUS...
WHERE WILL I FIND...?

Attractions

Imperial War Museum
Lambeth Road
020 7416 5000
www.iwm.org.uk
Established: 1936

The View from the Shard
London’s highest viewing gallery and the fourth highest building in Europe
32 London Bridge Street
SE1 9SG
www.theviewfromtheshard.com

Swimming Pool

The Castle Sports Centre
2 St Gabriel Walk
London, SE1 6FG
Tel: 0844 893 3888

Banks

Abbey
9 Southwark Street
www.abbey.com

Barclays
29 Borough High Street
www.barclays.com

HSBC
28 Borough High Street
www.hsbc.co.uk

Lloyds
69 Borough High Street,
www.lloydsbank.com

NatWest
10 Southwark Street
www.natwest.com

Supermarkets

Tesco, Shopping Centre
Open 7.00am—10.00pm Mon-Sat

Taxi office

Elephant Cars
109 Elephant Road
020 7703 0134

Library

John Harvard Library
211 Borough High Street
www.southwark.gov.uk
Books, CDs & DVDs
Internet facilities
Open 7 days a week

Local Council

Southwark Council
Town Hall, Peckham
Road, 020 7525 5000
www.southwark.gov.uk

Shopping centre

Elephant & Castle Shopping Centre
Elephant & Castle
020 7703 5678

Chain shops: Boots, Iceland, Peacocks, Superdrug, Tesco, WH Smiths WH Smith, Tescos etc, Juice Bar, English & Latin cafes. Indian restaurant

Transport

Elephant & Castle Railway Station
Elephant Road
www.nationalrail.co.uk/stations/EPH.html
Bakerloo Line Zone 1
Northern Line Zone 1

Markets

Lower Marsh Market (street food)
East Street Market

Borough Market
Borough High Street
Elephant & Castle Street Market

Restaurants

Nandos
119 Newington Causeway

La Bodeguita
Shopping Centre

Chatkhara
84 Walworth Road

Dragon Castle
100 Walworth Road

Masters Super Fish
191 Waterloo Road

Tai Top Mein
6 Elephant & Castle

Assado
157 Waterloo Rd, London

Post Office

Westminster Bridge Road
125-131 Westminster Bridge Road

Co-op
136 Southwark Bridge Rd,
SE1 0DG

Police Station

Southwark Police Station
Overseas Visitor & Registration Office (OVRO)
323 Borough High Street SE1 1JL
Opening Hours: Mon, Tues, Weds & Fri
9am – 4pm (closed on Thursdays, weekends & national holidays)

Solicitors

Anthony Gold
167 Walworth Road
020 7703 1987
www.anthonygold.co.uk

London South Bank University

DURING YOUR STUDIES
WHAT TO DO WHEN YOU ARRIVE

- Pick up your keys for your accommodation, if you have not booked your accommodation yet please contact the Student Recruitment & Support Officer on +44 (0) 207 815 815
- You will need to arrive for your enrolment at ONCAMPUS London South Bank at 9:30am on the first day of term
- Make your way to the centre and notify someone in the admin office
- Please make sure you don’t forget to bring the following with you:
  - Passport and visa
  - Original academic documents
  - Original IELTS certificate
- Tell your family you have arrived
- Open a bank account after enrolling at the centre
- Register at the Centre**
- Register with the police (if applicable) when you have collected your VISA
- Arrange payment of tuition fees

**When you enrol it is important to remember to bring the following documents with you:
- Original passport and visa
- Original academic/school certificates
- Original English test certificate (IELTS and Pearson).

TEACHING BUILDINGS

Technopark building
90 London Road, SE1 6LN
The Technopark is home to the University International Office.

Borough Road building
103 Borough Road, SE1 0AA
Dating back to the origins of the institution over 100 years ago, the Borough Road building contains the Tower block, M block, Extension Block and Joseph Lancaster House (J block). It is home to the Faculty of Arts and Human Sciences and the Faculty of Engineering, Science and the Built Environment. Its facilities include a refectory, the Tower Restaurant and the Edric Hall performing arts centre.

London Road building
100-116 London Road, SE1 6LN
This is the teaching and administrative home for the ONCAMPUS staff, Faculty of Business, and Computing and Information Management. It also incorporates the Abbey Conference Suite, a refectory and cafeteria.

K2 building
Keyworth Street, SE1 6NG
K2 houses the Faculty of Health and Social Care and The Department of Education. Facilities include four modern lecture theatres, 12 skills labs for the Faculty of Health and Social Care, 10 mock education classrooms and the Geo Cafe serving hot and cold drinks, baguettes and hot snacks.

Faraday Wing
Keyworth Street, SE1 6NG
The Faraday wing provides teaching facilities and locations for the Sports Science courses.

Perry Library
250 Southwark Bridge Road, SE1 6NJ
The Library not only holds thousands of course-specific texts but also a significant number of key journal subscriptions, past examination papers, audio-visual resources and subject databases.

Learning Resource Centre (LRC)
105 Borough Road, SE1 0AA
The LRC on Borough Road provides free computer access to all students and staff, as well as printing, scanning and photocopying facilities. Further specialist facilities for Engineering and Language students are also available.

Student Life Centre
Borough Road, SE1 0AA
The Student Life Centre is a central hub for student support and employment information as well as being home to our Students’ Union; a base for its social and support facilities. The building is also home to the Student Mental Health & Wellbeing service, including disability and dyslexia support.
The Students' Union (SU) Sports Office (previously known as the Athletics Union) is the central point of administration and information for all of the University's representative and recreational sports clubs. The clubs are run by students, for students, and clubs have qualified coaches to help you with your performance and development.

The SU Sports Office can help you find out anything about a sports team or an activity. We will be able to tell you what you need to know, or at least point you in the right direction. If you do not see your sport on this site, do not worry - just ask! We provide the opportunity for students to represent the university in student competitions in almost every kind of sport e.g. athletics, horse riding, rowing and many more.

The SU Sports Office is also the place to leave messages for club officers, as each club has its own mailbox and drop file. For more information contact:

Barry Taylor
Vice-President Sports & Societies
Tel: +44 (0)207 815 7806
Email: vp.sportssocs@lsbu.ac.uk

Iain Killoughery
Senior Operations Manager
Tel: +44 (0)207 815 8205
Email: sports@lsbu.ac.uk

You can join many clubs and societies at the Students' Union, including:

**Societies**

- African Caribbean Society (ACS)
- Accounting & Finance
- Baking
- Christian Union
- Chinese
- Criminology
- Debating
- Drama
- Film & Screenwriting
- Gaming, Anime and Comic
- Islamic
- International Relations and Politics
- Law
- LGBT
- Motorsport
- Pakistan
- South Asian
- Zoe's World
WHAT’S GOING ON IN THE CITY?

London is one of the most culturally diverse cities in the world. With over 240 museums, numerous art galleries, a variety of festivals throughout the year and a huge range of music venues for you to choose from, there are simply too many to mention. To get you started, here is a list of 10 free things to see and do:

**Parks**

London boasts many beautiful parks. Regents Park and Primrose Hill are perfect for a stroll or picnic with friends. The popular Diana Memorial Walk crosses St James’ Park, Green park, Hyde Park and Kensington Gardens. Or try St. James’ Park for a fantastic view of Buckingham Palace.

**Changing of the Guard**

The changing of the Queen’s Guard takes place outside Buckingham Palace every day at 11.30am in the summer and every other day in the winter. Get there early for a good view!

**Street markets**

Wander around many of London’s street markets, selling anything from food to flowers or vintage clothing and antiques. Popular markets include Borough, Portobello Road and Camden.

**Go to the recording of a TV show**

If you want to be in the audience for a TV show, you can sign up for free tickets. Visit www.bbc.co.uk/tickets or www.tvrecordings.com for details.

**Art Galleries**

London is home to many outstanding art galleries, which offer free entry, including the Tate Modern, the National Portrait Gallery and the National Gallery.

**Southbank**

Take a stroll along the Southbank for a first class view of some of London’s major landmarks including the London Eye, Big Ben and the fantastic skyline showing St Paul’s Cathedral.

**The Young Vic shows**

The Young Vic shows present a wide variety of classics, new plays, forgotten works and music theatre. Residents of Lambeth and Southwark can see a Young Vic show for free. Get involved with 2 Boroughs. www.youngvic.org/taking-part/two-boroughs

**Music**

There are many places across the capital where you can regularly enjoy free music, recitals and entertainment, including the Southbank Centre, Trafalgar Square and the Royal Opera House.

**Speaker’s Corner**

Every Sunday morning, speakers and listeners gather on the corner of Park Lane and Cumberland Gate in Hyde Park to set the world to rights. The main topics are politics and religion but there are usually some off-the-wall ideas too.

**Museums**

London is home to some fantastic museums including the Victoria & Albert, the Science Museum and the Natural History Museum – all free to enter (some exhibitions may charge an entry fee and need to be booked in advance).
STUDENT OYSTER PHOTOCARD

As a student at ONCAMPUS London South Bank, you will be eligible for an 18+ Student Oyster photocard (when you are fully enrolled).

Why should I get one?
A Student Oyster photocard will entitle you to a 30% discount on adult Travelcards and bus and tram passes valid for seven days, one month or longer periods. You can use a Travelcard on all Tube services and the majority of London’s bus services in zones 1–6. If you use public transport frequently (e.g., a few times a week, or daily), buying a Travelcard is much cheaper than buying single tickets.

Types of Travelcards and sample prices

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<th>Monthly</th>
<th>Annual</th>
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<tbody>
<tr>
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<td>£23.80</td>
<td>£91.40</td>
<td>£952.00</td>
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<td>1-6</td>
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With Student Oyster photocard

<table>
<thead>
<tr>
<th>Zones</th>
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<th>Monthly</th>
<th>Annual</th>
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<tr>
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<td>£62.30</td>
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</tbody>
</table>

Without Student Oyster photocard

What do I need to complete the application form online?
- Your LSBU enrolment number
- Your course dates
- A digital photograph
- A valid email address
- A debit/credit card to pay the £20.00 application fee

Access the internet and go to:

- Select the type of card you wish to apply for (18+ Oyster card).
- Scroll down and click ‘Apply’ for an 18+ Oyster Photo card.

You will need to click ‘Create Web Account’.

If the application is declined twice, you will need to pay the £20 admin fee again to make a new application. Therefore, contact staff in the office if your first attempt is declined, as they can find out why the application was declined and help you avoid it happening a second time.
CONTACT DETAILS

ONCAMPUS General Office
This is where you will submit your coursework, receive your results and get information, documentation and help with other general enquiries.
Our office is open Monday to Friday from 8:30am to 5:00pm.

ONCAMPUS London South Bank
3rd Floor The Clarence Centre,
6 St George’s Circus,
London SE1 6FE

STAFF

Dominic Hammond – Centre Head
Telephone: +44 (0)207 815 7098 | Mobile: +44 (0)7730 321427
dhammond@oncampus.global

Romanus Nwakuna – Deputy Centre Head
Telephone: +44 (0)207 815 7026 | Mobile: +44 (0)7765 885607
rnwakuna@oncampus.global

Marcella Simon – Curriculum Information Officer (CIO)
Telephone: +44 (0)207 815 7059 | Mobile: +44 (0)7834 529531
msimon@oncampus.global

Liz Li – Student Recruitment & Support Officer (SRSO)
Telephone: +44 (0)207 815 7045
lsbu@oncampus.global | lli@oncampus.global

If you need to contact centre staff in an emergency outside of office hours please call:
+44 (0)7715 851933