

**ONCAMPUS
READING**



STUDENT GUIDE 2019/20





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WELCOME

Dear Student

Welcome to **ONCAMPUS** Reading, we are very much looking forward to meeting you.

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

We look forward to seeing you in Reading very soon!
The **ONCAMPUS** Reading team

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IMPORTANT DATES

Academic Year 2019/20

Students should arrive on the weekend before the start date of your programme. Please check your CAS statement or confirmation of enrolment for further details.

Students on UFP (Art & Design) and MFP (all pathways) at ONCAMPUS Reading will follow the same term dates, as follows:

Term 1	23 September 2019 – 13 December 2019
Holiday dates	16 December 2019 – 03 January 2020
Term 2	06 January 2020 – 13 March 2020
Holiday dates	16 March 2020 – 20 March 2020
Term 3	23 March 2020 – 07 June 2020
Holiday dates	01 June 2020 – 05 June 2020
Term 4	08 June 2020 – 14 August 2020

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.

Returning home:

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

1. 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.

2. 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.

3. 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.

4. 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

5. Arriving late

You will need to enrol at **ONCAMPUS** Reading 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.

6. Withdrawing from your course

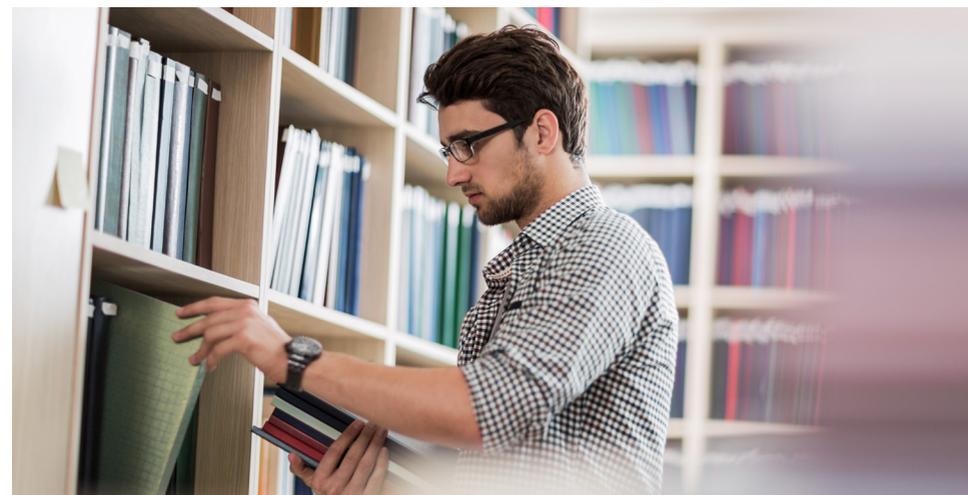
If you change your mind about joining our course or there are any circumstances that prevent you from studying with us, please inform the Admissions Team as soon as possible, so we can cancel your CAS.

7. 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.

8. Parental Consent for U18s

If you are under 18 you need to provide a Parental Consent Form, signed by 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**
- **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 **ONCAMPUS** enrolment documents to the Immigration Officer on arrival so make sure you bring them 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.hmrc.gov.uk).

Preparations for your course

If you want to bring items of high value such as a computer or audio equipment, you should also bring receipts showing when and where they were purchased. British customs officials may ask you to certify that the equipment is for your own use and that you are not importing it permanently.

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.

<http://www.worldweatheronline.com/reading-weather-averages/berkshire/gb.aspx>

<http://www.metoffice.gov.uk/climate>

Term	Average temp (max °C)	Average temp (min °C)	Average temp (max °F)	Average temp (min °F)	Total rainfall (mm)	Total rainfall (inches)
March to May (Spring)	14	4	57	39	47	1.8
Jun to Aug (Summer)	22	10	71	51	41	1.6
Sept to Nov (Autumn/Fall)	15	6	59	43	60	2.4
Dec to Feb (Winter)	8	1	46	34	48	1.9

PAYING YOUR TUITION FEES

Fee payment information

Fees are due **BEFORE** the start of each term. Please do not be late with payment as eventually this will lead to you being suspended from classes until fees are paid in full and even removed from **ONCAMPUS** Reading.

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.

Important: 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 generally non-refundable – for full information please go to <https://www.cambridgeeducationgroup.com/about-us/ceg-refund-policy.htm>. 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 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.

Fee payment information

We want to make paying your fees as easy as possible. You have paid your deposit and secured your place. See opposite 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 days before the start of the relevant term we refer to this as the "due date". All fees are payable in GBP (pounds sterling).

3-term Programme*

	Tuition fees	Deposit	Registration fee	You will pay
Term 1	£5,165	+ £2,200	+ £300	£7,665
Term 2	£5,165			£5,165
Term 3	£5,165	- £2,200		£2,965
Total				£15,795

*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. Student Insurance Cover). Please contact the Main Office for further details.

Please note: failure to pay any fees by the deadlines set by the centre can result in you being suspended or withdrawn from the programme.

Fees can be paid via the following methods:

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 oncampus.peertransfer.com 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 447795.

PAYING YOUR TUITION FEES

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Direct transfer of funds

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

An additional £12 must be transferred with the fees to cover bank charges.

Important: A payment reference must be provided so that the centre can identify funds on safe arrival into our account. This must be either the student reference number as stated on your offer document, or your CEG student number. These references mean 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.

Any students withdrawing from an **ONCAMPUS** programme of study will be reported to the UK Visas and Immigration and the 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 on to a similar course at **ONCAMPUS** and the enrolment is cancelled then all fees will be refunded.

Financial issues

Students are responsible for managing their own budgets and for some this presents a problem. If you encounter any problems please contact the **ONCAMPUS** Reading main office as soon as possible.

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 the **ONCAMPUS** Reading main office who will supply you with a 'Council Tax Exemption' letter, 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 from Council Tax.

Important: The tax exemption letter 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 letter if you move to a new address.

To qualify for a student discount/exemption:

- You have to be registered as a full-time student.
- You should be able to prove it (with a 'Student Confirmation of Enrolment' letter). It is important that you keep this letter for the duration of one academic year of study. Replacements for lost or incorrect letters due to change address during term time are available from your personal tutor free of charge.
- Your course must be full time.
- Your course must last for a minimum of

24 weeks during the academic year.

- 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. Except in certain circumstances (for example by issuing a Council Tax Exemption Letter) **ONCAMPUS** has no responsibility in these matters.

Please do not ignore us!

The worst thing you can do is nothing! If we do not receive payment and we have not heard from you by the due date, then you may be excluded from classes or have further action taken against you. Please contact us, even if it is just to tell us that payment is on the way.

You can contact the ONCAMPUS Debt Collection team here:

Telephone: (0044) 01223 447798
Email: FinanceFOC@ceg-uk.com

CHECKLIST

Preparing to come to Reading Before you leave

- Make sure you have a valid passport and passport photographs
- Decide how to pay for your tuition fees and pay tuition fee deposit (if applicable)
- Satisfy the conditions of your offer (if applicable)
- Check your luggage allowance and pack your luggage appropriately
- Obtain a residence permit (and residence permit card if applicable)
- Put the emergency telephone numbers into your mobile phone (to be put in your hand luggage)
- Apply for accommodation and pay the deposit
- Pack photographs from home, addresses and phone numbers of friends and family
- Have medical examination and vaccinations (if applicable)
- Arrange medical/travel insurance
- Pack all relevant original documentation or certified copies*
- Check your transfer to Sweden if you are travelling independently
- Confirm arrival date with the centre
- Buy currency and adaptors for electricity sockets

*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)

WHAT TO EXPECT ON ARRIVAL IN THE UK

Immigration on your arrival



Passport Control

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
- ▶ Proof of accommodation
- ▶ Confirmation of acceptance for studies (CAS) letter and original academic documents
- ▶ Proof of financial support and any fee payments made
- ▶ IELTS certificate
- ▶ TB certificate (if applicable, [click here](#) for listed countries)
- ▶ Original academic documents and their official translations (for any documents that are not in English)

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 calmly. Make sure you have all your supporting documents in your carry-on luggage if you are flying to the UK; you will not be able to get your luggage until you have gone through immigration. Failure to show the right documents will result in delays.

Students from some countries may be asked to have a chest x-ray before collecting their luggage – you can check if you will need to do this with your local British Council.

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:

- 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.
- 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 TO ONCAMPUS



Airport

From London Heathrow (LHR) airport you should take the RailAir coach to Reading. RailAir coaches depart from the Heathrow Central Bus Station. Coaches run every 30 minutes and the journey to Reading station takes about one hour. You can purchase a single ticket for RailAir from Heathrow to Reading when you arrive at Heathrow for £19. This should be purchased from the National Express sales desk at Heathrow Central Bus Station. The alternative is to purchase an early bird return ticket for £15.50 online before you come to the UK. These can be purchased via the RailAir website at www.railair.com. From London Gatwick (LGW), there are trains to Reading from Gatwick Airport every hour. The journey takes about an hour and 15 minutes.



Train

From Central London, trains from London Paddington to Reading run approximately every 15-20 minutes throughout the day and the average journey time is around 30 minutes. For national rail enquiries, visit www.nationalrail.co.uk.



Bus

For coach travel across the UK to Reading, find out more at www.nationalexpress.com. From Reading town, you can take bus numbers 9 or 21 to the London Road Campus. For information on local bus travel within the Reading area, visit www.reading-buses.co.uk/university/.



Taxi

Please contact us at liveinreading@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 when you arrive at the University or in advance, so you will not need to have cash ready for the driver.

When you arrive in Reading

- Tell your family you have arrived
- Enrol at the centre*
- Arrange payment of tuition fees

- Arrange payment of accommodation fees
- Open a bank account

*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).

ENROLMENT AND INDUCTION

Enrolment at ONCAMPUS

On your first day you will be enrolled and registered onto your course with **ONCAMPUS**. Once you have registered and enrolled with us, you will be able to register with the police as per your Home Office Regulations. Please remember that it is important to enrol as soon as possible.

The induction sessions will give you the opportunity to meet the **ONCAMPUS** staff and other students on your course. You will learn about the University, the Centre and your programme of study, and join **ONCAMPUS** formally. You will also receive information about the University's Library services and you will complete the enrolment process which lets you join the University Centre formally.

When you attend enrolment, you will need to bring the following:

- Your passport and BRP (Biometric Residence Permit) card/visa if you have this before enrolment
- Your Original certificates/transcripts (for example High School Certificate, AS-level results, IELTS certificate, first degree certificates and other qualifications) as shown on your CAS statement
- Your **ONCAMPUS** offer letter and Certificate/Confirmation for Enrolment (CAS)
- Your UK address, telephone number and email address
- Details of someone to contact in case of emergency (next of kin).

- Proof of payment or financial guarantee.

Important: **ONCAMPUS** will only accept original documents. We cannot accept photocopies.

Office Hours

Our office is open Monday to Friday, 8.30am—5pm (except bank holidays). Our centre will also be closed over the Christmas holidays but staff will be contactable by email and telephone during this time. You will be given the contact details for staff after you have registered on your course.

Registering with the police

Some international students that come to study in the UK will be required to register with the police within 7 days of their arrival. Please check your visa sticker (or any Home Office documentation you receive) to find out if you need to register.

You will need to:

- Complete the online registration form (ask the **ONCAMPUS** Centre for more details).
- Once the police receive your online form an appointment will be allocated for you. This information will be sent to the email address you provided on the form.

The appointment will be held at an **OVRO** nearest to you.

You will need to take the following with you:

- £34 registration fee in cash (take the exact amount. No change is given)
- Your passport
- Your Biometric Residence Permit (BRP Card)
- Two passport photographs
- Confirmation of Enrolment letter from **ONCAMPUS** Reading
- Scholarship letter (if privately sponsored)
- Tenancy agreement

Once you have registered, you will be given a Police Registration Certificate (PRC). You will need to bring this certificate into the office so we can make a copy for our records. You should keep this throughout your time in the UK. The PRC can also be used as an identity document in certain circumstances.

If you change your address or obtain a new visa, you must update this certificate by emailing the Overseas Visitors Registration Office (OVRO). This must be done within 7 days of you moving. There is no extra charge for this. The office team will help you with police registration if necessary.

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 Reading that will provide student accounts. To open a bank account in the UK you will need:

- Proof of identity (passport)
- Proof of address (letter or receipt from your landlord/accommodation office)
- A Student Confirmation Letter (available from the **ONCAMPUS** office) This means you will need to wait until AFTER you have enrolled.

ONCAMPUS Student Portal

As a new **ONCAMPUS** Student you will have access to the **ONCAMPUS** Student Portal www.my.uncampus.global

The Student Portal is our student intranet site and it gives you access to your own personal page. This is where you can check:

- Your personal information is up to date and correct
- View your timetable
- Monitor your attendance
- View your exam entries and results
- Access your emails
- Access Moodle
- Access Turnitin

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.

Important: You must access your personal email daily, as important information and notices will be sent to this address from your tutors and office staff in the Johnson Building. You will also need to 'verify' your personal email address so you can then reset your password at the beginning of a new term. Passwords automatically expire at the end of each term for security reasons.

ENROLMENT AND INDUCTION

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Full time courses lasting longer than six months or more

Under new regulations, you will have paid a healthcare surcharge (called the 'immigration health surcharge') as part of your immigration application. You will now be able to use the National Health Service (NHS) for the duration of your time in the UK. You can visit www.gov.uk/healthcare-immigration-application/overview for more information.

Once you have enrolled with us, you will have the same rights to health care as a UK resident. This means that you can register with a GP (local doctor), receive hospital treatment, treatment for pre-existing conditions and full maternity services. Dental (teeth) and optical (eye) services are not available on the NHS and may need to be paid for.

Important: You may be eligible for help with the cost of prescriptions, dental and optical services on the basis of low income. For further information, please refer to the NHS website for details of NHS costs and exemptions: www.nhs.uk

Courses lasting less than six months

Students studying at **ONCAMPUS** for less than six months will need to pay for all healthcare treatment. For these students we strongly recommend taking out health

insurance before coming to the UK

How to Register with a Doctor

You will need to visit a local doctors surgery so that you can 'register' as a new patient. Doing this means that if you do become sick, you will be able to book an appointment to see a Doctor who can prescribe you any medication to make you feel better if you need it. To register you will need to visit the surgery and speak to reception staff. They will then give you some paperwork that you will need to complete to become a patient.

You will need to bring these documents to register:

- Confirmation of Enrolment Letter
- Passport
- Completed new patient forms
- Proof of address in the UK (e.g. contract from university accommodation)

Travel and medical insurance

You should always take out insurance covering your journey to the UK as well as your stay. It should cover travel delays, medical emergencies and the cost of replacing any belongings if they are lost on your journey. We also strongly suggest you insure your possessions for the duration of your course to protect yourself in the unlikely event of theft.

A medical insurance policy should cover, for example:

- Tuition fees lost if you are unable to complete your course;
- The cost of returning home if a relative is ill;
- The cost of a relative visiting you in the UK if you fall ill;
- The cost of returning to your home country for treatment.

Even if you are entitled to free National Health Service treatment whilst in the UK, you should consider taking out insurance which covers the above additional costs.

If you already have medical insurance in your home country, check whether this extends to cover your stay in the UK; if not, look at options available from UK insurers.

Endsleigh and Saxon specialise in travel and possessions insurance for international students, for more details visit:

www.endsleigh.co.uk

www.saxoninsurance.com

GPs in University of Reading area

Chancellor House Surgery

6 Shinfield Rd,
Reading
RG2 7BW
0118 902 8300

The University Health Centre

9 Northcourt Ave, Reading
RG2 7HE
0118 987 4551

GPs in City Centre area

Reading Walk-in Health Centre

1st Floor,
103-105 Broad Street Mall,
Reading
RG1 7QA
0118 902 8300

You can also use the NHS in England website to help you find a doctor www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx

List of Pharmacies in Reading

Lloyds Pharmacy

5 Silverdale Rd,
Earley,
Reading
RG6 7NZ
0118 926 2146

Boots the Chemists Ltd

105 Wokingham Rd, Reading
RG6 1LN
0118 926 2034

Erleigh Road Pharmacy

85 Erleigh Rd,
City Centre,
Reading, RG1 5NN
0118 966 3718

Dentists in Reading

Greystone Dental Practice

68 London Rd,
Reading, RG1 5AS

Health and Dental Centre

9 Northcourt Ave,
Reading, RG2 7HE

Alexandra Dental Practice

74 London Rd,
Reading, RG1 5AS

Kendrick View Dental Practice

39 London Rd,
Reading, RG1 5BL

Health and Wellbeing

We have a wide range of specialist services on hand to offer support for your mental, emotional and spiritual wellbeing.

- The University Medical and Dental Practice
- Counselling and Wellbeing Services
- Students' Union Advice Teams
- Disability Support
- International Student Advice

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 encounter problems of any nature, which prevent you from attending 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 multi-cultural 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 +44 7837 119812 or email nathinodorou@oncampus.global.

You can self-certify your sickness for up to two consecutive days. After two 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

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).
- Inform **ONCAMPUS** of any letters and/or emails or other messages you receive from the Home Office and/or UKVI.
- If you arrive with evidence of 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 the "Change of Contact Details" form, which is available in our office.
- You must not breach the work conditions of my visa. None of the 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

Student enquiries

You can come and speak to members of the **ONCAMPUS** Reading Team about a range of issues, for example:

- Visa questions
- Accommodation advice and guidance
- Requests for official documents
- Informing us of a change of address or any other changes to your personal details
- Requesting authorised absence
- Any questions/concerns you may have about your programme of study

If you have a question or concern not covered above please come and see us and we will be happy to provide any assistance we can. If you have a confidential matter to discuss please see anyone in the office and ask to speak in private.

Please keep checking the noticeboards and your emails; if we need to see you, we will contact you using these methods.

Personal Tutors

Every **ONCAMPUS** student is given a Personal Tutor who is a member of the academic staff.

Your Personal Tutor works as a contact between you and the rest of **ONCAMPUS** if you have any problems which the staff need to know of.

Changing Personal Tutor

- If your tutor leaves, another member of staff will be chosen as your supervisor.
- If you feel that the relationship is not developing and that you don't feel able to talk with your personal tutor openly, you should speak to the Centre Head and request a change of personal tutor explaining your reasons why.
- **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 ask for help from another member of staff in the centre.

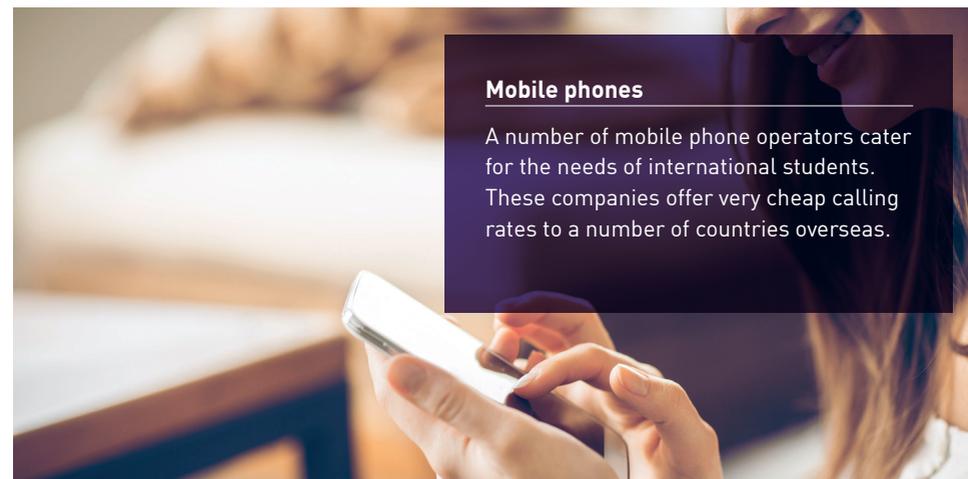
Student Library

As an **ONCAMPUS** student you are automatically granted a University of Reading Library Card enabling you to borrow books from the University's extensive collection and giving you access to the Library's excellent study spaces during your **ONCAMPUS** programme.

Student Advice

The University of Reading has a wide range of specialist services on hand to offer support for your mental, emotional and spiritual wellbeing that you can access once you become a University of Reading student.

- The University Medical and Dental Practice
- Counselling and Wellbeing Services



Mobile phones

A number of mobile phone operators cater for the needs of international students. These companies offer very cheap calling rates to a number of countries overseas.

- Students' Union Advice Teams
- Disability Support
- International Student Advice

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. We aim to ensure that all students are treated as individuals and that needs are met accordingly.

Please inform us immediately of any disabilities that may affect your studies at **ONCAMPUS**.

Gifts for Staff

Please note that centre staff cannot accept gifts from students.

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. 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

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.

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 their website for further information.

STUDENT SUPPORT AND ADVICE

...CONTINUED

Staying safe

Whilst at **ONCAMPUS** Reading, we want you to feel safe and secure at all times. There are things you can do to help prevent problems.

Emergency numbers

You can call Campus Security 24 hours a day to deal with any problems. Tel: +44 (0)118 378 6300

Reading Police 01865 841148

Police/Fire/Ambulance EMERGENCY number 999

General safety advice

- Be careful when you are out, particularly at night. Lock all windows and doors to your room/flat/house when you leave.
- Keep expensive items such as bags, jewellery, mobiles and mp3 players out of

sight when in public areas.

- Try to walk with others, particularly at night – plan how you will get home before you go out.
- Be careful of the amount of alcohol you drink. Make sure you know where your drink has come from and that it is in your possession at all times.

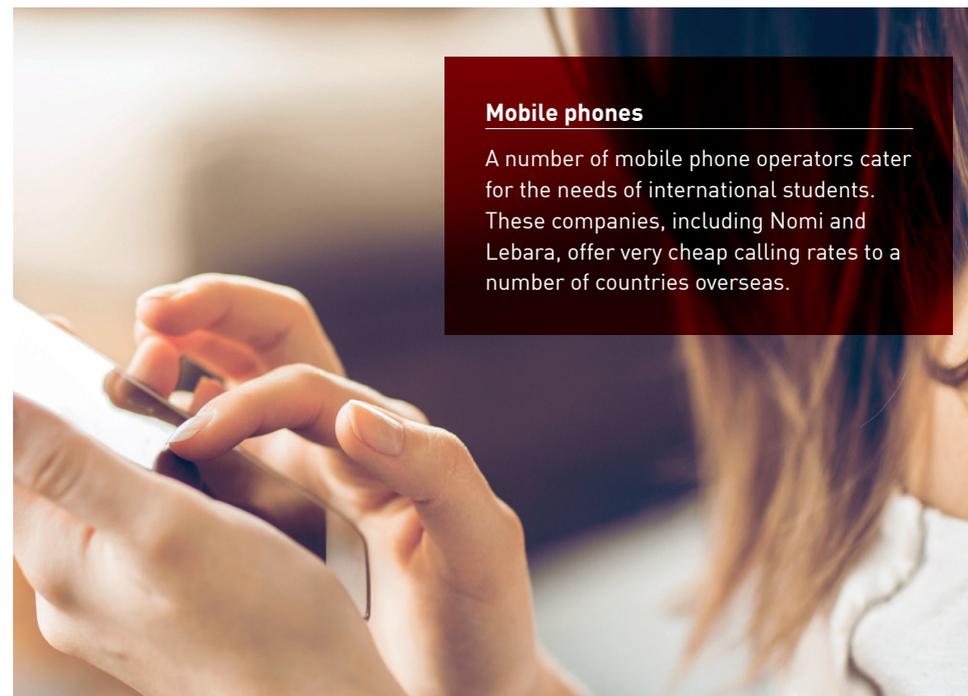
Insurance

We recommend you take out a comprehensive insurance plan to protect your belongings during your period of study at **ONCAMPUS**

Reading. It is your responsibility to make sure that your possessions are sufficiently insured.

Culture Shock

Leaving home and travelling to study in a new country can be a stressful experience. Even though it may be something you have planned



Mobile phones

A number of mobile phone operators cater for the needs of international students. These companies, including Nomi and Lebara, offer very cheap calling rates to a number of countries overseas.

and prepared for, the extent of the change and the effects it has on you may take you by surprise. If you find that you are surprised by the effects of the change, it might be helpful to realise that your experience is quite normal. This applies whatever country you come from, and wherever you are going to study, even though some cultures are more similar than others because of geographic, historic, demographic and other factors

Culture shock is entirely normal, usually unavoidable and not a sign that you have made a mistake or that you won't manage. In fact there are very positive aspects of culture shock.

The experience can be a significant learning experience, making you more aware of aspects of your own culture as well as the new culture you have entered. It will give you valuable skills that will serve you in many ways now and in the future, and which will

be part of the benefit of an international education. If you would like to talk to someone then contact your personal tutor, office staff or any student support services at **ONCAMPUS** Reading.

Student Reps

Students are elected by their peers to represent the views of students at the student representative meetings. If you wish to get involved speak to a staff member.



AROUND CAMPUS... WHERE WILL I FIND... ?



Banks

Santander
Whiteknights Campus,
University of Reading, Reading
RG6 6AQ
www.santander.co.uk

Lloyds
53 Crockhamwell Rd,
Woodley, Reading
RG5 3JR
www.lloydsbank.com

NatWest
76 Christchurch Rd, Reading
RG2 7AZ
www.natwest.com

HSBC
26 Broad St, Reading
RG1 2BU
www.hsbc.co.uk

Barclays
90-93 Broad St, Reading
RG1 2AP
www.barclays.co.uk



Taxi

Yellow Cars Ltd
0118 966 6555
University of Reading
Building W020
TOB1 Spur F9
Earley Gate
Reading
RG6 5BZ



Borough Council

Civic Offices
Bridge St
Reading
RG1 2LU
Telephone: (0191) 520-5555



Library

Whiteknights
Reading
RG6 6AE
Telephone: 0118 378 8770



Shopping Centre

The Oracle
Reading
RG1 2AG
Telephone: 0118 965 9000



Transport

Reading Buses
Telephone: 0118 959 4000



Post Office

75 Wokingham Rd,
Reading
RG6 1LJ
Telephone: 0118 966 9560



Police Station (local to city centre)

Castle St
Reading, RG1 7TH
Telephone: 01865 841148



Student's Union

Earley
Reading
RG6 6UA
Telephone: 0118 378 4100



Supermarket (local to city centre)

7-8 Broad St
Reading
RG1 2BH
Telephone: 0118 959 9824



POINTS OF INTEREST...

THE SURROUNDING AREA

The University of Reading provides a safe, beautiful environment in which to study, with a strong community atmosphere and everything you need on your doorstep. Off campus, there's even more to discover: a buzzing town with great nightlife and stunning English countryside in easy reach.

Reading's new £850 million mainline train station, just two miles away, has direct rail links to many of the UK's major cities and is just a half-hour journey from London's Paddington station. The closest airport, London Heathrow offers a direct RailAir coach service to Reading which takes about an hour.



01 & 02. UNIVERSITY OF READING AND ONCAMPUS READING



03. UNIVERSITY'S MUSEUM OF ENGLISH RURAL LIFE



04. SOUTH STREET'S ART CENTRE



05. ORACLE SHOPPING CENTRE



06. HEXAGON THEATRE



07. STUDENT'S UNION



WHAT'S GOING ON IN THE CITY?

WE ENCOURAGE OUR STUDENTS TO GET INVOLVED IN LOCAL EVENTS AND RUN MANY ON CAMPUS AND OFF CAMPUS ACTIVITIES AND TRIPS. YOU CAN HELP CHOOSE AND ORGANISE THESE AS PART OF THE STUDENT SOCIAL COMMITTEE. TALK TO US ABOUT YOUR INTERESTS WHEN YOU ARRIVE.

Things to see and do

Visit local places of interest:

- The Museum of English Rural Life
- Reading Museum
- The Hexagon



- Oracle Shopping Centre



City sport facilities

Madejski Stadium: The Madjeski is a football stadium located in Reading. It is the home of Reading Football Club playing in the Football League Championship and the rugby union club London Irish as tenants.

Unique Outdoors: Archery, Climbing Wall, Mud Buggy's, Segways, Laser Combat and much more!

Central Swimming Pool: Central Swimming Pool is Reading's main swimming complex. It offers four separate pools, which includes a 3 board diving pit.

SportsPark: Located conveniently on the edge of the Whiteknights campus, the SportPark's extensive indoor an outdoor facilities are available for everyone to use

Reading University Students' Union RUSU administrates over 150 student sport clubs and societies and facilitates 1,200 students participating in voluntary activities. RUSU has three different types of student media - Spark* newspaper, Junction11 radio and RU:ON TV.

For more information on upcoming events in the city visit www.getreading.co.uk



STUDENT REPRESENTATIVES

If you are interested in becoming a student representative, you can register your interest with the staff in the Main Office. If selected, you will then represent the views of all **ONCAMPUS** Reading students at the Staff-Student Liaison Committees.

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. These sessions are designed to improve the management, delivery and enhancement of your programme of study with us.

It is a chance to really make a difference to your classmates and is a great experience for you as an international student studying at the University of Reading.

CONTACT DETAILS

The main office is where your course is managed. This is where you will get information/ documentation and help with other general enquiries.

ONCAMPUS Reading Main Office

University of Reading
G01 Greenbank Building
University of Reading London Road
Reading
RG1 5AQ

STAFF

Nicolas Athinodorou – Centre Head

Academic Issues/Health and Safety
Email: nathinodorou@oncampus.global

If you need to contact centre staff in an emergency outside of office hours please call: +44 (0) +44 7837 119 812