

THE GREAT START 2018

THE ESSENTIAL GUIDE TO UNIVERSITY SERVICES AND SUPPORT



UNIVERSITY OF
HEART OF
LONDON
WESTMINSTER 卐

WELCOME



You have just joined a university renowned for its commitment to its students – ensuring we give you not just a degree but a fully rounded education that will help you stand out from the crowd on graduation.

You will join a student body of individuals who are motivated by making a difference, and the transformational education we provide will equip you to pursue your chosen career or area of academic interest. A Westminster education encompasses excellent teaching and hands-on training, and the chance to learn from staff who are leaders in their fields in a wide range of disciplines.

Having only recently arrived myself at the University of Westminster I have been really impressed by the breadth of activity our students are involved in. From opportunities to take on work placements in the UK with our employer partners, get your own enterprise off the ground, learn a new language or study and work abroad – make sure you make the most of your time here from day one.

I wish you every success and happiness in your future.

Dr Peter Bonfield OBE FEng
Vice-Chancellor and President



Welcome to the University of Westminster. This guide provides the key information you need to help you have a great start to your studies.

To support you in having a great experience and to help you be successful in your course, we have put together details of the key services, resources and support available to you during your student journey.

As well as reading this guide you should also regularly check the Student Hub section of the University website where you'll get access to all your online University resources and services including Blackboard – the University's Virtual Learning Environment.

We are sure you will enjoy getting used to university life, making lifelong friendships and achieving great results in your studies.

Professor Roland Dannreuther
Deputy Vice-Chancellor (Student Experience)

YOUR STUDENT HUB

**westminster.ac.uk/
students**

We'll be launching your Student Hub this year. The Student Hub is where you will find all the key services, resources and opportunities available to you as Westminster students.

You'll find information tailored to you at each level of your studies to help you have the ultimate student experience while you're here.



OUR PARTNERSHIP

Our University is a diverse, vibrant and inspirational learning environment.

When you join the University, you become a member of a community that has student experience at the core of its thinking. You become part of a teaching and learning experience that engages you as critical co-creators of your own higher education experience.

As a student, you will also benefit from our coordinated approach to the development of your employability related skills – helping you on your journey to becoming a highly employable, globally engaged, and socially responsible citizen.

The Student Charter sets out how we will work together to shape the future of professional life.



THE STUDENT CHARTER

At Westminster, staff and students agree to:

- Treat each other with mutual respect and courtesy in order to foster a supportive and inclusive environment
- Be an active member of the University community engaging in discussion and contributing to activities that are available
- Attend and participate in all learning activities whether they are face-to-face or online, individual or collaborative
- Complete all assessments and submit all work and feedback on time
- Respond promptly to communications addressed to you
- Proactively engage with systems in place to improve the University
- Speak out when you think things could be improved.



ESSENTIAL INFORMATION

STUDENT CHARTER
Read the Student Charter at westminster.ac.uk/student-charter

STUDENT CODE OF CONDUCT
You will need to be familiar with this as it sets out the University's expectations in relation to behaviour on site. Read it at: westminster.ac.uk/policies-and-procedures

POLICIES AND PROCEDURES
We have policies and codes that underpin everything we do. For more information visit westminster.ac.uk/policies-and-procedures

THE COURT OF GOVERNORS
To find out about how the University is governed visit westminster.ac.uk/governance

STUDENTS' UNION

When you enrol at the University you automatically become a member of the Students' Union (UWSU) – an independent organisation that is run by students for students.

The Students' Union is there to represent your needs as a student, protect your rights and make sure your voice is heard when key decisions are made by the University.

The Union is also home to a range of clubs and societies, as well as Smoke Media, Smoke Magazine, Smoke Radio and the award-winning Smoke TV. It boasts a bar (The Undercroft) in Harrow and has two shops that stock various student essentials – one at our Harrow Campus and one at our Cavendish Campus.

In addition to representing you, the Students' Union maintains a busy calendar of social and extracurricular activities and events, to make sure your time here is both productive and fun. For the latest details check the UWSU calendar at uwsu.com

ARRIVAL FAIRS

Over the first two weeks of the academic calendar, the Students' Union organises a range of events for new and returning students. There are events at each campus that you can get involved in, with free gifts and discounts on offer, including sports, theatre, martial arts and media so it's a great way to make friends and get involved.



COURSE REPRESENTATIVES

Course Reps act as a voice for students and have the power to improve and change things for the benefit of students. To find out who your course rep is, visit uwsu.com

The elections will be held in core subject lectures. For more information, please email course reps@su.westminster.ac.uk or talk to your Course Leader.

As a Course Rep you will be inducted and trained by the Students' Union, in partnership with the University. You will not only have the opportunity to improve academic quality in the University but also have a chance to hold the Students' Union to account.

ESSENTIAL CONTACTS

STUDENTS' UNION
uwsu.com

UWSW OFFICES
Cavendish
T: +44 (0)20 7911 5000
ext 67059

Marylebone
T: +44 (0)20 7911 5000
ext 65070

Regent
T: +44 (0)20 7911 5000
ext 65454

Harrow
T: +44 (0)20 7911 5000
ext 68197

UWSU CALENDAR
See uwsu.com for a list of forthcoming events.

COURSE REPRESENTATIVES
To find out who your course rep is, visit uwsu.com

YOUR STUDENT RECORD

YOUR STUDENT RECORD

Your online student record can be accessed at westminster.ac.uk/student-record or via the Student Hub at westminster.ac.uk/students. It is important that you ensure your student record details are accurate. You will need to sign in to it regularly to check your registered modules and assessment marks.

You can also:

- Make payments towards your tuition fees and view previous transactions
- Update the contact details we have for you if anything changes
- Link to module registration
- Link to the booking system for your graduation ceremony (you and your guests).



ID CARDS – HOW DO I GET ONE?

You should have been provided with an ID card at enrolment to be able to register your attendance. If not, then please visit the Fitzrovia or Marylebone Campus Registry, or the Welcome Desk at Harrow during their opening hours and they will issue you with an ID card on the spot.



YOUR CAMPUS REGISTRY

Your Campus Registry deals with all administrative aspects of your course including those relating to enrolment and module registration, coursework and exams, letter requests, and University procedures and regulations.

You must check westminster.ac.uk/students and Blackboard regularly for important announcements and reminders such as:

- Module registration deadlines
- Exam timetables
- Contact details and opening hours.

ESSENTIAL ACCESS

YOUR STUDENT RECORD

Access it directly at: westminster.ac.uk/student-record

SEA STUDENT PORTAL

To access the system and view your own engagement and attendance record go to: westminster.ac.uk/sea

Sign in with your username@westminster.ac.uk and password

- Use the left and right arrows to move between weeks
- Change the view to day or month
- Click on an event to display more information.



STUDENT ENGAGEMENT AND ATTENDANCE (SEA)

You are required to use your student ID card to swipe into your timetabled classes. Each room will have a reader, or a number of readers, and touching your card to the reader will record your attendance. Remember you only need to swipe in at the beginning of your class – you don't need to swipe out when you leave. You need to swipe in no earlier than 15 minutes before your class starts and no later than 30 minutes after the start. Swiping in and then leaving the class is deemed as not attending.

If you forget your ID card but have attended you will also need to log this as an absence to record

the reason you were unable to swipe in. If you are absent, you can also record the reason for your absence so we are able to monitor your engagement in detail.

If you miss a number of timetabled classes we will contact you to talk to you about your absence and help find you additional support if you are experiencing difficulties.

If you miss classes for an extended period of time, our Retention and Engagement Office will review your engagement on your programme of study with your academic course team.

Good engagement leads to higher success rates both academically and professionally.

ESSENTIAL CONTACTS

For all students taught on courses in Regent Street, New Cavendish Street, Wells Street and Little Titchfield Street, please contact:

FITZROVIA CAMPUS REGISTRY
University of Westminster
First floor
115 New Cavendish Street
London W1W 6UW
T: 020 7911 5884
E: fitzregistry@westminster.ac.uk

For all students taught at the Marylebone Campus, please contact:

MARYLEBONE CAMPUS REGISTRY
University of Westminster
Ground floor, Chiltern building
35 Marylebone Road
London NW1 5LS
T: 020 7911 5000 ext 4907
E: marregistry@westminster.ac.uk

For all students taught at the Harrow Campus, please visit the Welcome Desk in the Harrow Campus Library, or contact:

HARROW CAMPUS REGISTRY
University of Westminster
Ground floor, XFG
Watford Road
Northwick Park
Harrow HA1 3TP
T: 020 7911 5936
E: harregistry@westminster.ac.uk

INTERNATIONAL STUDENTS

The International Student Advisers are here to help you. One-to-one support is available throughout the year for international students who are struggling to settle in. Visit westminster.ac.uk/student-advice or email studentadvice@westminster.ac.uk

ESSENTIAL ACTION

Book on to the Welcome Programme and our Meet and Greet service at westminster.ac.uk/welcomeprogramme

INTERNATIONAL STUDENT WELCOME PROGRAMME

The International Student Welcome Programme is for full-time students new to the UK. For more information please visit westminster.ac.uk/welcomeprogramme. You will need to book in order to attend.

We also run a Meet and Greet service from Heathrow where University of Westminster representatives will meet you at Heathrow airport before the start of term to help you travel to your University accommodation. Please visit westminster.ac.uk/meetandgreet for more information. Again you will need to book in advance to use the service.

VISAS

The visa rules are complicated and change frequently. If you have any questions or concerns about your visa, if you need to extend your visa or are thinking of changing course, please contact Student Advice as soon as possible. The Student Advice team are the only staff in the University who can give you visa advice and it is important that you have the right information.

You can email us with details of your query (include your University ID number at studentadvice@westminster.ac.uk, or call +44 (0)20 7911 5000 ext 66080.

If your query is complicated we will book you an appointment. In order to make sure that your time at Westminster is as rewarding as possible you will need to be

aware of the conditions attached to your Tier 4 visa and make sure you comply with these conditions throughout your time in the UK. You can also find this information in the visas section of the University website: westminster.ac.uk/tier4-conditions-of-stay

WORKING IN THE UK

If you are in the UK on a Tier 4 (General) Student visa, there will be restrictions on the number of hours that you can work and the type of work that you can do. If you do not comply with the work conditions of your visa, this is a serious offence. Please visit ukcisa.org.uk for details.

NATIONAL INSURANCE NUMBER (NINO)

If you start looking for a job, you will need to apply for a National Insurance Number by calling 0800 141 2075.

OPENING A BANK ACCOUNT

If you are on a course for longer than six months it's a good idea to set up a bank account as soon as you can. A number of banks offer international student bank accounts, including Santander, HSBC and NatWest Bank. Some banks will have stalls during the International Student Welcome

Programme and the Arrivals Fairs, where you can get more information and help with opening an account.

When you open a bank account most banks will want to see:

- A valid passport
- A letter to confirm your enrolment status. You will be able to request a bank letter once you have fully enrolled. See westminster.ac.uk/forms for further details
- Your student ID card
- Evidence of your address
- Substantial evidence of funding for your studies
- A letter of introduction from your bank at home is also very helpful.

REGISTERING WITH THE POLICE

See gov.uk/register-with-the-police for information about registering with the police. Some international students will need to register with the police – check your visa to see whether you need to do so. For students enrolling in September, there is a special arrangement with the University and you will be sent an email with details of how to take part in the 'partial registration' process.

ESSENTIAL CONTACTS

INTERNATIONAL STUDENT ADVISERS

Visit westminster.ac.uk/student-advice or email studentadvice@westminster.ac.uk

VISAS

Keep up with the changes at westminster.ac.uk/visas

WORKING IN THE UK

Visit ukcisa.org.uk for details.

NATIONAL INSURANCE NUMBER (NINO)

To apply call 0800 141 2075

REGISTERING WITH THE POLICE

Visit gov.uk/register-with-the-police for the full registration procedure.



ESSENTIAL ACTION

Keep up with the changes at westminster.ac.uk/visas

Visit gov.uk/register-with-the-police for the full registration procedure

Open a bank account

Apply for a NINO (National Insurance number).

TEACHING ON YOUR COURSE

Our aim is to help you develop as a person as well as to gain the knowledge, understanding skills and attributes to prepare you for professional life.

Your studies will be problem-oriented, with opportunities for you to work collaboratively with your peers and in partnership with your tutors. Depending on your course, classes will include lectures, seminars, laboratory and practical sessions, and critical and creative investigations. You will be expected to prepare for most classes by reading and researching topics. Be prepared to join in discussion, ask questions and explain your opinions and ideas in seminars and workshops. Exchange, share, join in and collaborate.

Throughout your studies we offer a range of tools and dedicated career support to help your personal and professional development and to improve your employability. You can study subjects outside your core curriculum, learning across disciplines and in diverse teams with the Westminster Plus Elective modules. You can find more information about these electives in the Careers section of this guide.

COURSE HANDBOOKS

Once you've enrolled, you'll receive your course handbook with key information on:

- How your course is taught and managed
- Your modules
- Your programme specification
- Personal tutor arrangements
- Contact details and where to go for help
- How to submit work
- How you will be assessed
- How to use feedback
- Mitigating circumstances
- How to change course
- Course specific regulations.

HANDBOOK OF ACADEMIC REGULATIONS

You must read the Handbook of Academic Regulations at westminster.ac.uk/academic-regulations. This gives information on assessments and examinations including mitigating circumstances, academic misconduct and appeal.

BLACKBOARD

Blackboard is the University's Virtual Learning Environment (VLE) and is a key resource during your time here. Every course and module has a Blackboard site and your tutors will explain at the start of your course how they will use it.

Once you've signed in, if you are unable to access the sites for the modules you are taking check your Student Record at westminster.ac.uk/student-record to ensure that you are registered on the correct modules. If the modules you are taking are not listed on your student record,

contact your Campus Registry as soon as possible.

Blackboard help for students is available via the Help tab at the top of every Blackboard page. You should also find an online reading list in the Blackboard site for each of your taught modules. Look for the 'Reading list' link on the left side navigation column.

YOUR MODULES AND TIMETABLES

Your timetable will show all the teaching events for your modules and allow you to view who is teaching your lectures, seminars and tutorials. You can view your timetable via the calendar app on your smartphone or tablet, or via Outlook or Google calendars by subscribing to it at westminster.ac.uk/timetables. You can also use it to book library group study rooms. If you notice any timetable clashes or if any modules are missing then let your Campus Registry know. If you haven't paid your fees yet, you may not be able to access your timetable.



ASSESSMENT AND FEEDBACK

It is a key University objective to ensure that the assessment and feedback that you receive is clear, consistent, inclusive, fair, constructive and timely.

Some of the key features of the Policy include:

- Oversight at course level of the assessment and feedback provided to students so as to reduce the 'over-bunching' of assessments
- Wherever practical and reasonable, assessments to be submitted electronically in text, audio or audio-visual form and the mark and feedback to be made accessible via Blackboard
- The mark and feedback to be returned within 15 working days, unless an exception is agreed
- A commitment to ensuring that student assessment is anonymised and that anonymity is preserved at the point of marking, unless an exception is agreed. It was agreed that anonymous marking will be piloted in 2017-18, with some anonymous marking undertaken in all courses during the year, with the policy being fully implemented in 2018-19.

Visit westminster.ac.uk/assessment-and-feedback for further information.

STUDENT AS CO-CREATORS

The University is working in partnership with students as co-creators. So far, the University has funded research projects where students and staff have worked in partnership to explore ways of improving learning and teaching at Westminster. These projects are an opportunity for you to voice your opinion, shape your learning experience and develop your skills, experience and networks.

For more information, visit westminster.ac.uk/co-creators

For further information on students as co-creators in general, visit jisc.ac.uk/guides/curriculum-design-and-support-for-online-learning/partnerships

ESSENTIAL ACCESS

BLACKBOARD

You can access Blackboard via the Student Hub at westminster.ac.uk/students or sign in at learning.westminster.ac.uk. Download the Blackboard app on a smartphone or tablet – just visit the app store for your device and search for Blackboard.

COURSE HANDBOOKS

Available from your Blackboard homepage via the 'Content Collection' link.

YOUR MODULES AND TIMETABLES

Find your teaching timetables at westminster.ac.uk/timetables

ASSESSMENT AND FEEDBACK

Visit westminster.ac.uk/assessment-and-feedback for more information.



CAREERS, EMPLOYABILITY AND OPPORTUNITY

From the beginning of your academic journey and throughout your studies, we offer a range of tools and dedicated career support, to help your personal and professional development and improve your employability. Alongside this, there are several initiatives and schemes that you can take part in. These will help you build and develop your transferable skills and network with potential employers, preparing you to face the ever-changing graduate job market.



ENGAGE

Engage is our dedicated portal where you can search for jobs, work experience and volunteering opportunities as well as register to attend employer events and skills sessions across the University. You can also access online resources to help with your job search, CV and interview preparation and book one-to-one appointments with our dedicated Careers and Employability team.

GRADUATE ATTRIBUTES AND POTENTIAL.LY

All undergraduate courses have been designed to help you develop the following graduate attributes which support you in becoming a highly employable, globally engaged and socially responsible citizen:

- Critical and creative thinker
- Literate and effective communicator
- Entrepreneurial

- Global in outlook and engaged in communities
- Social, ethically and environmentally aware.

Your Personal Tutor and our dedicated Careers Consultants can give you 1-2-1 advice and help you make the most of the opportunities and support services available across the University.

Take control of your personal development with Potential.ly, an online tool that is part of the Engage careers system.

Potential.ly is a personalised tool for building the skills and competencies you need to demonstrate the Westminster graduate attributes. It helps you explore your strengths, preferences and competencies.

On Potential.ly, you can complete an online questionnaire (personality indicator test) and access detailed reports that give you insight into your personal behavioural style, preferences, strengths and competences.

Potential.ly will also suggest areas to focus on and recommend

further reading and activities available to you as a Westminster student to help you strengthen your graduate attributes.

Through your course and through self-assessing using Potential.ly, you can see your progress against each attribute on a chart. This will help you to see your strengths and areas of development.

By the end of your time at Westminster, you will be able to demonstrate with evidence the qualities you have developed during your time here. This will be invaluable when applying for jobs, further study or for any other situation that requires evidence of personal development.

CAREERS AND EMPLOYABILITY SERVICE
The Careers and Employability Service gives you access to many work-related opportunities and helps you to achieve the Westminster graduate attributes.

The centre can assist you with:

- Graduate jobs
- Work experience
- Part-time work
- Paid jobs on campus
- Planning your professional development
- Gaining essential employability skills
- Identifying key skills and experiences
- Marketing yourself effectively
- Advice on CVs and applications
- Interview preparation and practice.

The Careers and Employability Service also organises a range of workshops including employer-led events, careers fairs and networking evenings.



ESSENTIAL ACTION
Visit westminster.ac.uk/plus-electives to check out the extra modules you can choose to help build your skills and knowledge for professional life.

CROSS-DISCIPLINARY LEARNING

+ Westminster Plus Electives are credit-bearing modules that give you more choice in what you study, and broaden your educational horizons. Electives give you opportunities to study subjects outside your core curriculum and even your subject area. These modules help you to build skills and knowledge for professional life.

Cross-disciplinary electives promote learning across disciplines or subject areas and learning in diverse teams. If you are interested in studying a Westminster Plus Elective module, you can choose one (where your course allows) during the annual module registration process. Some courses already include cross-disciplinary modules and are structured to offer opportunities to expand professional skills – particularly those where course content

is closely aligned to existing professional accreditation. If you are on one of these courses, you won't be able to choose a Westminster Plus Elective.

POLYLANG – THE UNIVERSITY'S OPEN LANGUAGE PROGRAMME

If you would like to learn a new language as a complete beginner, or improve your knowledge of one that you already speak, have a look at our Polylang programme westminster.ac.uk/polylang Polylang offers a range of assessed and accredited language modules that may count towards your undergraduate degree, if studied at an appropriate level.

Polylang is a great way to gain a skill that may help you stand out from other candidates at interview. Polylang offers Arabic, Chinese, French, German, Italian, Japanese, Russian and Spanish, among other languages.



THE HIGHER EDUCATION ACHIEVEMENT RECORD (HEAR)

The HEAR is a formal degree transcript that provides a full record of your university achievements, including both academic and extra-curricular learning and experience.

It's an electronic document that can be accessed online while studying for your undergraduate degree or after you've graduated and are applying for employment or further study. The HEAR serves as a formal means for the University to recognise your achievements and participation in University life outside the formal curriculum. It not only records programme details, marks and degree classification but also details of time spent studying abroad, prizes and awards, volunteering activity and more.

MENTORING

The University of Westminster Mentoring Scheme connects students and recent graduates with professionals for a long or short-term mentoring relationship. As a facilitator of personal and professional growth, our mentors can help you succeed by enhancing your employability through confidence building, networking and developing key employability skills.

By sharing knowledge and insights gained through the years, you will be given the chance to learn about opportunities available in specific industries. With the help of a mentor as a role model, you can build a solid foundation of skills from which to launch a variety of successful careers.

VOLUNTEERING

When we give some of our time, skill and energy as volunteers, we not only help valuable causes and people around us; we also take away plenty of invaluable experience from our activities. Each year, hundreds of Westminster students volunteer to support charitable causes that matter to them. If you're interested in volunteering in some way, the Student Volunteering Service is here to help you.

ACADEMIC ENGLISH MODULES

Our Academic English modules have been designed to allow you to consolidate, extend and develop your proficiency in Academic English, and are available whether you are studying at undergraduate, postgraduate or Doctoral level.

WESTMINSTER EMPLOYABILITY AWARD

This award is an achievement programme to support you in your career development and to formally recognise the co-curricular and extra-curricular activities you complete during your studies that enhance your work skills. Employers need graduates to be work-ready with relevant skills and experience. The Westminster Employability Award is designed to help you get a better understanding of yourself, think about the skills and abilities you possess, take informed decisions about available career options as well as to provide guidance on how to successfully apply for jobs and achieve your long-term career goals.

ESSENTIAL CONTACTS

WESTMINSTER ELECTIVES
For more information visit westminster.ac.uk/plus-electives

ENGAGE
Sign in and start exploring Potential.ly and Engage at engage.westminster.ac.uk

HEAR
Visit westminster.ac.uk/hear

CAREERS AND EMPLOYABILITY SERVICE
Find out more at westminster.ac.uk/careers

CAREER MENTORING
Find out more about our mentoring schemes at westminster.ac.uk/mentoring

POLYLANG
For more information visit westminster.ac.uk/polylang

VOLUNTEERING
Call 020 3506 6112, email volunteering@westminster.ac.uk or visit westminster.ac.uk/volunteering for more information.

ACADEMIC ENGLISH MODULES
For more information visit westminster.ac.uk/academic-english

WORK EXPERIENCE

Taking on work while you study is a fantastic opportunity to develop transferable skills, gain valuable experience and subsequently increase your job prospects after graduation. At Westminster we offer you a range of opportunities to gain work experience during your studies.

Work experience and placements within your course are a great way of gaining relevant professional experience and knowledge of a particular industry as well as potential references. Graduate recruiters often use such schemes as a means of assessing possible candidates for employment after graduation. A wide range of employers run work experience and placement schemes for students varying in length from two to three weeks, a vacation period or up to a year. Our dedicated Careers and Employability Service can offer advice of work experience opportunities available and how to secure the right opportunity for you.

Alongside the thousands of opportunities advertised each year with a wide range of local, national and global employers, the University of Westminster's Talent Bank gives you the opportunity to apply for paid temporary and part-time work on campus.

GLOBAL OPPORTUNITIES

Gaining an international experience will not only be a life changing experience, you will also increase your employability. The latest evidence shows those who study, work or volunteer abroad are more likely to earn a better class degree and be paid higher than those who do not have any



international experience. You can gain the global skills necessary to be successful by taking part in opportunities abroad such as student exchanges, Erasmus+ traineeships and volunteering.

We have a wide range of exchange opportunities through which you could study abroad for a semester or an academic year. Whatever your motivation, participating in an exchange will open the door for you to fulfil your global potential. As part of its exchange offerings, the University is also an active participant in the Erasmus+ Programme, supported by the European Commission, and has over 60 Erasmus+ partnerships. Students studying or working on an Erasmus+ scheme can apply for a grant as a contribution towards the cost of time abroad. The student exchanges section of our website will help you find out where you can go.

If you are unable to go abroad for a semester, or a year, you can still take part in a short-term international experience. Short-term global opportunities are defined as a period of

international experience that is between three days and two months in duration. These may include overseas summer schools, internships, volunteer work or field trips that may or may not be embedded within the curricula. Even short periods of international experience can add value to your University experience, benefitting your academic and personal development and enhancing your employability.

To find out more about global opportunities, visit westminster.ac.uk/westminster-abroad

DIGITAL SKILLS AND CAPABILITIES

Lynda.com is an online learning library that can help you learn software, education, business and creative skills to achieve personal and professional goals.

Undergraduate and postgraduate students on UK-based programmes are entitled to a free subscription worth £250 giving unlimited access to thousands of courses with 30 new courses published weekly. Access to exercise files and the mobile app are included.

We also offer our students access to free courses in Microsoft Office and Adobe applications. Completing the relevant online course and passing an online test will help you develop valuable skills and give you a University of Westminster digital badge.

After taking these courses through self-study, you can sign up to a limited number of places to take the examinations required for the Adobe or Microsoft certifications, which the University can help you with free of charge (certification usually costs £75 or more).

STUDENT AMBASSADOR SCHEME

As a student ambassador you will share your knowledge and passion for university life with young people across the UK. You will represent the University at open days, launches, or on visits to schools and colleges. You will also deliver talks on student life and courses at the University.

In exchange for your time and energy, you'll receive training to develop and improve your skills and confidence. You will also be paid for the work you do. The hours you work will be arranged to fit in with your study schedule.



ESSENTIAL CONTACTS
WORK PLACEMENTS Find out more about current work placements at westminster.ac.uk/work-placements
TALENT BANK Find out more at westminster.ac.uk/talent-bank
INTERNATIONAL EXPERIENCE westminster.ac.uk/westminster-abroad
STUDENT AMBASSADOR'S SCHEME Read more about how you can inspire young learners at westminster.ac.uk/ambassadors
DIGITAL SKILLS westminster.ac.uk/it-training lynda.com
INFORMATION ON ALL OPPORTUNITIES AND SCHEMES westminster.ac.uk/employability



SUPPORT AND ADVICE

SUPPORT AND ADVICE

Your student support desk is the place to go for information you need about a range of services. We offer one-to-one appointments and help with:

- Academic Learning and Development
- Accommodation*
- Careers and Employability*
- Care Leavers and Estranged Student Support
- Counselling
- Disability Learning
- Financial Support
- Health and Wellbeing
- International Students
- Interfaith Advice
- Mentoring
- Scholarships
- Pastoral Care and Chaplaincy
- Study Skills
- Visa Advice
- Welfare Benefits

*At Harrow campus these services are not represented at the Welcome Desk. Please contact:

Accommodation
T: (0)20 7911 5817
E: student.accommodation@westminster.ac.uk

Careers and employability
Creative Enterprise Centre, A-block, Harrow Campus
E: careers@westminster.ac.uk

You can find support desks at:

Student Support

First floor
101 New Cavendish Street
London W1W 6UW
E: student.advice@westminster.ac.uk

Opening times: Monday to Friday
9.30am – 4.30pm

Welcome Desk

Harrow Campus
Ground floor, Library
Watford Road, HA1 3TP
T: +(0)20 7911 5000
ext 67920

Opening times during term:
Monday to Thursday 9am – 6pm
Friday 9am – 5pm
Saturday and Sunday
10am – 5pm

You can get information online quoting your student ID number. Visit westminster.ac.uk/student-advice or email studentadvice@westminster.ac.uk

LIVING EXPENSES SUPPORT SCHEME (LESS)

This scheme is a source of help to students in financial difficulty. You can get help towards general living costs such as rent, travel expenses, childcare or course related costs. The grant may not be used to pay fees. If you qualify for a payment it will not usually need to be repaid. Find out more at westminster.ac.uk/LESS

STUDENT HEALTH AND WELLBEING

The student health service is a confidential health and welfare service run by experienced nurse practitioners. They can also give you information on accessing NHS services including registering

with a General Practitioner (GP) or a dentist.

The health service is open during term time and is free to all students. Clinics are located at Harrow and Marylebone Campuses. You can pop in or contact them to make an appointment to see a doctor.

Harrow Campus

Student Health Service
Room EG.08, E-block
Watford Road, Northwick Park
Harrow HA1 3TP
T: +44 (0)20 7911 5000
ext 68224

Marylebone Campus

Student Health Service
Luxborough Suite
35 Marylebone Road
London NW1 5LS
T: +44 (0)20 7911 5186

Please note that the student health service is not the same as a GP and you will still need to register with an NHS doctor if you are eligible.

INTERFAITH ADVICE

We are committed to promoting equality and inclusivity among our students and recognise our international community of students with their religious and other beliefs or world views. In the spirit of embracing diversity, we provide both multi-faith quiet rooms and Muslim prayer rooms across our campuses. You can contact the Interfaith Advice Team by emailing interfaith@westminster.ac.uk

To report a safeguarding concern or to enquire about our work in this regard, please do get in touch by emailing safeguarding@westminster.ac.uk

COUNSELLING SERVICE

Our professional and experienced counsellors offer confidential counselling where you can work through your problems either one-to-one or in group sessions. You can use the service for help with a wide range of personal and emotional issues, including study difficulties, relationship problems, depression and anxiety.

Harrow Campus Student Counselling Service

(by appointment only)
E-block, Watford Road,
Northwick Park
Harrow HA1 3TP
T: +44 (0)20 7911 5000
ext 66899

Marylebone Campus Student Counselling Service

Luxborough Suite
35 Marylebone Road
London NW1 5LS
T: +44 (0)20 7911 5000
ext 66899

DISABILITY LEARNING SUPPORT

Our Disability Learning Support (DLS) Team offer help and support to students with disabilities.

The term 'disability' is used to cover a wide variety of conditions that have a long-term impact on carrying out day-to-day activities or study.

Disabilities include:

- Specific learning difficulties, such as dyslexia, dyspraxia, ADD/ADHD (Attention Deficit Disorder/Attention Deficit Hyperactivity Disorder)
- Autistic Spectrum Disorder
- Mental health conditions
- Hearing impairments
- Visual impairments

- Physical disabilities
- Long-term medical conditions such as ME/Chronic Fatigue Syndrome and Multiple Sclerosis (MS).

If you have a condition that may impact your studies then registering with us is one of the first things you should do when you join the University. To find out about registering with us or to make an appointment with us, visit westminster.ac.uk/disability-learning-support

GREEN DOT

Green Dot is an active bystander training programme for staff and students to equip them with the knowledge, skills, and confidence to identify, intervene and report sexual assault, domestic violence and harassment.

To find out more about Green Dot please contact Project Coordinator, Shaneen Kainth at GreenDot@westminster.ac.uk

ESSENTIAL CONTACTS

STUDENT SUPPORT

Student Support Desk
First floor
101 New Cavendish Street
London, W1W 6UW
E: studentadvice@westminster.ac.uk

Harrow Campus Welcome Desk
Ground floor, Library
Watford Road, Northwick Park
Harrow, HA1 3TP
T: +44 (0)20 7911 5000
ext 67920

LIVING SUPPORT EXPENSE SCHEME (LESS)

westminster.ac.uk/LESS

STUDENT HEALTH AND WELLBEING

Find out more at westminster.ac.uk/student-health or email student-health@westminster.ac.uk

FAITH AND SPIRITUALITY

Visit westminster.ac.uk/faith-and-spirituality

COUNSELLING SERVICE

Visit westminster.ac.uk/counselling

DISABILITY LEARNING SUPPORT

westminster.ac.uk/disability-learning-support
or to register contact
DLS@westminster.ac.uk

YOUR PERSONAL TUTOR

Personal tutoring provides academic and pastoral support for all students (undergraduate and postgraduate) on courses of one (or more) year's duration. Get advice from your personal tutor on choosing option modules, gaining further study skills, programme planning, or any matters affecting your studies.

Personal tutoring is a crucial aspect of student support. It will help you to fulfil your academic and personal potential. You can talk to your personal tutor about anything that may be affecting your studies. Your tutor can direct you to other University support services or put you in touch with a senior tutor, disability tutor, or counsellor for specialist advice, if appropriate.



GRADUATE ATTRIBUTES AND POTENTIAL.Y

All undergraduate courses have been designed to help you develop the following graduate attributes which support you in becoming a highly employable, globally engaged and socially responsible citizen:

- Critical and creative thinker
- Literate and effective communicator
- Entrepreneurial
- Global in outlook and engaged in communities
- Social, ethically and environmentally aware.

The University offers an online system, Potential.ly, that you can use at any time to self-assess your development in relation to the

Westminster graduate attributes. Your Personal Tutor and our dedicated Careers Consultants can give you 1-2-1 advice and help you make the most of this service. Please see the Careers section of this guide for more information. Sign in and start exploring Potential.ly and Engage at engage.westminster.ac.uk or go to Blackboard under the Digital Skills tab.

ACADEMIC SKILLS

If you would like to develop your academic skills, the University offers a number of services and online resources to help you.

Academic Learning Advisers

The Academic Learning Advisers hold one-to-one advice sessions as well as a range of workshops on topics such as essay writing,

critical thinking, time management and planning, as well as dissertation support. You'll find details via the 'Study Skills and Support' tab in Blackboard.

Academic Liaison Librarians

Academic Liaison Librarians are subject specialists who can advise you on researching your assignments, referencing, using the online library (Library Search) and online reading lists. Workshops on research and referencing correctly are offered throughout the year.

LEARNING RESOURCES

Libraries

There are four campus libraries. Each holds a collection of books, journals and specialist materials that cater for the subjects taught at that campus.

At enrolment time you will be issued with an ID card that acts as your swipe card to university buildings. You also use this card to borrow library materials and for printing and photocopying.

At certain times of the year all libraries will be open overnight. Please check our webpages for further details: westminster.ac.uk/library. You can access e-books and e-journals online via westminster.ac.uk/librarysearch

You'll find a range of study areas in each library for group and individual study, plus areas with computers connected to networked printers which also scan and photocopy. Specialist software is available on some computers throughout the University – please check with your tutor for more information.

You can access the online library (e-books and e-journals) via westminster.ac.uk/librarysearch

If you want to use your own laptop, or borrow one from the library, you can use the University wireless network anywhere on our campuses. Computers with assistive technology are available at each campus and each library has a contact person who can offer advice.



ESSENTIAL CONTACTS

YOUR PERSONAL TUTOR

Visit westminster.ac.uk/personal-tutoring

ENGAGE

Sign in and start exploring Potential.ly at engage.westminster.ac.uk or visit Blackboard under the Digital Skills tab

ACADEMIC LIAISON LIBRARIANS

westminster.ac.uk/libguides

LIBRARIES

westminster.ac.uk/library

E-BOOKS AND E-JOURNALS

Can be accessed online via westminster.ac.uk/librarysearch

IT SUPPORT

Visit one of the library counters or log a ticket at servicedesk.westminster.ac.uk



✓ ESSENTIAL ACTION

Check westminster.ac.uk/personal-tutoring for the Personal Tutoring policy.

ADDITIONAL FACILITIES

SPORTS AND FITNESS

Regent Street Gym

Regent Street Gym boasts state-of-the-art facilities, including modern cardio and resistance equipment, a functional training area, studios, free weights, a boxing-bag studio and a spinning suite.

Harrow Sports Hall

The Sports Hall accommodates a broad mixture of sports including badminton, cricket, netball, basketball, five-a-side football and volleyball. There is also a fully equipped fitness suite with modern cardio and resistance equipment.

Chiswick Sports Ground

The extensive grounds at our Chiswick Sports Ground are suitable for a huge range of sports, including football, American football, rugby, hockey, lacrosse, cricket, tennis, netball and rowing.

The facilities also include a pavilion, bars and function rooms. The boathouse has a bar and balcony overlooking the River Thames.

Changing rooms are available and there is full wheelchair user access to facilities and equipment.



REGENT STREET CINEMA

The University of Westminster has completed a major campaign to restore and reopen the historic cinema at our Regent Street headquarters. As the birthplace of British cinema, the new state-of-the-art auditorium is open to the public as a unique arts venue for screenings, lectures, workshops and events, and has become a landmark for film in the heart of London's West End.

ESSENTIAL CONTACTS

SPORTS AND FITNESS
westminster.ac.uk/sports

REGENT STREET CINEMA
Become a member or book discounted tickets at regentstreetcinema.com

Find out more about the University of Westminster online;
visit **westminster.ac.uk** or follow us on social media:


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uniwestminster](https://instagram.com/uniwestminster)

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 See our university
page on LinkedIn

 [snapchat.com/add/
uniwestminster](https://snapchat.com/add/uniwestminster)

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Tell us what you think about this guide at
westminster.ac.uk/essential-feedback