Welcome to Warwick!

Congratulations on starting at Warwick in 2017. We’re looking forward to welcoming you.

A warm and welcoming community awaits your arrival. We will share in your enthusiasm and give you the freedom to challenge and be creative as you progress through your studies. An extensive network of support, facilities and resources will help you to build your knowledge and confidence, encouraging you to work with others and try new things to make your Warwick experience the best that it can be.

Please refer to our Essential Checklists and What’s Next sections at the end of this guide for useful reminders.

“The decision to undertake a degree can be life-changing, allowing you to rediscover the world and your place in it as you learn new knowledge and take on new perspectives. You will also make friends at University, based on shared experiences and a sense of solidarity that only studying together can bring. Coming to University really is a transformative experience. Make the most of your years at Warwick, joining societies, flourishing through sport, volunteering, or simply through excelling in your discipline. You have all the potential, now is the moment to fulfil it.”

Professor Stuart Croft
Vice-Chancellor and President
Enrolling at Warwick

Before you begin your studies, there are some steps you need to complete. We refer to this as ‘enrolment’.

Before you arrive:
- Submit a photo for your Warwick ID Card
- Complete your course registration
- Register for an IT Services Account
- Access the Enrolment Dashboard and complete your other pre-arrival tasks

When you arrive:
- Collect your Warwick ID Card
- For students from outside of the UK or European Economic Area: collect your Biometric Residence Permit

Submitting a photograph for your Warwick ID Card

Your Warwick ID Card is used to gain access to buildings and services around campus and acts as identification. You should receive a request to upload a photograph over the summer. Please upload your photo before 6 September or your Warwick ID Card may not be ready when you arrive on campus.

If you have not received a request to upload a photo, please use the website above.

Completing your course registration

We’ll send you an email before your course starts inviting you to begin the course registration process. You should normally receive this between four and six weeks before your course start date.

If you haven’t studied at Warwick before, we will create a temporary password for you so that you can start course registration. To request this password you will need:
- Your Warwick University ID number (the seven-digit number found on your formal offer email)
- Your date of birth
- Your family name/surname
- Access to your personal email account (we’ll send your temporary password in an email to the email address you have previously registered with us).

When you sign in for the first time, you’ll be able to set your own password and begin your course registration.

Registering for an IT Services Account

Please refer to the instructions on page 8 to register for your IT Services Account.

Accessing the Enrolment Dashboard

Once you have completed your course registration and set up an IT Services Account, you will be able to view your Enrolment Dashboard. The dashboard lists several other activities that we recommend you complete before you begin your studies.

Registering with the Health Centre

If you’re living on campus or within the catchment area, we encourage you to register with our National Health Service (NHS) Health Centre on campus. You will be able to register online as one of the activities on your Enrolment Dashboard.

Problems enrolling?

If you encounter any problems with the enrolment process, please visit warwick.ac.uk/enrolment/faqs to see our frequently asked questions and get help from the Enrolment team.
Students from outside the European Economic Area

You must provide a valid passport and your original valid visa or other immigration permission, which permits study. We will ask you to upload a copy of these documents when you complete your online course registration so that we comply with Home Office UK Visas and Immigration regulations. You will need to bring your original passport, visa and UKVI decision letter (as applicable) with you when you arrive.

Before you can fully enrol at the University, you must:

- Complete the online course registration form
- Attend an enrolment event so we can verify your immigration documents

Visit warwick.ac.uk/enrolment for more details.

Tier 4 visa holders

If you hold a Tier 4 (General) student visa, your sponsor must be the University. If you used a CAS (Confirmation of Acceptance for Studies) issued by another institution to obtain your Tier 4 visa, you must apply for a new Tier 4 visa using a CAS issued by the University of Warwick. You will need to do this before you can complete enrolment and begin your course. If you have a visa application in progress, please refer to the enrolment section of the Immigration Service website. We strongly advise that you obtain appropriate immigration permission that allows study at the University of Warwick before you are due to enrol.

If your course lasts more than six months, and you were granted your visa from overseas, you will need to present several documents:

- Original 30-day travel visa (issued inside your passport)
- Home Office decision letter
- Biometric Residence Permit, unless you will be collecting this from us

Collection of Tier 4 Biometric Residence Permit (BRP) cards

If you used the University’s delivery code included in your CAS, you should be able to collect your Tier 4 BRP card when you arrive on campus. If dependants are joining you, please complete the form on our website. If you did not choose delivery to Warwick, you will need to collect your BRP card yourself. To do this, please follow the instructions in the Home Office decision letter and present your BRP card at enrolment together with your original passport.

Students with permanent residency or indefinite leave to remain

If your passport is for a nationality that would normally require immigration permission to study in the UK, but you have permanent residency or indefinite leave to remain in the UK, you must provide your original passport and any other immigration documentation that confirms your residency status, such as a BRP card.

We will take a copy of your passport and any other immigration documentation when you arrive so that we comply with UKVI regulations.

If you are seeking asylum, or have been granted refugee status, and you do not have a passport, you must provide:

- An acknowledgement letter from either the Home Office or your immigration solicitor, which confirms you have valid permission to be in the UK with no prohibition on studying
- Your refugee application card
- An immigration status document complete with leave to remain vignette.

Your passport is with the Home Office

If your passport is with the Home Office as part of an in-progress visa application, you must provide:

- A copy of your previous visa
- A fully online Tier 4 application cover sheet OR
- A letter from the Home Office requesting biometric enrolment as part of a UK visa application OR
- A letter from the Home Office confirming that an application for leave to remain in the UK has been approved

If your new visa application was submitted after the expiration date of your previous visa, or you cannot provide a copy of your previous visa, you may not be permitted to complete enrolment and begin your course until we can confirm whether your new visa application is likely to be valid. It is very important that you retain a copy of your previous immigration permission and bring it with you to enrolment.

You are advised to make yourself aware of your immigration responsibilities while being registered at the University. Please refer to the information at warwick.ac.uk/immigrationresponsibilities

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You are advised to make yourself aware of your immigration responsibilities while being registered at the University. Please refer to the information at warwick.ac.uk/immigrationresponsibilities
Registering for an IT Services (ITS) Account and your ‘@warwick.ac.uk’ email address

helpdesk@warwick.ac.uk

warwick.ac.uk/welcome/checklist

You should complete online course registration before you register for your ITS Account and email. At the end of the course registration process, click ‘Register for IT Services Account’. To register later, go to warwick.ac.uk/register

Your University email is the only one we’ll send official messages to so check it regularly. If you choose to forward this email to another address, make sure spam filters don’t prevent emails getting through. We’ll use it to notify you of things like re-enrolment dates, exam registration, and fees or bursaries information.

Once you have an ITS Account, you’ll be able to purchase tickets for Students’ Union events, join Warwick Sport and register for modules.

IT Services will never ask you for your ITS Account details and password via email. For advice on ‘phishing’ emails and other threats, see warwick.ac.uk/gov/informationsecurity/working_practices
Paying fees
Once you have completed your course registration, you can see your statement, pay fees and set up a Direct Debit at warwick.ac.uk/evision. You can find more information about paying your fees (for tuition, accommodation, etc.), contact details and a list of frequently asked questions at warwick.ac.uk/studentfinance

Student Funding
024 7615 0096
studentfunding@warwick.ac.uk
warwick.ac.uk/studentfunding

The Student Funding Team can help you with different aspects of financial support. This includes government grants and loans, as well as scholarships, bursaries and hardship funds offered by the University.

Managing your money
warwick.ac.uk/studentfunding/managingyourmoney
warwick.ac.uk/hardshipfunds

Visit the Student Funding website for tips to make your student budget go further. To help keep track of your money, download the Warwick Student Budget Calculator for free from app stores or use it online at warwick.unibudget.me

If you are worried about money, get in touch with the Student Funding Team for advice. Hardship and emergency funding might be available to help you with financial difficulties or short-term crisis situations.

Welcome to Warwick
warwick.ac.uk/welcome

Our website for new students takes you through the stages of enrolment, explains what to do when you arrive and introduces you to our services and opportunities. It has useful tips and resources to help you prepare so make sure to take a look.

MyWarwick
warwick.ac.uk/students

MyWarwick is your online student portal and it’s the best place to keep up to date with University news and events. Keep an eye on your inbox for the fortnightly MyWarwick newsletter and head to the website – it’s updated daily and has useful links in one place to help you find the information you need.

Your academic department
For information about your course and course induction, it’s a good idea to check the website for your academic department. WBS students can refer to my.wbs.ac.uk

Your student record
warwick.ac.uk/evision

In the online Student Records system you can update your record, pay tuition and accommodation fees, and register for modules. Your department will tell you when module registration is open. Please note that you must complete your course registration before you can access your student record and make payments.

Warwick Students’ Union
www.warwicksu.com

The SU is the independent representative body for Warwick students, providing advice and support, academic representation, entertainment, food and drink and hundreds of student-run societies and sports clubs.

Student Blogs
studentblogs.warwick.ac.uk

Our Student Blogs are all written by current students, studying and often living on campus. They share their thoughts, opinions and insights on both their academic and social lives.

studyblog.warwick.ac.uk

The Study Blog connects students with information, support and the Warwick community. It’s about your study experience, the highs and the lows, with posts offering tips on how to best navigate your studies. Posts are written by Warwick students and Library staff.

Social media
We’d love to hear from you as you get ready to start your course – whether you have a question or you just want to say hi, please get in touch.

You can find us at:
warwickuniversity
@warwickuni
@universityofwarwick
#warwick2017

There will be a #warwick2017 banner in your Welcome Pack – post a selfie of you with the banner on Twitter or Instagram using #warwick2017 so we can say hello and so you can connect with other first years. We’ll also be posting useful information and reminders in the build-up to the start of term using #warwick2017.
Warwick Accommodation is the professional accommodation service which manages all the on campus halls of residence, as well as a portfolio of off campus properties. Typically undergraduate students will live on campus in their first year and in the second year will make the move off campus into one of the areas local to the University.

Accepting your offer of accommodation

If you’ve applied for accommodation, we’ll send you an email between the end of August and the middle of September. To make sure your email doesn’t get lost in a spam or junk mail folder, please add these email addresses to your safe list or email address book:

accommodation@warwick.ac.uk
allocations@warwick.ac.uk

You’ll receive a contract with all the information you need regarding your accommodation fees. You can find information about how to pay your accommodation fees at warwick.ac.uk/studentfinance/makingpayments

Along with your accommodation offer, we’ll also send you instructions to book an arrivals slot for moving into your new home. Once you have booked your arrivals slot you will be sent detailed instructions about what to do on arrivals day.

Packing

Here are a few tips on what you should and shouldn’t bring. For those of you joining us from overseas, there is further information in the International Guide about what not to bring through an airport when arriving in the UK. It is a good idea to bring wheeled suitcases to make arriving on campus a little easier.

Please see warwick.ac.uk/studentaccom for details of what is provided in our halls of residence.

Bed linen

If you’ll be living on campus, a bed sheet, duvet, duvet cover, pillow and pillowcase are provided.
Receiving parcels and post at the Student Post Room

If you’re living on campus, including Westwood campus, your address is:
Your full name as shown on your Warwick ID Card (in the order of given name/family name)
Your residency / block / flat / room (in that order)
University of Warwick
COVENTRY
CV4 7ES

Including your Warwick ID Card number with your postal address may help speed up delivery.

Letters are delivered to your block by 1pm, Monday to Saturday, during term time. Larger items, such as parcels, and ‘signed for’ or courier items, are kept at the Student Post Room on Westwood campus. You’ll receive a notification email from the Student Post Room when your item is ready to collect. Please check your email spam/junk folders from time to time.

Please bring your Warwick ID Card when you collect your parcel.
You can track parcels with a tracking number at warwick.ac.uk/tracking

Our campus shuttlebus (Service B) can take you to and from the Post Room during term-time opening hours:
Monday-Friday: 10.30am-6pm
Saturday: 10am-3pm

For shuttlebus times, check warwick.ac.uk/shuttlebus

Amazon lockers

Amazon Lockers are self-service kiosks that allow you to collect and return Amazon parcels at a time convenient to you. We have four locker sites around campus to make it easy for you to pick up parcels in-between your study or work.

Looking after your property

Although crime on campus is extremely low, we advise you to bring a ‘D’ type lock for your bike if you intend to cycle. You could also invest in a cable lock for your laptop and insure your personal items.

When leaving your accommodation, always make sure to lock windows and doors and put valuable items away. If you’re in public spaces such as the Library, keep your bags and other property with you at all times.

For advice on marking your property for additional security, such as laptops and mobile phones, please contact the Campus Security Team at campus-security-managers@warwick.ac.uk. You can also register all of your valuable property free of charge at immobilise.com

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Kitchen items

All hall kitchens contain a cooker, microwave, fridge/freezer, toaster, kettle and ironing board. So you’ll just need your own iron, crockery, cutlery, pots and pans. Unless you have a medical reason and prior permission from Warwick Accommodation, kitchen appliances cannot be used in your bedroom, although you are able to bring your own appliances for use in the kitchens. There are plenty of places to purchase kitchen items either on or close to campus after you have arrived on campus; however, if you are arriving by car on 30 September or 1 October you will be unable to access the campus more than once on the day. The Rootes Grocery Store on campus stocks a selection of kitchen utensils, cutlery, crockery and glassware.

RLT - Residential Life Team

024 7657 5570
studentsupport@warwick.ac.uk

Members of the Residential Life Team live alongside you in your halls of residence. Their role is to support your wellbeing and encourage a sense of community. In doing this, they also provide guidance on rules and expectations within your accommodation. You can speak to them if you need advice or someone to talk to.

If you have difficulty settling in, then please speak to a member of the Residential Life Team. If, after a few weeks, you find you’re still unhappy, they may refer you to our other Support Services to help you adjust to life at university. In some circumstances, you can request to move to a different room within your halls or request to transfer to another hall of residence altogether.
ARRIVALS WEEKEND
30 SEPTEMBER AND 1 OCTOBER

If you are living on campus, Arrivals Weekend will take place on Saturday 30 September or Sunday 1 October depending on your residence. This is the main time for you to move into your student accommodation, and there will be lots of things happening to help you settle in.

Due to the number of students arriving, we allocate time slots to help with traffic flow around the University. It is important that you move in during this time and follow the instructions that will be provided to you.

Please check warwick.ac.uk/welcome/arriving for a full breakdown of the arrivals process.

Kitchen meetings
A member of the Residential Life Team will arrange a kitchen meeting over Arrivals Weekend or during your first week. This is your opportunity to meet your tutor and other students from your block. It’s also an opportunity to share information on using the kitchen equipment, make sure you know the fire procedures, and lay basic ground rules on how best to share the kitchen.

THINGS TO DO
The Oculus - Welcome Hub
A warm welcome awaits. Staff will be available to answer questions and we’ll have information stands where you can find out about services and opportunities at Warwick. A student panel will take place each day at 1.30pm and 4pm where you can ask questions and hear first-hand experiences. We will also have a free photo booth, so do pop in and get your keepsake photo!

Parents’ and Supporters’ Welcome Events and Hub
Members of the Vice-Chancellor’s office will join current students and our Wellbeing Support Services to welcome parents and supporters of new students. The 45-minute long talks, taking place at 11am, 1.30pm and 4pm on both days, will include tips for transition for parents/supporters. To register your interest and for more information please see warwick.ac.uk/welcome/arriving

At our Parents’ Hub, parents and supporters can get a drink, relax and talk to members of staff at a time of mixed emotions for many.

Students’ Union (SU) - Arrivals Weekend marks the start of a vibrant two-week entertainments programme designed to welcome you to Warwick: warwicksu.com/welcome2017

During this time, you can join one of the 250+ societies and 60+ sports clubs at the Societies and Sports fairs during week 1, meet new people, and hang out at any of the SU’s bars, pubs, restaurants and coffee shops.

Music Centre - meet us at our stall in the Students’ Union and find out what we offer.

Chaplaincy - open for you and your family to have a quiet sit down and a free cup of tea.

Also, you can meet the Chaplains over breakfast on Sunday 1 October between 9.30-11am.

Vice-Chancellor’s Welcome Events
The Vice-Chancellor, Stuart Croft, also hosts welcome events for new students. Please join him at 9am on 2 October in the Butterworth Hall, Warwick Arts Centre.

FOR INTERNATIONAL STUDENTS
Welcome to Warwick programme, 26-29 September
warwick.ac.uk/welcometowarwick
International students arriving from 26 September are invited to join the Welcome to Warwick programme - four days of activities to help you settle into your new home, and adjust to studying and living in the UK. During this time, you’ll be able to collect your Warwick ID Card and Biometric Residence Permit (BRP), and receive support on registering with the police and opening a bank account.

This is the perfect opportunity to familiarise yourself with the campus, surrounding area, our facilities and support services. More than one-third of our students come from overseas so you’ll meet a wide range of people from different backgrounds and cultures. We hope you’ll take this opportunity to learn from each other and develop new friendships.

All events are optional but we encourage you to participate as much as you can. There is also the option of paying for on-campus accommodation, and/or transport from the airport if you would like to.

For further information, a timetable of events and booking forms, please visit warwick.ac.uk/welcometowarwick
Help with IT

024 7657 3737
helpdesk@warwick.ac.uk
warwick.ac.uk/its

Walk in and see us at the IT Services Help Desk on the first floor of the Library (open 9am-5.30pm Monday to Friday). Information leaflets are available in the Library and at warwick.ac.uk/helpdesk/leaflets

You can also ask a question any time via the online ITS Help Desk or email. Visit warwick.ac.uk/helpdesk

Internet access

To access Wi-Fi, you first need to register for an ITS Account.

Every student bedroom on campus has access to the residential Wi-Fi network ‘resnet-secure’. In case you have problems accessing this, we’ll leave a network cable in your room ready for when you arrive. ResNet is governed by an Acceptable Use Policy: warwick.ac.uk/resnetap

Elsewhere on campus, you can use the ‘hotspot-secure’ network. For a list of Wi-Fi networks and instructions on how to connect, visit warwick.ac.uk/wireless

Computer work areas and printing

For a full list of computers and printers on campus, visit warwick.ac.uk/findpc or warwick.ac.uk/findprinter

To use a printer in the computer rooms, you’ll need to buy printer credits. You can buy credits with a debit or credit card at warwick.ac.uk/printrc. If you don’t have a card, you can pay with cash at the Office for Global Engagement. We also run a wireless printing service, where you can print to any ITS-run printer from your personal devices. See warwick.ac.uk/wirelessprint

Laptop loan

If computer work areas are too busy, or you need to work from a specific study location in the Library and don’t have your own laptop, you can borrow a laptop from the IT Services Help Desk in the Library. Visit warwick.ac.uk/laptoploan

Support for privately-owned computers

If you’re a member of the University, we offer IT support for your own computer. This service is free if you live on campus, otherwise there is a small charge. Visit warwick.ac.uk/systemsupport

Student discounts on Apple purchases

You can get discounts when purchasing Apple products through the Apple Store for Education. Visit store.apple.com/uk/mac/education

Software

You’ll receive a free Microsoft Office 365 Pro Plus subscription while studying at Warwick. You can download the latest versions for PC, Mac and mobile devices. See warwick.ac.uk/office365proplus

To view the full list of available software and installation instructions, visit warwick.ac.uk/software/list

For software not provided by the University, you can buy licences with a student discount. For the full list visit warwick.ac.uk/software/licences
Your perspectives and aspirations are core to our teaching. In your classes, you’ll be encouraged to share your ideas and knowledge. You’ll learn from your tutors and fellow students who share your passion for the subject.

Academic department inductions
In your first weeks, your academic department will provide you with the information you need to get started on your course. This may take the form of a welcome reception, introductory lectures and a departmental handbook. You may also have an induction to the Library, as well as to any other facilities you might use during your time at Warwick, such as laboratories or specialist software.

Timetables
Your personalised timetable can be displayed in a variety of ways and this will depend on your department. See the department list at warwick.ac.uk/centraltimetabling/studenttimetable

To start with you’ll just see core lectures. After online module registration opens, your timetable will update to show the optional modules you’ve chosen. Your department will organise smaller group sessions such as seminars.

If you have any questions about your timetable, please contact your academic department in the first instance.

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Classes
Our community thrives on collaboration between individuals, and the respect we show for each other’s opinions and values. Classes will enable you to ask questions, share your research and ideas, and work together with your tutors and like-minded students. Involvement in your studies and listening to those around you are crucial to a better understanding of your subject and to help you achieve success.

Outside of classes, independent study is supported by online materials and a wide range of study facilities. From the Library to informal learning spaces such as our Learning Grids and new teaching and learning building, The Oculus, you can learn in a way that suits you.

Personal Tutors
Personal Tutors are academic staff assigned to students undertaking taught courses. They assist with induction into Warwick and departmental life, provide feedback on academic progress, and offer pastoral support. You can speak to your Personal Tutor about course changes, module choices, study problems or other issues that affect your ability to study. Each department also has one or more Senior Tutors providing particular support expertise.

Dean of Students and Faculty Senior Tutors
Our Dean of Students and Faculty Senior Tutors work closely with Wellbeing Support Services and departmental Senior Tutors to provide academic and pastoral support in more complex instances, as well as working to enhance personal tutoring.

Student-Staff Liaison Committees (SSLCs)

Student-Staff Liaison Committees (SSLCs) consist of staff and student representatives (also known as Course Reps), and give you the opportunity to feed back to your department. Your Course Reps act as the bridge between students and staff, conveying any concerns you may have and working on your behalf. SSLCs also provide a forum for academic staff to explain the reasons behind departmental and academic decisions. The SSLC system is coordinated by the Students’ Union’s Education Officer.

The Students’ Union’s annual Course Rep Awards, held in the summer term, recognise the fantastic contribution that Course Reps make to your experience at Warwick.
Getting started and developing your skills

We help you make the most of your time at Warwick, develop your skills and become more employable.

Academic and professional skills

Our Learning Grids are located across campus in University House, Rootes Building and Gibbet Hill campus. We also have a Learning Grid in Leamington Spa. Use the grids to work individually or in groups and the facilities to help you practise presentations.

Research skills and experience

Our Undergraduate Research Support Scheme provides an opportunity to carry out a summer research project. You can gain valuable skills and insights into the world of research and apply for a bursary to support living costs associated with your project.

Enterprise and entrepreneurship

Our Undergraduate Enterprise Programme provides an opportunity to start your own business or develop enterprise skills which will make you stand out from the crowd, we can help you.

Career support

It’s never too early to start thinking about your career. We can help you:

- Decide what you want to do: identify your skills and strengths, and explore your career options through one-to-one advice and online resources.
- Research jobs and employers: search thousands of vacancies on myAdvantage, meet employers on campus, and talk to Warwick graduates from your department.
- Make effective applications and prepare for interviews: use our online resources, get one-to-one advice on your CV and applications, or take part in interview practice.

Careers support is also available after you graduate.

Tell your story

What if you thought of your experiences during your degree as exploits in a story - your story. What would it say? How compelling would it be? Would employers give you a job on the strength of it?

Research shows employers want candidates with a good degree, work experience, evidence of involvement in extra-curricular activities, and the ability to reflect on and articulate their achievements. You might not always be aware of, or value, the ways in which you’re developing your skills and experience – we can help you draw together all your experiences and tell your story with confidence.

Succeeding in a global environment

We’ve developed an intercultural training programme which is the perfect complement to the intercultural experience of living and studying at Warwick.

Institute for Advanced Teaching and Learning (IATL)

IATL encourages you to enhance your teaching and learning experience at Warwick and there are many ways you can get involved. You can: join other students to study an interdisciplinary module; apply for funding to develop your own projects; submit your research to be published in our Reinvention Journal; present your research at our International Conference (ICUR); and learn through performance practice with the Student Ensemble.
We have a substantial network of support to help you adjust to, and make the most of, student life. We want you to feel that you’re living and learning in a supportive, positive environment.

**Student Support**
- **024 7657 5570**
- **studentsupport@warwick.ac.uk**
- **warwick.ac.uk/supportservices**

Wellbeing Support Services, based on the ground floor of University House, can help you find the specialist team you need.

**University Mental Health and Wellbeing Team**
- **024 7657 5570**
- **mentalhealth@warwick.ac.uk**
- **warwick.ac.uk/mentalhealth**

Our Mental Health and Wellbeing Team gives advice, information and support to anyone experiencing mental health difficulties so you can participate fully in university life. All communication is confidential and informal.

We would encourage you to tell us about any mental health issues either at enrolment or at any time afterwards so that the team can actively support you in managing any difficulties that may arise.

**University Counselling Service**
- **024 7652 3761**
- **counselling@warwick.ac.uk**
- **warwick.ac.uk/counselling**

Our Counselling Service is your opportunity to access professional therapeutic counselling to help you fulfil your personal, academic and professional potential. You can choose from confidential services including individual counselling, group therapy, workshops and email counselling.

**Disability Services**
- **024 7615 0641**
- **disability@warwick.ac.uk**
- **warwick.ac.uk/disability**

Disability Services offer confidential advice, guidance and support to anyone with specific learning differences or dyslexia. We also provide support for other sensory impairments, mental health difficulties, Asperger’s, unseen disabilities or any other long-term condition that can affect your studies. We create an inclusive environment that gives you the ability to fulfil your academic potential and make the most of student life. We encourage you to make contact to discuss your individual requirements ahead of making an appointment.

For details on all our services and how to register for an appointment, please visit warwick.ac.uk/supportservices

**Student Reception**
- **warwick.ac.uk/studentreception**
- **warwick.ac.uk/academicoffice**

Student Reception is the place to go for queries relating to Student Support Services, Accommodation or the Academic Office, including Student Finance, Student Records, the Graduate School, enrolment and examinations. See the website for opening hours.

**Students’ Union Advice Centre**
- **024 7657 2824**
- **advice@warwicksu.com**
- **warwicksu.com/advice**

Top floor of SUHQ

If you have a problem or question and are unsure what to do, the Warwick Students’ Union Advice Centre can help you. The service is free, confidential and independent from the University.

**Medical care and out-of-hours provision**

If you need medical assistance outside of surgery hours, telephone 111. Calls to this service are free from both landlines and mobiles. If you have a life-threatening medical emergency, telephone 999. For first aid while you’re on campus, please contact Campus Security.

**Campus Security**
- **warwick.ac.uk/security**

The Campus Security Team operates 24 hours a day, 365 days a year to keep you safe.

**Phone:** (if calling from an external line, prefix with 024765)
- **Non-emergency** 22083
- **Emergency** 22222

**Looking after yourself**

We encourage you to be mindful of your personal safety and have a few tips to help you stay safe:

- Use well-lit and well-used routes where you can be easily seen
- Try to travel with friends, where possible
- Avoid using head/ear phones as you walk or cycle
- Keep your personal property hidden, such as a phone or purse/wallet
- Try not to carry large amounts of cash or expensive jewellery with you
- At cash machines, be aware of those around you and put your money away before you walk away from the machine

For details on all our services and how to register for an appointment, please visit warwick.ac.uk/supportservices
University life offers you all sorts of opportunities. You can get involved with student societies, sports clubs, volunteering and much more. We aim to provide an environment where you can be yourself, try new things and make friends. Take a look at what’s on offer.

PLACES TO EAT, DRINK AND SHOP

At Warwick you’re never far away from a vibrant, social place where you can eat, drink, shop and meet up with friends.

Many of the University-managed restaurants, cafes and bars across campus open early until late to provide social, study and work places for students long after lectures have finished. All our outlets are unique in personality but all provide choice and variety to suit different tastes, lifestyle choices, dietary requirements and budgets. Some of our larger outlets serve a wide variety of hot food dishes throughout the day from breakfast to dinner.

We also have a range of shops which includes a large convenience store based on central campus, a Book and Gift Shop and a shop selling official Warwick-branded merchandise.

You can also look forward to monthly street food market days on the Piazza.

We think it’s important to be ethical in our approach and we work closely with the Environmental Sustainability Team and the Students’ Union to try and reduce our impact on the environment. For example, you can:

- bring your travel mug to any outlet, fill up with your favourite hot drink and get 10p off the price
- get free tap water from any café

Proceeds made from carrier bag charges in our shops are reinvested to help support the University’s environmental strategy. In addition, our coffee supplier is a small, independent and ethically committed roaster who sources their coffee direct from farmers.

The Students’ Union also has a choice of bars and food outlets where you can pick up a tasty snack, dine out or relax with friends over a drink. These include Xananas restaurant, Terrace Bar and Curiositea, our vintage tea shop.

**Eating at Warwick**

Accessed via your Warwick ID Card, the Eating at Warwick scheme is a convenient and cashless way to buy food and drink and receive 10% discount in all cafés, bars and restaurants. Parents and guardians can also top up your account online.

**Shops and services on campus**

<table>
<thead>
<tr>
<th>Shop or service</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rootes Grocery Store</td>
<td>Central campus</td>
</tr>
<tr>
<td>Post Office</td>
<td>Rootes Grocery Store</td>
</tr>
<tr>
<td>Cash machine</td>
<td>Outside Rootes Grocery Store</td>
</tr>
<tr>
<td>Dry Cleaning</td>
<td>Rootes Grocery Store and the Pharmacy</td>
</tr>
<tr>
<td>Barclays and Santander</td>
<td>Students’ Union atrium</td>
</tr>
<tr>
<td>Hair and Beauty Salon Cash</td>
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<tr>
<td>machines</td>
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<td>Pharmacy</td>
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<td>STA Travel</td>
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<tr>
<td>Book and Gift Shop</td>
<td>Warwick Arts Centre</td>
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<tr>
<td>Warwick Shop</td>
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<tr>
<td>Amazon Lockers</td>
<td>Next to Rootes Building</td>
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<tr>
<td>(four locations around campus)</td>
<td>Sports Centre</td>
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<tr>
<td></td>
<td>Westwood campus</td>
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<tr>
<td></td>
<td>Lakeside</td>
</tr>
<tr>
<td>Street food market</td>
<td>Piazza and Benefactors Place</td>
</tr>
</tbody>
</table>
With all the opportunities open to you at Warwick, you’ll meet a variety of people, many of whom may become close friends. From meeting new people, you’ll see how individual everyone is at Warwick; you might learn in different ways, find out about different cultures and customs, and share different opinions.

WELCOME TO YOUR STUDENTS’ UNION
warwicksu.com

Whatever your area of study, interests or priorities, your Students’ Union will be a big part of your life here at Warwick. You and every other student at Warwick automatically become a member of the Students’ Union, and can access a huge range of services, help, support, advice and entertainment.

If you have not already done so, download the Warwick Students’ Union app to keep up to date with everything that’s going on at your Union, buy tickets, purchase club and society memberships, vote and more! warwicksu.com/app

Representing students
Warwick Students’ Union is a not-for-profit organisation, independent of the University and run by students for students to ensure that you get the most out of your time at University.

The Students’ Union is led by a team of seven students elected by the student body to spend a sabbatical year working at the Students’ Union. These ‘Sabb’s’ are either recent Warwick graduates or taking a year out from their studies to work full-time representing and supporting students. There are also part-time officers who fulfil their roles alongside their course. Student officers are elected in the spring term, which means you will have the chance to vote for the 2018/19 officer team.

The Sabb’s are supported by a team of permanent staff and are directed by SU policy, which can be changed or amended at Student Council and General Meetings. Student Council monitors officers’ actions, debates important issues, passes policy and sets SU regulations. Campaigns can centre around any part of university life, the local area, or even national issues. The seven Sabbatical Officers for 2017-18 are:
- President: Hope Worsdale
- Democracy and Development Officer: Mike Kynaston
- Societies Officer: Niall Johnson
- Postgraduate Officer: Emily Dunford
- Welfare and Campaigns Officer: Ellen Holmes
- Sports Officer: Ellie Martin
- Education Officer: Liam Jackson

Societies and sports clubs
warwicksu.com/societies

The Students’ Union is responsible for more than 260 societies and 65 clubs, bringing together over 10,000 students who are interested in, or have a passion for, a certain sport, activity or issue. The SU supports these clubs and societies with funding, training and facilities. If there isn’t a club or society that interests you, you’re more than welcome to get a few people together and start one! The best time to join a club or society is at the fairs during week 1 of the autumn term.

Socialising
warwicksu.com/events

When it comes to social events, the Students’ Union hosts everything from big name acts to student bands, theatre, forums, quizzes, comedy and dance. The entertainment programme runs throughout the whole academic year. Visit the website for the full programme of free and ticketed events.

Better yet, all money spent in the Students’ Union food and drink venues (The Bread Oven, Xananas, The Dirty Duck, The Terrace Bar and The Copper Rooms) is directly reinvested back into the services the SU provide for students.

The Office for Global Engagement
024 7652 3706

global.reception@warwick.ac.uk

warwick.ac.uk/international/ofge

We offer support to all international students throughout your studies. Our Student Experience team has qualified advisers ready to assist on all immigration and visa-related matters. We also run UK trips and events for all students to take part in. Our Study Abroad team can help you find out about our Study Abroad programmes.

Go Global
warwicksu.com/goglobal

facebook.com/goglobalwarwick

At Warwick we believe that every student is an international student. Go Global is our initiative that helps you expand your international experiences at Warwick and beyond. There are many ways to get involved. You may choose to do this on campus as you connect with others from across the globe, learn a new language or by going abroad to study, work or volunteer.

Our opportunities and training are aimed to help you better understand yourself and others, gain a global perspective and develop the intercultural skills that are highly sought after by employers.

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We have many ways for you to keep active with memberships available for our multi-disciplinary centres, including three large sports halls, a gym, fitness classes, 25m swimming pool, climbing wall, bouldering room, squash, badminton and indoor tennis centre. You can try football and hockey on our synthetic pitches, represent the University with one of our teams, or just pay and play for any activity when it suits you.

Why not try one of our free activities like our walking, running or cycling routes and keep yourself active every day?

Warwick Arts Centre

Warwick Arts Centre is based at the heart of campus and opens 364 days of the year. It boasts a diverse programme of theatre, music, visual arts, comedy and film.

Student deals
Deals include £4.50 cinema tickets, £6.50 theatre tickets and £11 tickets to our classical concert series.

Work and volunteer
You can work in our box office, gallery, front of house or marketing team, or volunteer as a Student Ambassador or Performance Steward.

Study and socialise
Use our free Wi-Fi, comfy chairs and café.

Music Centre

Our Music Centre has opportunities for all students with an interest in or passion for music. You’ll find free practice facilities, rehearsal space and a huge number of different music societies. We also offer one-to-one tuition on a wide range of instruments. Enjoy a great social atmosphere and experience tours, competitions and performances.

Unitemps

Unitemps is our temporary staffing agency. You’ll find a variety of short- and long-term opportunities within the University’s administrative, academic and commercial departments, as well as opportunities with local employers.

Language Centre

If you’re learning a language as part of your course, or are interested in developing your language skills, the Language Centre offers a wide range of modules and the facilities, resources and programmes to support you.

Enrolment for academic modules will take place on: Wednesday 4 October, Thursday 5 October and Friday 6 October between 10am and 4pm.

Online enrolment for Lifelong Language Learning courses will open from mid-September. If you’re unsure of your level, we’ll be holding some consultation evenings to help you. Dates for these sessions will be published on our website over the summer.

Improving your English

Centre for Applied Linguistics, Social Sciences Building

If English is not your first language, Applied Linguistics offers an in-sessional programme to help develop your academic English skills. We hold classes and workshops in term time throughout the academic year. You are eligible to attend if you are an international student enrolled on a degree course at Warwick. Please note that demand is often high and class places are limited.

Visit warwick.ac.uk/cal/study/learn-english for further details. You can find more information about English language support in the International Guide.

Sustaining our campus

We all have a role to play in the sustainability of our campus. We’re committed to improving the efficiency, and reducing the environmental impact, of our campus, and we hope you’ll join us in that.

Don’t let it go to waste
Every drip, every scrap of paper, any energy we consume adds up. Ask yourself: what am I not using? What don’t I need? What extra bit of effort could I make?

Get involved
You can help us raise awareness and make improvements by signing up to be a Green Champion. We hold events every term and offer placement and project opportunities linked to sustainability.
Our campus is on the border of Coventry and Warwickshire, close to Coventry city centre and within easy reach of the towns of Kenilworth, Leamington Spa, Warwick and Stratford-upon-Avon.

**Coventry**

You’ll find plenty to do in Coventry - there’s good shopping and an entertainment complex with a multi-screen cinema and an ice rink. To the north of the city is the Ricoh Arena, a major sport and entertainment venue. There’s plenty to discover in Coventry too, at historic sites including Coventry Cathedral, St Mary’s Guildhall and Medieval Spon Street. You can also explore the city’s more recent heritage at the Transport Museum, Music Museum and Herbert Art Gallery.

**Kenilworth, Leamington Spa and beyond**

We’re also right alongside the beautiful Warwickshire countryside. The historic town of Kenilworth, with its stunning castle ruins, is not far from campus by bus. Beyond Kenilworth, you’ll find the larger towns of Leamington Spa and Warwick. Many of our students live in Leamington, so it has great bus links to campus. Leamington is an elegant Regency town with a wide choice of cafés, restaurants and shops, and Warwick is steeped in history - its castle is one of the UK's most popular visitor attractions.

World-famous Stratford-upon-Avon is nearby and a real ‘must-do’ during your time at Warwick.

**Getting Around**

**Public Transport**

Train timetables and booking

[warwick.ac.uk/interactivemap](http://warwick.ac.uk/interactivemap)

This map allows you to browse and search for different locations on campus. You can search for buildings and room numbers, view floor plans, and plan your route from room to room or building to building. It also shows you step-free routes suitable for wheelchairs, undercover routes for avoiding rain, and the location of disabled toilets. You’ll also find images of campus buildings and rooms, and links to Google Street View.

Take our interactive map quiz and see how it can help you find your way around: [warwick.ac.uk/welcome/ug/findingyourway](http://warwick.ac.uk/welcome/ug/findingyourway)

**Interactive campus map**

[warwick.ac.uk/interactivemap](http://warwick.ac.uk/interactivemap)

[nationalrail.co.uk](http://nationalrail.co.uk)

Just over a mile from the northern edge of Warwick’s main campus is Canley train station. This is on the line between Birmingham and Coventry, and usually has two trains an hour in either direction, Monday to Friday. Coventry train station has regular services to Birmingham and London, and runs hourly services to Leamington Spa with a journey time of 12 minutes.

The free Warwick campus shuttlebus includes Canley train station on its route at peak times: [warwick.ac.uk/shuttlebus](http://warwick.ac.uk/shuttlebus)

[UOW_Shuttlebus](https://twitter.com/UOW_Shuttlebus)
Getting Around

Bus services

There are two main bus companies that operate buses to and from Warwick’s main campus: National Express Coventry and Stagecoach Warwickshire.

You can catch buses from our central bus interchange adjacent to the Arts Centre and the Central Plaza. Bus stops are also located at various points on campus.

Regular buses travel from campus to Coventry, Leamington Spa and Kenilworth. Approximate journey times are:

To Coventry city centre: 15-30 minutes
To Leamington Spa: around 35 minutes
To Kenilworth: around 10 minutes

For timings, please visit warwick.ac.uk/transport/buses/campus_services

Do be aware that many of the buses require exact change in coins. Find out more about tickets and passes at networkwestmidlands.com/tickets-and-passes

Coaches

Coventry’s national coach services include National Express and Megabus. National Express operates several routes from Pool Meadow Bus Station in Coventry city centre, which has bus links with campus. Megabus has a number of stops, including Cannon Park Shopping Centre, which is a 10-minute walk from central campus.

Getting to Wellesbourne campus

The W2 bus service operates weekdays between central campus and Wellesbourne via Leamington Spa. For timetable information and fares, see traveldecourcey.com

Car parking and car sharing

carparking@warwick.ac.uk
warwick.ac.uk/parking

Campus parking is very limited, with parking restriction schemes also in place in the surrounding residential and commercial areas. There are circumstances where you may apply for permission to park on campus – for example, if you have a disability. In general though, we would advise you not to bring cars on to campus. Instead we encourage you to take advantage of the public transport links to campus.

We also have a dedicated student car share scheme for those living off campus. Learn more at warwick.ac.uk/takeamate

Cycling

Warwick campus is great for cycling with plenty of secure cycle parking facilities and a network of cycle paths to explore the local area.

We even have our own innovative cycle hire scheme called ‘UniCycles at Warwick’. You can hire one of 100 bikes from 17 stations to travel on and off campus for a regular fare or a subscription. See warwick.ac.uk/uni-cycles

Bike maintenance

A bike maintenance and repair service is available on campus every Friday from 10am to 4pm during term time on the Piazza by the Students’ Union. The service is provided by our partner Bikewrench and students receive special rates for any repair work and parts.

Taxis

A taxi rank is located in the central bus interchange, very close to the Students’ Union and Piazza. Licensed taxis wait there throughout the day and into the evening.
Our Community Values and Expectations

At Warwick, we value our diverse and international community, the pursuit and dissemination of knowledge and research with real impact. We uphold the importance not only of freedom of thought and expression, but also the significance of academic and personal integrity, equality and diversity, and mutual respect and consideration for the rights, safety and dignity of all.

We place great importance on the responsible behaviour of both our students and staff at Warwick. It is important for you, as a student, to have an idea of Warwick’s core values and an understanding of the primary expectations of student members of the Warwick community. Take a look at the following to help you understand what this means for you.

- [warwick.ac.uk/studentbehaviour](http://warwick.ac.uk/studentbehaviour)
  What’s Expected of Students at Warwick?
  Summarises key expectations for students and signposts to associated support.

- [warwick.ac.uk/equalops](http://warwick.ac.uk/equalops)
  Equal Opportunities Statement: setting the value we place on maintaining an inclusive environment where all can contribute and reach their full potential.

- [warwick.ac.uk/dignity](http://warwick.ac.uk/dignity)
  Dignity at Warwick Policy: setting out how our differences are respected and valued and how we aim to prevent and address harassment and bullying.

- [warwick.ac.uk/wscs](http://warwick.ac.uk/wscs)
  Warwick Student Community Statement: aims for the University as well as for students.

- [warwick.ac.uk/strategy](http://warwick.ac.uk/strategy)
  University Strategy: our vision as a world-class university and our values.

- [warwick.ac.uk/calendar](http://warwick.ac.uk/calendar)
  University Calendar: the main ‘rule book’, including ordinances and regulations which you need to be aware of, such as examinations, cheating, use of computing facilities and behaviour.

The University is applying for an award under the Race Equality Charter. The Charter is concerned with the representation, progression and success of minority ethnic staff and students within higher education. We also hold a Silver Athena SWAN Gender Charter Mark Award, reflecting our commitment to gender equality in both staff and student activities.

Warwick is committed to providing a safe and productive environment, where there is equality of opportunity, fostered in an environment of mutual respect and dignity. Applying for and achieving such awards is a statement of Warwick’s intent to work continuously towards achieving equality and inclusion for all.

Feedback and complaints

- [warwick.ac.uk/studentfeedbackandcomplaints](http://warwick.ac.uk/studentfeedbackandcomplaints)
  We want you to be able to let us know when things are going well or there is something that you particularly like, but also if there is a problem that you don’t feel you can resolve yourself. As part of this, we have a Student Feedback and Complaints Resolution Pathway and actively encourage feedback on all aspects of the student experience.
For detailed versions of our campus map, please visit warwick.ac.uk/maps

Subject to change. For up-to-date versions of our campus map, please visit warwick.ac.uk/maps
TERM DATES

2017/2018

Autumn Term: Monday 2 October 2017 – Saturday 9 December 2017
Spring Term: Monday 8 January 2018 – Saturday 17 March 2018
Summer Term: Monday 23 April 2018 – Saturday 30 June 2018

QUICK CONTACTS

University address
University of Warwick
Coventry CV4 7AL or CV4 7ES
Switchboard: 024 7652 3523

Security (Gatehouse)
999 or 024 7652 2222 for emergencies
024 7652 2083 for non-emergencies

Warwick Accommodation
024 7652 3772
accommodation@warwick.ac.uk

Student Reception, Senate House
024 7652 2280
studentreception@warwick.ac.uk

IT Services Help Desk
024 7657 3737
helpdesk@warwick.ac.uk

Office for Global Engagement
024 7652 3706
global.reception@warwick.ac.uk

Wellbeing Support Services
024 7657 5570
studentsupport@warwick.ac.uk

Students’ Union Advice Centre
024 7657 2824
advice@warwicksu.com

Health Centre
024 7652 4888
**Checklists**

Record your progress with a tick 🔄

**Before you arrive**
- Submit a photo for your Warwick ID Card
- Complete your course registration
- Register for your IT Services Account
- Access the Enrolment Dashboard
- Complete online Health Centre registration
- Get vaccinated against MenACWY
- Visit your academic department’s welcome page (late September)
- Discover campus with our interactive map: warwick.ac.uk/interactivemap
- Join in on social media #warwick2017
- Read your arrivals instructions from Warwick Accommodation carefully
- Give this guide to your parents/supporters to read
- Visit warwick.ac.uk/welcome for more advice on getting started

**When you arrive**
- If you’re living in University accommodation, go to your key collection point. Road signs will direct you. See warwick.ac.uk/welcome/arriving for more information
- Collect your Warwick ID Card
- Complete your immigration checks in Panorama Room, Rootes Building - international students only
- Collect your Student Status letter from Student Reception in Senate House - international students only
- Visit the Welcome Hub for students and families in The Oculus; attend a student panel event at 1.30pm or 4pm on either day and get your photo taken in our photo booth
- Visit the Freshers’ Fair at the Students’ Union
- Attend your kitchen meeting
- Any questions? Visit our Welcome Hub in The Oculus or Student Reception in Senate House
- Parents and supporters: visit our Parents’ Hub and attend our welcome events in The Oculus at 11am, 1.30pm or 4pm on either day

**In your first week**
- Attend the Vice-Chancellor’s Welcome Event - 9am, Monday 2 October, Butterworth Hall
- Attend the welcome to your academic department
- Visit our fairs:
  - Sports
  - Societies
  - Volunteering
- Visit the Library (your department may organise a Library induction for you)
- Find out what’s happening at the Students’ Union: warwicksu.com/welcome2017

**WHAT’S NEXT?**

**Getting started activities**

warwick.ac.uk/welcome/ug

Alongside information and videos featured on warwick.ac.uk/welcome, we will send you regular emails in August and September giving useful tips and advice on topics such as accommodation, making friends, studying, life on campus and living independently. We hope this information will help answer some of your questions and reassure you as you prepare for studying at Warwick.
This guide was accurate at the time of printing. It is, however, printed two months in advance of your arrival at the University and during this interval some of the information may change as programmes are updated. While we will try to keep changes to a minimum, it is nevertheless very important that you check our website for any updates, warwick.ac.uk/welcome.

Where there is a difference between the contents of this guide and our website, the contents of the website take precedence and set out the arrangements that will apply on your arrival as well as information on some of the services we provide to you. Information about wider student rights and responsibilities can be found at warwick.ac.uk/ar/studentrights.