

# Your Student Guide to University Services 2024–5

**Brunel**  
University  
of London



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# Introduction

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Welcome to Brunel! We hope you have a great time here. Being at university might seem like a new world with its own way of doing things and it can seem difficult to navigate. This handbook is a guide to all the student services available to you as a student at Brunel. If you have an issue or query and you don't know where to go to get help, you can use this guide to find the appropriate team to support you. However, if you still aren't sure, please contact your personal tutor who will be delighted to help you.

**Good luck, and enjoy all the things Brunel has to offer!**

# Academic Appeals

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<b>Weblink</b>	<a href="#">Academic Appeals</a> <a href="#">Academic Appeals – A Guide for Students</a> <a href="#">Student Complaints, Conduct and Appeals</a>
<b>Details</b>	<p>An academic appeal is a request by a student for a review of a decision of a Board of Examiners who are charged with making decisions on student progress, assessment and awards.</p> <p>Postgraduate research students can request for a review of the outcome of a formal progress review under <a href="#">Senate Regulation 5.16</a></p> <p><b>Process for academic appeals:</b></p> <p><a href="#">Senate Regulation 12</a></p> <p><b>Help and advise:</b></p> <p><a href="#">Brunel Union of Students Advise Service</a> offers independent, free advice and guidance to all students.</p> <p>Advise can also be provided by:</p> <p><a href="#">Your Personal Tutors</a></p> <p><a href="#">Taught Programme Office (TPO)</a></p> <p><a href="#">Student Support and Wellbeing</a></p> <p><a href="#">Equality Diversity &amp; Inclusion</a></p> <p><a href="#">Report and Support</a></p>
<b>Contact Details</b>	<p><b>College level contacts:</b></p> <p><b>CBASS ACSM team:</b> <a href="mailto:cbass-acsm@brunel.ac.uk">cbass-acsm@brunel.ac.uk</a></p> <p><b>CEDPS ACSM team:</b> <a href="mailto:cedps-acsm@brunel.ac.uk">cedps-acsm@brunel.ac.uk</a></p> <p><b>CHMLS ACSM team:</b> <a href="mailto:acsm-chmls@brunel.ac.uk">acsm-chmls@brunel.ac.uk</a></p> <p><b>University contact:</b></p> <p><b>Email:</b> <a href="mailto:academic-appeals@brunel.ac.uk">academic-appeals@brunel.ac.uk</a></p> <p><b>Union of Brunel Students:</b></p> <p><b>Online:</b> <a href="#">Advice Service Enquiry Form</a></p> <p><b>Email:</b> <a href="mailto:advice@brunel.ac.uk">advice@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 269169</p>

# Academic English Programme

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<b>Weblink</b>	<a href="#">The Academic English Programme</a>
<b>Details</b>	<p>Brunel Language Centre provide free English Language support to all current Brunel University students who have English as a second language.</p> <p>Support can cover:</p> <ul style="list-style-type: none"><li>• language issues that cause difficulty for the reader</li><li>• academic style</li><li>• organisation</li><li>• using academic sources appropriately (including referencing)</li><li>• being critical</li><li>• clear speech (including pronunciation)</li></ul>
<b>Contact Details</b>	<p>Available times for a particular week appear online at 16:00 the Friday before.</p> <p><a href="#">Book here</a></p>

# Accommodation – Student Living

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<b>Weblink</b>	<a href="#">Living-on-campus – Things you need to know</a> <a href="#">Brunel Student Lettings (off campus living)</a> <a href="#">Residence Regulations and Policies</a>
<b>Details</b>	<p>Meet our specialist teams who work to make your stay happy and trouble-free:</p> <p><b>Student Experience team:</b></p> <p>First point of contact for all student accommodation enquiries.</p> <p><b>Service Delivery and Compliance team:</b></p> <p>Ensure management of your residences comply with all relevant legislation.</p> <p><b>ResLife Ambassador team:</b></p> <p>University students trained to help you settle in and support you during your time in residences.</p> <p><b>Allocations &amp; Sales team:</b></p> <p>Prepare Licence Agreements ensuring residents are invoiced correctly, organise payment of their deposits or booking fees and arrange room exchanges for residents.</p> <p>You can report a maintenance problem with your room by visiting <a href="#">Brunel Assist</a></p>
<b>Contact Details</b>	<p><b>In person:</b> Student Living Office, Bishops Hall</p> <p>Monday – Friday (open 24 hours), Office hours: 08:00 to 20:00 Night Reception: 20:00 to 08:00</p> <p>Saturday – Sunday Office hours: 10:00 to 18:00 (closed 13:00 to 14:00) Night Reception: 20:00 to 08:00</p> <p><b>Tel:</b> +44 (0)1895 267100</p> <p><b>Email:</b> <a href="mailto:StudentLiving@brunel.ac.uk">StudentLiving@brunel.ac.uk</a></p>
<b>Locked out or lost your key?</b>	<p>If you lose your room key or get locked out then the Student Living team can help you. If the office is closed then contact Security.</p>

# Admissions – Postgraduate

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<b>Weblink</b>	<a href="#">Admissions</a>
<b>Details</b>	Provides information on the full postgraduate admissions process from the point of enquiry to registration.
<b>Contact details</b>	<b>Email:</b> <a href="mailto:admissions@brunel.ac.uk">admissions@brunel.ac.uk</a> <b>Tel:</b> +44 (0)1895 265265



# Artificial Intelligence

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<b>Weblink</b>	<a href="#">Using artificial intelligence in your studies</a>
<b>Details</b>	<p>Like other universities, we are exploring the opportunities and challenges presented by generative AI programmes such as ChatGPT, BARD etc.</p> <p>The University won't stop the use of these programmes but it's important that AI is not used unethically to pass off academic work generated by AI as your own work.</p> <p><b>When it is not appropriate to use AI:</b></p> <p>Presenting AI-generated text or images as your own work constitutes a form of <a href="#">academic misconduct</a>.</p> <p>Generative AI tools (such as text generating, image generating, computer software generating, and translators) is not permitted in your assignment unless your module leader has explicitly specified that their use is permitted.</p> <p>When using generative AI tools (for example, ChatGPT, Bing or DALL-E) to assist with your assignments, it is critical that you acknowledge the use of these tools and appropriately reference all AI-generated content in your work.</p>
<b>Contact Details</b>	Any queries should be directed to the module lead.

# ASK (Academic Skills Development)

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<b>Weblinks</b>	<a href="#">ASK – Academic Support</a>
<b>Details</b>	<p>ASK will empower you to excel in academic endeavours by supporting academic skills development via workshops, one-on-one consultations and providing feedback on writing samples.</p> <p><b>Resources provided include:</b></p> <ul style="list-style-type: none"><li>• Study techniques.</li><li>• Time management.</li><li>• Critical thinking.</li><li>• Writing skills.</li><li>• Maths and numeracy.</li><li>• Statistics.</li><li>• Questionnaire creation.</li><li>• Using statistical software packages.</li><li>• Exam preparation.</li></ul> <p>And more (please enquire).</p>
<b>Contact Details</b>	<p>You can book in advance for an in-person or on-line appointment, except for advertised drop-in events and workshops where no booking is required.</p> <p>Book <a href="#">here</a></p> <p><b>In person:</b> Bannerman Centre BANN 019d (ground floor of library) from Monday to Friday from 09:00 to 17.00</p> <p><b>Tel:</b> +44 (0)1895 268503</p> <p><b>Email:</b> <a href="mailto:academicskills@brunel.ac.uk">academicskills@brunel.ac.uk</a></p>

# Attendance Registration – All Teaching Events

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<b>Weblink</b>	<a href="#">Registering your attendance for all teaching events</a> <a href="#">Student Attendance Policy</a>
<b>Details</b>	<p>You will need to register your attendance for all timetabled events (in-person, online and hybrid) from Monday 30 September 2024.</p> <p>Please use the link above to access:</p> <ul style="list-style-type: none"><li>• <a href="#">How to download the SEAtS app</a></li><li>• <a href="#">How to register your attendance</a></li><li>• <a href="#">How to register your attendance using a QR code or 6-digit code</a></li><li>• <a href="#">How to view your attendance in the app</a></li><li>• General FAQ's</li><li>• Technical FAQ's</li><li>• Data FAQ's</li></ul>
<b>Contact Details</b>	<p><b>Technical issues:</b></p> <p>Contact <a href="mailto:ITServiceDesk@brunel.ac.uk">ITServiceDesk@brunel.ac.uk</a> (with a subject line of 'SEAtS issue')</p> <p><b>Marked absent incorrectly:</b></p> <p>Please contact your <a href="#">Taught Programme Office – TPO</a> (see separate entry in this Handbook)</p>

# Brightspace

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<b>Weblink</b>	<a href="#">How to use Brightspace – guidance videos</a> <a href="#">Brightspace – frequently asked questions</a>
<b>Details</b>	Brightspace (VLE) is a central online hub for teaching, where all your lecture notes, course reading lists etc will be uploaded. It gives access to mobile friendly content to enhance your learning experience at Brunel.
<b>Accessing Brightspace</b>	<a href="#">Brunet</a> – Study – Online learning tools – Brightspace You need to be fully enrolled and have completed the network account task in eVision for access to Brightspace.
<b>Issues logging in</b>	Please contact <a href="#">IT Support</a> <b>Email:</b> <a href="mailto:itservicedesk@brunel.ac.uk">itservicedesk@brunel.ac.uk</a> <b>Tel:</b> +44 (0)1895 265888 Monday to Friday from 09:00 to 17:00

# Brunel Help

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<b>Weblink</b>	<a href="#">Brunel Help</a> <a href="#">Student Centre Virtual Assistant</a>
<b>Details</b>	<ul style="list-style-type: none"><li>• Awarding &amp; Graduation</li><li>• Compliance</li><li>• Student Centre: (they also have a <a href="#">virtual assistant</a> to answer faq's 24/7)<ul style="list-style-type: none"><li>• Services</li><li>• Immigration</li></ul></li><li>• Student Finance</li><li>• Student Funding</li><li>• Student Support &amp; Welfare<ul style="list-style-type: none"><li>• Student Engagement</li><li>• Counselling</li></ul></li><li>• Student Records</li><li>• Timetabling</li><li>• Student Wellbeing<ul style="list-style-type: none"><li>• Disability &amp; Dyslexia Support</li><li>• Study Skills</li><li>• Disability Advisors</li><li>• Operations</li></ul></li></ul>
<b>Contact Details</b>	Please contact <b>IT Support</b> , Bannerman Centre (see separate entry in this Handbook)

# Brunel Medical Centre

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<b>Weblink</b>	<a href="#">Brunel Medical Centre</a>
<b>Details</b>	<p>Provide comprehensive NHS primary care services to help you manage your health and well-being.</p> <p>Information on the Medical Centre can be found <a href="#">here</a></p>
<b>Campus location and opening hours</b>	<p>Next to Saltash Building</p> <p><a href="#">Brunel Medical Centre – location</a></p>
<b>Contact details</b>	<p><b>Tel:</b> +44 (0)1895 379361</p> <p>Out of hours NHS medical help:</p> <p><b>Tel:</b> 111</p>

# Brunel Moves

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<b>Weblink</b>	<a href="#">Brunel Moves</a>
<b>Details</b>	<p>Download the Brunel Moves app and get rewarded for exercising!</p> <p>Earn points which can be exchanged for free rewards on campus:</p> <ul style="list-style-type: none"><li>• Free coffees at Costcutter, Locos or the Lancaster Hotel</li><li>• Free meals at the Lancaster Hotel</li><li>• Free gym passes for the day</li><li>• Free badminton, basketball, squash courts &amp; tennis courts</li><li>• Free Brunel merchandise</li></ul>
<b>Download the app</b>	<ol style="list-style-type: none"><li>1. Download Moves+ from the App Store or Google Play</li><li>2. Select Brunel Moves from the list of universities</li><li>3. Sign up with your student email</li><li>4. Connect your tracker or device to the app</li></ol>

# Brunel Network and your Personal Device

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<b>Weblinks:</b>	<a href="#">Wi-Fi at Brunel</a>
<b>Details:</b>	<p>VPN is not available for personal devices that are not managed by Brunel.</p> <p>We have Eduroam and Wifi@Brunel available for students to connect to on campus. Eduroam is an internet-access only Wi-Fi and Wifi@Brunel will allow you to access internal resources such as papercut (printing).</p> <p>Information about connecting to the wired network in Halls of Residences can be found at the above weblink.</p>
<b>Having trouble connecting?</b>	Please contact the <b>IT Support team</b> using the support portal, Brunel Help (see separate entry in this Handbook)



# Brunel Pharmacy

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<b>Weblink</b>	<a href="#">Brunel pharmacy</a>
<b>Details</b>	<p>Provides the following services:</p> <ul style="list-style-type: none"><li>• Prescriptions</li><li>• Contraception</li><li>• Screening and testing</li><li>• Vaccination</li><li>• Healthy Living</li></ul>
<b>Contact Details</b>	<p><b>In person:</b> Brunel Pharmacy, Hamilton Concourse (next to Subway restaurant) – opening times: Monday to Friday from 09:00 to 17:30</p> <p><b>Tel:</b> +44 (0)1895 257187</p> <p><b>Email:</b> <a href="mailto:mariam.hussain1@nhs.net">mariam.hussain1@nhs.net</a></p>

# Brunel Plus Award (Brunel+)

<b>Weblinks</b>	<a href="#">Brunel Plus Award</a> <a href="#">Brunel+</a>
<b>Key points</b>	<ul style="list-style-type: none"><li>• This award recognises your engagement in non-academic activities.</li><li>• It significantly improves employability chances post-graduation as the award highlights your diverse skill set to prospective employers.</li><li>• You can attain Gold+, Silver+ or Bronze+ awards depending on points collected.</li><li>• Award points are collected by joining clubs, volunteering, taking part in on-campus extracurriculars, working part-time.</li><li>• Gold+ award recipients are given a special mention at your graduation.</li><li>• You have to <a href="#">activate</a> their Brunel+ account to start collecting points.</li></ul>
<b>Contact Details</b>	<b>Email:</b> <a href="mailto:BrunelPlus@brunel.ac.uk">BrunelPlus@brunel.ac.uk</a>

# Brunel Summer Internship Programme – BSIP

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<b>Weblink</b>	<a href="#">Brunel Summer Internship Programme – BSIP</a>
<b>Details</b>	<p>Paid relevant work experience is offered to eligible home/UK first-year undergraduates through the BSIP programme over your first summer break.</p> <p>Check out the details of the programme and your eligibility <a href="#">here</a>.</p> <p>Make <a href="#">your application</a> before the deadline for registration for the next BSIP programme during summer 2025 which is <b>Thursday 12th December 2024</b>.</p>
<b>Contact Details</b>	<b>Email:</b> <a href="mailto:BSIP@Brunel.ac.uk">BSIP@Brunel.ac.uk</a>

# Campus Information

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## Weblink

### Address:

Brunel University of London

Kingston Lane

Uxbridge UB8 3PH

**Tel:** +44 (0)1895 274000

**Directions:** [finding us](#)

**Campus Map:** [Campus Map](#)

**Parking Map:** [Campus Parking Map](#)

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# Careers

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<b>Weblinks</b>	<a href="#">Get careers support</a> <a href="#">Welcome to the Professional Development Centre (PDC)</a>
<b>Details</b>	<ul style="list-style-type: none"><li>• Supports your career development and gets you ready at every stage for work.</li><li>• Provides support to you for upto three years after graduation</li><li>• Has expert careers consultants in all subject areas.</li><li>• Helps with CV's, psychometric tests and job applications, interviews and assessment centres.</li><li>• Helps you to get work experience whilst studying through paid work, internships and volunteering.</li><li>• Gives advise on careers fairs, events and workshops.</li><li>• Provides networking opportunities.</li></ul>
<b>Contact Details</b>	Please contact <b>Professional Development Centre (PDC)</b> , Bannerman Centre (see separate entry in this Handbook)

# Care Leavers

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<b>Weblink</b>	<a href="#">Care Leavers – Student Support</a>
<b>Details</b>	<p>The University provides support to verified Care Leavers during their studies at Brunel and further information can be found <a href="#">here</a></p> <p>Care leavers are students who are aged 25 and under and have spent at least 3 months, including at the time of their 16th birthday, in care, either with foster parents or in a children's home. They will continue to receive support from their Local Authority and have Qualifying Child or Former Relevant Child status.</p>
<b>Contact Details</b>	<p><b>Book an appointment:</b> <a href="#">Brunel Assist</a></p> <p><b>Email:</b> <a href="mailto:URSupport@brunel.ac.uk">URSupport@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 267861</p>
<b>Useful Links</b>	<ul style="list-style-type: none"><li>• <a href="#">Brunel Summer Internship Programme</a></li><li>• <a href="#">Brunel Professional Mentoring Programme</a></li><li>• <a href="#">Additional Financial Support</a></li><li>• <a href="#">Brunel Accommodation</a></li><li>• <a href="#">Drive Forward Foundation</a></li><li>• <a href="#">Coram Voice</a></li></ul>

# Chaplaincy – Faith and Spirituality

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<b>Weblink</b>	<a href="#">Faith and religion</a> <a href="#">Wellbeing Cafe</a>
<b>Details</b>	<p>The multi-faith Chaplaincy is found at the Meeting House on campus where students can:</p> <ul style="list-style-type: none"><li>• Find pastoral support.</li><li>• Find a peaceful space to talk.</li><li>• Enjoy time with their friends.</li><li>• Pray.</li></ul> <p>Or simply have a cup of tea.</p> <p>Activities include:</p> <ul style="list-style-type: none"><li>• <b>Monday:</b> Wellbeing and Spirituality Book Club – read and discuss the books which inspire our spiritual growth.</li><li>• <b>Tuesday:</b> Christians have their moment of reflection and prayer.</li><li>• <b>Wednesday:</b> Mindfulness session (lunch time) – opportunity to regain the balance in busy lives. The Wellbeing Café is a relaxed and informal space for all students to relax and unwind.</li><li>• <b>Thursday:</b> Social interaction for students by coming to paint the pebbles, play the piano, and play board games.</li><li>• <b>Friday:</b> The Quiet Room offers the space for prayer. Movie Club discusses international films chosen by the members.</li></ul>
<b>Contact Details</b>	<p><b>In person:</b> Meeting House on Monday to Friday from 09:00 to 16:00</p> <p><b>Email:</b> <a href="mailto:meeting-house@brunel.ac.uk">meeting-house@brunel.ac.uk</a></p> <p><b>Social media:</b></p> <p><a href="#">Facebook (Brunel University London, The Meeting House and Chaplaincy)</a></p> <p><a href="#">Instagram (@brunelsupport)</a></p>

# Complaints

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<b>Weblink</b>	<a href="#">Student complaints, conduct and appeals</a>
<b>Details</b>	<p><a href="#">Student Complaints Procedure</a></p> <p>If you feel dissatisfied with an element of the University's provision or service then you should bring to our attention by talking to your personal tutor or student representative.</p> <p>If you do want to raise a formal complaint, then the <a href="#">Student Complaints Procedure</a> will guide you.</p> <p>Student complaints are initially considered by the <b>College ACSM team</b> (Appeals, Complaints, Student Misconduct). If the Stage 1 complaint cannot be resolved then you can submit a formal Stage 2 complaint for investigation by <b>OSCCA</b> (Office of Student Complaints, Conducts and Appeals).</p>
<b>Contact Details</b>	<p><u>College level contacts:</u></p> <p>CBASS ACSM team: <a href="mailto:cbass-acsm@brunel.ac.uk">cbass-acsm@brunel.ac.uk</a></p> <p>CEDPS ACSM team: <a href="mailto:cedps-acsm@brunel.ac.uk">cedps-acsm@brunel.ac.uk</a></p> <p>CHMLS ACSM team: <a href="mailto:acsm-chmls@brunel.ac.uk">acsm-chmls@brunel.ac.uk</a></p> <p><u>University level contacts:</u></p> <p>Complaints: <a href="mailto:student-complaints@brunel.ac.uk">student-complaints@brunel.ac.uk</a></p> <p><u>Mediation Services:</u></p> <p>Please contact either the <b>Student Support and Wellbeing Team</b> or the <b>Union of Brunel Students</b> (see separate entries in this Handbook)</p>



# Disabilities and Specific Learning Differences

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<b>Weblink</b>	<a href="#">Disability and specific learning differences</a> <a href="#">Disabilities and Learning Differences</a>
<b>Details</b>	<p>A dedicated team supporting students with disabilities and specific learning differences including a range of medical and sensory conditions, autism, mental health and learning differences (including dyslexia and ADHD).</p> <p>Support options can include:</p> <ul style="list-style-type: none"><li>• access to assistive software/hardware and ergonomic equipment</li><li>• different types of support staff including: study assistants, notetakers, sighted guides, study skills tutors and mentors</li></ul> <p><a href="#">Disabled students allowance (DAS)</a> – Brunel's disability advisers can guide you through the application process.</p>
<b>Contact Details</b>	Please contact <b>Student Wellbeing Team</b> (see separate entry in this Handbook).

# Emergencies

<b>Weblink</b>	<a href="#">Staying Safe</a> <a href="#">Contact Security</a>
<b>Details</b>	<p>Access the teams and services who will help you and keep you safe if you ever need it.</p>
<b>Contact Details</b>	<p>Please contact <b>Security</b>          (see separate entry in this Handbook or the back of your student ID card)</p>
<b>External Services</b>	<p><b>The Medical Centre</b>          Call +44 (0)1895 234426 between 8.30am and 6.30pm.          If you are registered with us you can call +44 (0)8458 501568 out of hours.</p> <p><b>Emergency services off-campus</b>          Dial 999 or 112 for police, fire or ambulance services.</p> <p><b>Hillingdon hospital accident and emergency</b>          Call +44 (0)1895 251212.</p> <p><b>NHS</b>          Dial 111 to access the NHS's non-emergency service, available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.</p> <p><b>The Samaritans</b>          Dial 116 123 (free to call), text +44 (0)7725 909090 or go to <a href="http://www.samaritans.org">www.samaritans.org</a> This 24-hour listening service is for people experiencing feelings of distress or despair.</p> <p><b>The Mix</b>          This free, confidential web chat service is available from 1pm–11pm daily. Call +44 (0)808 808 4994 or access live chat at <a href="http://themix.org.uk">themix.org.uk</a>.</p> <p><b>Family Lives</b>          If you are combining being a parent or carer with your studies, there are extra challenges. Family Lives provides understanding, help and support 24 hours a day on +44 (0)0808 800 2222.</p>
<b>Fire – what to do</b>	<ul style="list-style-type: none"> <li>• Operate the nearest fire alarm call point.</li> <li>• Leave the building by the nearest available exit.</li> <li>• Dial 999 for the Fire Brigade (9-999 if dialling from an internal phone).</li> <li>• Do not re-enter the building until authorised to do so.</li> <li>• People with disabilities will be evacuated by trained staff using evacuation chairs.</li> <li>• Always follow the instructions of security staff and the emergency services for your own safety.</li> </ul>

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**Suspicious packages**

- If you find a suspicious package don't touch it.
  - Contact **Security** immediately (see separate entry in this Handbook or the back of your student ID card) and follow their directions.
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# Entrepreneur Hub

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<b>Weblink</b>	<a href="#">Be your own boss</a>
<b>Details</b>	<p>The Entrepreneurship Consultants can support you to develop the entrepreneurial skills needed to freelance or to start a business. They coordinate entrepreneurial activities. The Team can also help you explore ideas, discuss how to build and launch your business and become your own boss.</p> <p>This support is provided to Brunel alumni who have graduated in the past three years.</p>
<b>Contact Details</b>	<p><b>In person:</b> Professional Development Centre (PDC), Bannerman Centre (see separate entry in this Handbook)</p> <p><b>Online:</b> <a href="#">Enquiry sheet</a></p> <p><b>Tel:</b> +44 (0)1895 268454</p> <p><b>Email:</b> <a href="mailto:hub@brunel.ac.uk">hub@brunel.ac.uk</a></p>

# Equality, Diversity and Inclusion

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Weblink	<a href="#">Equality, Diversity and Inclusion</a>
Details	<p>Brunel has a vibrant, rich and dynamic population of staff and students from all over the world. Equality, Diversity and Inclusion strongly underpins our core values.</p> <p>Equality, Diversity and Inclusion strongly underpins our core values and we aim to promote equality and inclusive practice throughout the campus and the experiences we offer to our diverse community.</p>
Contact Details	Email: <a href="mailto:diversebrunel@brunel.ac.uk">diversebrunel@brunel.ac.uk</a>

# Estrangement

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<b>Weblink</b>	<a href="#">Estrangement from your family</a>
<b>Details</b>	<p>Family estrangement is physical and emotional distancing between you and your family members with a lack of emotional support and parental guidance which can lead to a breakdown in communication and the relationship.</p> <p>You can apply for <a href="#">additional support and funding</a> if you are estranged from your family.</p>
<b>Contact Details</b>	Please contact the <b>Student Support and Welfare team</b> , Howell Building (see separate entry in this Handbook)

# eVision Student Portal

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<b>Weblink</b>	<a href="#">Online learning tools</a> <a href="#">How to self-serve on eVision</a>
<b>Details</b>	<p>The eVision Student Portal is an electronic portal specific to each student to make requests from us or to self-serve. It also gives for important messages.</p> <p>eVision allows you to access, update and make requests in various specialist areas including your:</p> <ul style="list-style-type: none"><li>• Profile</li><li>• Course</li><li>• Money</li><li>• Funding</li><li>• Letters</li><li>• University</li><li>• Checklist</li><li>• Graduation</li><li>• Research</li></ul>
<b>Contact Details</b>	<p>Please contact the <b>Student Centre</b>, Howell Building (see separate entry in this Handbook)</p> <p><b>Email:</b> <a href="mailto:student.centre@brunel.ac.uk">student.centre@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 268268</p>

# Exams

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<b>Weblink</b>	<a href="#">Exams</a> <a href="#">Policies and guidelines on exams</a>
<b>Details</b>	<p>All you need to know about taking exams at Brunel can be found <a href="#">here</a>.</p> <p>Exams on campus:</p> <ul style="list-style-type: none"><li>• <a href="#">Exam locations</a></li></ul> <p><b>Exams ‘at home’:</b> these are exams taken remotely online.</p> <ul style="list-style-type: none"><li>• <a href="#">Book a space on campus to take ‘at home’ exams</a></li></ul> <p><b>Support:</b></p> <ul style="list-style-type: none"><li>• <a href="#">Get ready for assessment season</a></li><li>• <a href="#">Exam preparation and help documents</a></li><li>• When will my exam timetable be available? <a href="#">Exam timetable</a></li><li>• FAQ’s about preparing for exams can be found <a href="#">here</a></li><li>• FAQ’s about taking exams can be found <a href="#">here</a></li><li>• <a href="#">HELP during a WISEflow exam</a> – for support during a WISEflow exam</li><li>• <a href="#">Extenuating circumstances</a> – what to do if you miss an exam</li><li>• <a href="#">Borrow a laptop for your exams</a></li><li>• <a href="#">Access to the WISEflow webpage</a></li></ul>
<b>Contact Details</b>	<p><b>Email:</b> <a href="mailto:examinations@brunel.ac.uk">examinations@brunel.ac.uk</a></p> <p>Alternatively, you may wish to contact your <a href="#">Taught Programmes Office (TPO)</a></p>



# Extenuating Circumstances (EC)

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<b>Weblink</b>	<a href="#">Extenuating Circumstances</a>
<b>Details</b>	<p>The Extenuating Circumstances Procedure ensures you are treated fairly if due to an unavoidable or unexpected event beyond your control causes you to:</p> <ul style="list-style-type: none"><li>• miss an exam</li><li>• either submit your coursework late (without an authorised extension) or not at all</li></ul> <p>The policy detailing this is set out in <a href="#">Senate Regulation 4</a>.</p>
<b>EC claim form</b>	<p>The details of the EC procedure are detailed in the <a href="#">Extenuating circumstances – guidance for students</a></p> <p>The Extenuating Circumstances Claim Form is available electronically within <a href="#">eVision</a>.</p>

# Financial Support

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<b>Weblink</b>	<a href="#">Financial Support</a>
<b>Details</b>	<p>Financial wellbeing is part of your overall wellbeing. If you're worried about meeting financial commitments you can get in touch with the Student Support and Welfare team to find out about support.</p> <ul style="list-style-type: none"><li>• <a href="#">Financial Hardship Fund</a></li><li>• <a href="#">Emergency Loan</a></li><li>• <a href="#">Keeping within a budget</a></li><li>• <a href="#">Blackbullion</a> – an online money advice and guidance platform</li></ul>
<b>Contact Details</b>	<p>Please contact the <b>Student Support and Welfare team</b>, Howell Building (see separate entry in this Handbook).</p>

# Graduation 2024–5

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<b>Weblink</b>	<a href="#">Graduation 2024–5</a> <a href="#">Your Postgraduate Winter Graduation – 2024</a>
<b>Details</b>	<p>Graduation ceremony is a time to celebrate completing your studies and being awarded a degree by the University.</p> <p>You will be invited months before the ceremony in anticipation of award and in the weeks before the ceremony you will be notified if you are ‘cleared’ to attend. Information will be provided to you by email and on our graduation web pages.</p> <p>Graduation ceremonies for the academic year 2024–5 will take place on campus:</p> <p><b>Winter Graduation 2024: 18 and 19 December 2024</b> Winter graduation will be on campus for the first time.</p> <p><a href="#">Your Postgraduate Winter Graduation – 2024</a></p> <p><b>Summer Graduation 2025: 14 to 18 July 2025</b></p>
<b>Contact Details</b>	Please contact the <b>Student Centre</b> , Howell Building (see separate entry in this Handbook)

# Immigration Advice

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<b>Weblink</b>	<a href="#">Immigration Advice</a> <a href="#">Student Visa Guide</a> <a href="#">Rights to work as a Student Visa student</a> <a href="#">Lost or Stolen Biometric Residence Permit and Passport</a> <a href="#">Academic Technology Approval Scheme (ATAS)</a> <a href="#">Graduate Immigration Route</a>
<b>Details</b>	Our Immigration Officers can help you with your Student Visa and answer any questions you may have on a range of immigration matters.
<b>Contact Details</b>	Please contact the <b>Student Centre</b> , Howell Building (see separate entry in this Handbook)

# IT Support

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<b>Weblink</b>	<a href="#">Welcome to IT Support</a>
<b>Details</b>	Contact our IT team for help with your computer, laptop, WiFi, printers, online learning tools and student IT accounts.
<b>Contact Details</b>	<p><b>Email:</b> <a href="mailto:itservicedesk@brunel.ac.uk">itservicedesk@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 265888 Monday to Friday from 09:00 to 17:00</p> <p><b>In person:</b> IT Support Desk, Ground floor, Bannerman Centre.</p> <p><b>Term time opening:</b> Monday to Friday from 09:00 to 18:00 and Saturday 12:00 to 17:00</p> <p><b>Out of term opening:</b> Monday to Friday from 09:00 to 17:00</p>

# Library

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<b>Weblink</b>	<a href="#">Your Brunel Library</a> <a href="#">Library opening hours</a> <a href="#">Support for our students with disabilities, mental health or specific learning difficulties</a>
<b>Details</b>	<p>Your Brunel library offers a <a href="#">range of services</a> to help you with everything you need to be successful on your course.</p> <p>Use the <a href="#">Brunel Library Welcome Guide</a> to find out about:</p> <ul style="list-style-type: none"><li>• How to access the library</li><li>• Library spaces</li><li>• Overview of resources</li><li>• Book searching and LC classification</li><li>• Borrowing items and print services</li><li>• Help training and support – including subject support from Academic Liaison Librarians, Digital Skills Advisors, FAQ's and Chat</li><li>• Library guides</li><li>• Reading lists – including how to access your module reading list</li><li>• Additional support – including disabled students and distance learners</li><li>• Contacting the library</li></ul> <p>and much more.</p>
<b>Location</b>	Brunel Library, Bannerman Centre – the Library operates a 'No ID, No Entry' policy.

## Contact Details

### General:

- **In person:** Library Help Desk, ground floor of the library – your first stop if you have general queries.
- **Virtual 24/7 Support:** this is available via the red tab on the right hand side of every Library webpage.
- **Email:** [library@brunel.ac.uk](mailto:library@brunel.ac.uk)
- **Tel:** +44 (0)1895 266141  
Monday to Friday from 09:00 to 19:00 and Saturday to Sunday from 12:00 noon to 19:00
- **Social Media:** @Brunel\_Library (X/Twitter/Instagram) and @BrunelLibrary (Facebook)

### Academic Liaison Librarians and Digital Skills Advisors:

#### **Drop-in session at the LibSmart Desk:**

Academic Liaison Librarians – every Monday to Friday from 13:00 to 16:00

Digital Skills Advisors – every Monday, Tuesday, Thursday, Friday from 11.00 to 12.00

Please note that any of these times can be impacted by teaching or other commitments.

#### **1-2-1 sessions:**

Academic Liaison Librarian – book here by clicking on the name of your Librarian.

Digital Skills advisors – email [digitalskills@brunel.ac.uk](mailto:digitalskills@brunel.ac.uk)

# Mature Students

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<b>Weblink</b>	<a href="#">Mature Students – Student Centre</a> <a href="#">Mature Students</a>
<b>Details</b>	<p>The University supports Mature Students enrolled on an undergraduate course. Details of that support can be found <a href="#">here</a>.</p> <p>A mature student will be aged 21 or over at the beginning of their undergraduate study.</p>
<b>Contact Details</b>	<p>Please contact the <b>Student Centre</b>, Howell Building (see separate entry in this Handbook)</p> <p>Book an appointment: <a href="#">Brunel Assist</a></p>
<b>Useful links</b>	<ul style="list-style-type: none"><li>• <a href="#">Brunel Professional Mentoring Programme</a></li><li>• <a href="#">Additional Financial Support</a></li><li>• <a href="#">Childcare Grant</a></li><li>• <a href="#">Parents Learning Allowance</a></li><li>• <a href="#">Free Early Childcare</a></li></ul>



# Mental Health Support

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<b>Weblink</b>	<a href="#">Mental Wellbeing Services</a> <a href="#">Self Care</a>
<b>Details</b>	<p>Are you feeling anxious or concerned, finding it hard to concentrate or feeling overwhelmed. We have a dedicated team of specialist advisers and counsellors who will help you work things through.</p> <p>If you do not want formal counselling or mental health advice then reach out to the Chaplaincy's listening service for a friendly, non-judgemental conversation.</p>
<b>Contact Details</b>	<p>Please contact either the <b>Student Support and Welfare Team</b> or the <b>Chaplaincy</b> (see separate entries in this Handbook)</p> <p><b>Out of hours support</b></p> <p>This service provides free, confidential counselling and wellbeing support. You can get in touch with the team via phone, live chat, WhatsApp and the online portal.</p> <ul style="list-style-type: none"><li>• Access the service directly:</li><li>• Freephone UK: 0800 0318227</li><li>• International: 00353 1 518 0277</li><li>• Online platform: app.spectrum.life (password: brunelUL)</li></ul>

# Misconduct (Academic & Non-Academic) & Fitness to Practice

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<b>Weblink</b>	<a href="#">Student Misconduct and Fitness to Practise</a> <a href="#">Contract-Cheating-Guidance-for-Students-v1.pdf</a> <a href="#">Student Code of Conduct: Read it, Know it, Do it</a> <a href="#">Student Complaints, Conduct and Appeals</a>
<b>Details</b>	<p><b>Student Misconduct:</b></p> <p>Governed by <a href="#">Senate Regulation 6 – Student Conduct (Academic and Non-Academic) – SR6</a> and a range of sanctions is available where allegations are proven.</p> <ol style="list-style-type: none"><li>1. Academic misconduct: Dealt with through the <a href="#">Academic Misconduct Procedure</a></li><li>2. Non-academic misconduct: Dealt with through the <a href="#">Student Disciplinary Procedure</a>.</li></ol> <p><b>Fitness to Practice:</b></p> <p>Governed by <a href="#">Senate Regulation 14 – Fitness to Practise (SR14)</a></p> <p><b>Appealing a decision made under SR6 and SR14:</b></p> <p>A student is entitled to submit a request to appeal on one occasion only against a decision made under SR6 or SR14.</p> <p>Students wishing to appeal should complete a form setting out the grounds for the appeal (see the appropriate procedure document) and submit it to <a href="mailto:conduct@brunel.ac.uk">conduct@brunel.ac.uk</a></p> <p>Forms:</p> <p><a href="#">Academic Misconduct Appeal Form</a></p> <p><a href="#">Non-Academic Misconduct Appeal Form</a></p> <p><a href="#">Professional Suitability Appeal Form</a></p> <p><a href="#">Fitness to Practise Appeal Form</a></p>

<b>Contact Details</b>	<p><u>College level contacts:</u></p> <p>CBASS ACSM team: <a href="mailto:cbass-acsm@brunel.ac.uk">cbass-acsm@brunel.ac.uk</a></p> <p>CEDPS ACSM team: <a href="mailto:cedps-acsm@brunel.ac.uk">cedps-acsm@brunel.ac.uk</a></p> <p>CHMLS ACSM team: <a href="mailto:acsm-chmls@brunel.ac.uk">acsm-chmls@brunel.ac.uk</a></p> <p><u>University contacts:</u></p> <p><b>Academic misconduct</b> – <a href="mailto:conduct@brunel.ac.uk">conduct@brunel.ac.uk</a></p> <p><b>Non-academic misconduct</b> – <a href="mailto:investigating.officer@brunel.ac.uk">investigating.officer@brunel.ac.uk</a></p> <p><u>Union of Brunel Students</u></p> <p>The Advise Service offers independent, free advice and guidance to all students (see separate entry in this Handbook)</p>
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# Modern languages – learn a language for free

<b>Weblink</b>	<a href="#">Learn a language for free</a> <a href="#">Volunteer as a language assistant</a>
<b>Details</b>	<p>Brunel offers you the chance to learn a language for free and usually either online or on campus. The languages offered are:</p> <p>British Sign Language</p> <p>Arabic</p> <p>French</p> <p>German</p> <p>Italian</p> <p>Japanese</p> <p>Korean</p> <p>Mandarin</p> <p>Russian</p> <p>Spanish</p> <p>So whether you want to get an insight into another culture, prepare for an exchange programme or a get real competitive advantage in the global job market then find out more <a href="#">here</a></p>
<b>Make an application</b>	<p>Applications for 2024–2025 Modern Language courses closes on 10 October 2024.</p> <p><a href="#">Useful guide before applying</a></p> <p>Apply <a href="#">here</a></p>
<b>Contact Details</b>	<p>Please contact <b>Professional Development Centre (PDC)</b>, Bannerman Centre (see separate entry in this Handbook)</p> <p><b>Email:</b> <a href="mailto:modernlanguages@brunel.ac.uk">modernlanguages@brunel.ac.uk</a></p>

# PALs (Peer-assisted Learning)

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<b>Weblink</b>	<a href="#">PALs – Peer-assisted Learning</a>
<b>Details</b>	<p>PALs is an initiative led by students for students</p> <p>First year undergraduate students can meet second, and third year students on their course (PAL Leaders) who have ‘been there and done that’. Regular, informal sessions provide a safe space to discuss any topic including course content, academic study skills and university life.</p> <p>Find out more <a href="#">here</a></p> <p>PAL sessions are timetabled, so check your timetable and turn up! All first-year students are automatically allocated to a PAL group, there is no sign-up process.</p>
<b>Contact Details</b>	Please contact <b>ASK</b> , Academic Skills Development, (see separate entry in this Handbook)

# Parking On Campus

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<b>Weblink</b>	<a href="#">Park on campus</a> <a href="#">Where to park on campus</a> <a href="#">Traffic and Parking Regulations</a>
<b>Details</b>	<p>Eligibility criteria needs to be met to get a permit allowing parking on campus otherwise <a href="#">pay and display</a> will have to be used to avoid a <a href="#">parking fine</a>.</p> <p><b>Applying for a permit:</b></p> <p>Via <a href="#">eVision</a>.</p> <p><b>Cost:</b></p> <p>The price for the academic year is £93 (or £124 if you are a Doctoral Researcher with teaching responsibilities).</p> <p>You can park for free if you:</p> <ul style="list-style-type: none"><li>• Drive a motorcycle or scooter: you need to <a href="#">register</a> to park for free in <a href="#">these areas</a></li><li>• Park before 8am or after 4pm and Monday to Friday or at the weekend: you need to <a href="#">apply</a> for free out of hours access.</li></ul> <p>Exceptions to parking charges:</p> <ul style="list-style-type: none"><li>• Local Authority valid Blue Badge in your name (upload this as part of the application in eVision)</li><li>• NHS Registered Primary Official carer for someone: please email <a href="mailto:StudentSupport@brunel.ac.uk">StudentSupport@brunel.ac.uk</a> with your details, NHS letter as evidence, and your Student ID number explaining why you need an annual permit</li><li>• Mental or physical health condition approved by Student Support and Welfare: please email <a href="mailto:StudentSupport@brunel.ac.uk">StudentSupport@brunel.ac.uk</a> with your details, evidence of the condition, your student ID number and explaining why you need an annual permit.</li></ul> <p>(You will have to allow Student Support and Welfare time to assess and process your case)</p>
<b>Contact Details</b>	Please contact the <b>Student Centre</b> , Howell Building (see separate entry in this Handbook)

# Personal Information – updates

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<b>Weblink</b>	<a href="#">Your personal information</a>
<b>Services</b>	<p>You are responsible for keeping your personal information and contact information up-to-date via <b>myProfile</b> in <a href="#">eVision</a>.</p> <p><a href="#">Emergency Contact Procedure</a></p> <p>Opt-in to nominate someone you know to be the person the university contacts if you are too unwell to do so yourself. You can opt-out at any time.</p>
<b>Contact Details</b>	<p>Please contact the <b>Student Centre</b>, Howell Building (see separate entry in this Handbook)</p>

# Personal Tutors

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<b>Weblink</b>	<a href="#">Your Personal Tutor</a>
<b>Details</b>	<p>Your personal tutor is interested in your academic success, personal growth, and overall well-being. They will be by your side throughout your Brunel journey.</p> <p>They will be linked with you within days of starting your course and will reach out to you individually. You can also check the name of your personal tutor on <a href="#">eVision</a>.</p>

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# Placements: Initial Teacher Education PCGE (leading to QTS)

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<b>Weblink</b>	<a href="#">Initial Teacher Education (PGCE)   Brunel University London</a>
<b>Contact Details</b>	<b>Email:</b> ITE Partnership Office <a href="mailto:cbass-po@brunel.ac.uk">cbass-po@brunel.ac.uk</a> <b>In person:</b> TPO office, ground floor Gaskell Building
<b>Key resources</b>	<a href="#">Equality, Diversity and Inclusion</a>  <a href="#">Policy to support students with disabilities long term health conditions, mental health concerns and neuro diverse conditions.pdf</a>  <a href="#">EDI student work placement policy 2021.pdf</a>  <a href="#">Book an Appointment for Student Support &amp; Welfare</a>  <a href="#">Senate-Regulation-14-2022-04-06.pdf</a>

# Placements (Work)

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<b>Weblink</b>	<a href="#">Work Placements</a> <a href="#">Placement Bursaries – Options</a>
<b>Details</b>	<p>A work placement allows invaluable work experience alongside your degree. Generally, placements are undertaken after the second year of your undergraduate study.</p> <p>The Placement Advisers are subject-specific and provide specialist support and guidance throughout your placement search from application to appointment, and beyond. Placements can be paid or unpaid.</p> <p>During a placement, you continue to have access to all Brunel facilities including library, the Student Centre and Student Union.</p>
<b>Contact Details</b>	<p>Find your subject-specific placement adviser <a href="#">here</a>.</p> <p><b>Email:</b> <a href="mailto:placements@brunel.ac.uk">placements@brunel.ac.uk</a></p>

# Policies and Guidelines

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Weblink	<a href="#">Policies and Guidelines</a>
Details	Current policies and documents are shared <a href="#">here</a> .

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# Practice Education & Practice Placements (CHMLS)

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<b>Weblinks:</b>	<a href="#">Placement Learning Policy</a> <a href="#">Practice Education at Brunel</a>
<b>Services</b>	Information on your practice education experiences, including placements, can be found in Brightspace and your student placement handbook.
<b>Contact Details</b>	<p>The Health Partnership &amp; Placement Teams:</p> <p><b>Email:</b> <a href="mailto:Physio-Placements@brunel.ac.uk">Physio-Placements@brunel.ac.uk</a></p> <p><b>Email:</b> <a href="mailto:Nursingplacements@brunel.ac.uk">Nursingplacements@brunel.ac.uk</a></p> <p><b>Email:</b> <a href="mailto:SWPlacements@brunel.ac.uk">SWPlacements@brunel.ac.uk</a></p> <p><b>Email:</b> <a href="mailto:PlacementsOT@brunel.ac.uk">PlacementsOT@brunel.ac.uk</a></p> <p><u>Additional support and guidance can be sought from:</u></p> <ul style="list-style-type: none"><li>• Divisional Practice Education Leads</li><li>• Department Director of Practice Education at: <a href="mailto:Mark.Wareing@brunel.ac.uk">Mark.Wareing@brunel.ac.uk</a></li></ul>

# Pregnancy, Maternity, Paternity and Adoption

Weblinks	<a href="#">Change in circumstances</a> <a href="#">Student pregnancy policy</a>
Details	Being pregnant should not be a barrier to success at university.  Contact the Student Support and Welfare team to identify and co-ordinate the support.
Contact Details	Please contact <b>Student Support and Welfare Team</b> (see separate entry in this Handbook)

# Professional Development Centre (PDC)

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<b>Weblink</b>	<a href="#">Professional Development Centre</a>
<b>Details</b>	<p>The PDC supports your career journey by:</p> <ul style="list-style-type: none"><li>• providing lots of varied opportunities to boost employability</li><li>• finding your first internship or placement</li><li>• supporting you to get a graduate role</li><li>• getting you started with your own business idea</li></ul> <p>and much more.</p> <p>Specialist teams actively support the individual needs of all our students, get in touch to find out how we can help you:</p> <ul style="list-style-type: none"><li>• <a href="#">Careers team</a></li><li>• <a href="#">Placement team</a></li><li>• <a href="#">Entrepreneur team</a></li><li>• <a href="#">Modern Languages team</a></li><li>• <a href="#">Brunel Volunteers team</a></li></ul> <p>They also organise careers events, fairs and workshops which can be found <a href="#">here</a> and browse by 'career' to view <u>only</u> career events</p>
<b>Contact Details</b>	<p><b>In person:</b> PDC, Level One, Bannerman Centre (up the metal staircase or lift just before the library entrance) Monday to Friday from 09:30 to 16:45</p> <p><b>By Appointment:</b> all appointments need to be booked online <a href="#">here</a> including:</p> <ul style="list-style-type: none"><li>• Quick query appointments</li><li>• Careers appointments</li><li>• Placement appointments</li><li>• Entrepreneur hub appointments</li><li>• Career appointments for doctoral researchers</li></ul>

# Ready Programme

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<b>Weblinks</b>	<a href="#">Ready programme</a> <a href="#">Ready Programme 2024-25 – full brief</a>
<b>Details</b>	<p>READY stands for ‘Reach Every Ambition by Developing Yourself’</p> <p>The READY Programme is an extra-curricular, work experience course completed outside your degree.</p> <p>The challenge is to design, in a team, a product or a service to solve real-life problems faced by people living in a refugee settlement in Zambia which houses over 22,000 refugees who fled civil wars in the region. The programme focuses on the United Nations High Commissioner for Refugees (UNHCR)’s work.</p> <p>The sessions are run in the evening over ten weeks during term one via Zoom.</p>
<b>Contact Details</b>	<p>Please contact <b>Professional Development Centre (PDC)</b>, Bannerman Centre (see separate entry in this Handbook)</p> <p><b>Email:</b> <a href="mailto:ready@brunel.ac.uk">ready@brunel.ac.uk</a></p>

# Records Office

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<b>Details</b>	Maintain and update the student records in the University database and carry out external notifications as necessary.
<b>Contact Details</b>	<b>Online:</b> <a href="#">Brunel Help/Brunel Assist</a> . <b>Email:</b> <a href="mailto:records@brunel.ac.uk">records@brunel.ac.uk</a> <b>Tel:</b> +44 (0)1895 267003

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# Report+Support

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<b>Weblink</b>	<a href="#">Report+Support and information on support available</a>
<b>Details</b>	<p>Providing a fair and inclusive place to live, work and study is at the heart of everything we do at Brunel. Bullying, harassment, discrimination and sexual misconduct is never OK in any form.</p> <p>Use Report+Support to report incidents of harassment, hate crime, bullying or sexual misconduct on campus, whether you have experienced it yourself or seen it happening to some-one else.</p> <p>Report anonymously or leave your contact details.</p> <p>Help us build a better Brunel.</p>
<b>Contact Details</b>	<p><b>Online:</b> report incidents <a href="#">here</a></p> <p><b>Tel:</b> +44 (0)1895 255786</p> <p><b>Emergency:</b> Please contact <b>Security</b> (see separate entry in this Handbook or the back of your student ID card for contact information)</p> <p><u><a href="#">Sexual Violence Liaison Officer (SVLO)</a></u></p> <p><b>Email:</b> <a href="mailto:janine.morley@brunel.ac.uk">janine.morley@brunel.ac.uk</a></p>

# Scholarships and Bursaries

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<b>Weblink</b>	<a href="#">Scholarships and bursaries 2024-5</a> <a href="#">About your scholarship</a>
<b>Details</b>	<p>Brunel offers a range of scholarships and bursaries to provide financial help to eligible students.</p> <p>Terms &amp; conditions of academic scholarships awarded to current students can be found <a href="#">here</a></p>
<b>Contact Details</b>	<p>Please contact the <b>Student Centre</b>, Howell Building (see separate entry in this Handbook)</p>

# Security and Community Policing

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<b>Weblink</b>	<a href="#">Security</a>
<b>Details</b>	<p>Our security and community policing team are here to help keep you safe 24 hours a day, seven days a week throughout the whole year, both on and off-campus.</p> <p>They provide:</p> <ul style="list-style-type: none"><li>• First point of contact in case of an emergency</li><li>• Campus security</li><li>• Crime prevention</li><li>• Parking enforcement</li></ul> <p>The security team are trained First Responders and accredited by the London Ambulance Service and in mental health first aid. They can provide pastoral care and welfare support or refer you to the <a href="#">Student Services</a> if you need more help.</p>
<b>Contact Details</b>	<p><u>Emergency:</u></p> <p><b>In person:</b> Community Policing and Security Department, ground floor Wilfred Brown Building</p> <p><b>Tel:</b> +44 (0)1895 255786 or <b>internal phone extension:</b> 66943</p> <p><u>Non-emergency:</u></p> <p><b>Email:</b> <a href="mailto:security-operations@brunel.ac.uk">security-operations@brunel.ac.uk</a></p>

# Sexual Violence, Harassment and Abuse Support

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<b>Weblink</b>	<a href="#">Sexual violence, harassment and abuse support at Brunel</a>
<b>Details</b>	<p>Brunel does not tolerate any form of sexual violence, harassment or abuse.</p> <p>Our Sexual Violence Liaison Officer (SVLO) will support you with any incident regardless of when it took place, on or off campus or who was involved. You don't need to name anyone involved. The SVLO will listen to you, guide you through options and support you through whatever choices are right for you.</p>
<b>Contact Details</b>	<p>Please contact <b>Security</b> (see separate entry in this Handbook or the back of your student ID card)</p> <p><a href="#">Sexual Violence Liaison Officer</a></p> <p><b>Email:</b> <a href="mailto:janine.morley@brunel.ac.uk">janine.morley@brunel.ac.uk</a></p> <p><b>Make an appointment:</b> Please contact <a href="#">Student Support and Welfare team</a> (see separate entry in this Handbook)</p>

# Student Centre

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<b>Social Media</b>	Follow us: <a href="#">@Brunel_Uni_SC</a>
<b>Details</b>	<p>The Student Centre can help you with:</p> <ul style="list-style-type: none"><li>• administrative queries</li><li>• registration activities</li><li>• graduation queries</li><li>• immigration questions</li></ul> <p>For all other enquiries, they will guide you to the appropriate team.</p>
<b>Contact Details</b>	<p><b>In person:</b> Front office, The Student Centre, Howell Building</p> <p>Monday to Thursday from 09:00 to 16:30 and Friday from 10:00 to 16:30</p> <p><b>Tel:</b> +44 (0)1895 268268</p> <p>Monday to Thursday from 09:00 to 16:30 and Friday from 10:00 to 16:30 (the telephone lines are closed between 12:00 and 14:00)</p> <p><b>Campus location:</b> <a href="#">Student Centre</a></p> <p><b>Online:</b> <a href="#">Brunel help</a>. You can use the portal to either get an <a href="#">instant answer</a> by adding a key word or <a href="#">raise a query, track and view responses</a>.</p> <p><u>Immigration team:</u></p> <p><b>Email:</b> <a href="mailto:immigration@brunel.ac.uk">immigration@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 268268 selecting Option 6</p> <p><u>Student Support and Welfare team:</u></p> <p><b>Email:</b> <a href="mailto:studentsupport@brunel.ac.uk">studentsupport@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 268268 selecting Option 2</p>

# Student Engagement Team

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## Details

If you are struggling with your course or feeling demotivated then have a chat with the Student Engagement Team (SET).

They can:

- help you identify the support needed to get the most out of your university experience
- guide you through the abeyance process.

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## Contact Details

**Tel:** +44 (0)1895 267247

**Email:** [SET@brunel.ac.uk](mailto:SET@brunel.ac.uk)

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# Student Finance

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<b>Weblink</b>	<a href="#">Student Finance</a> <a href="#">International</a> / <a href="#">Online</a>
<b>Details</b>	<p>The team provides support including:</p> <ul style="list-style-type: none"><li>• Student finance queries.</li><li>• Refunds.</li><li>• Tuition fee invoicing queries.</li><li>• Bursary payments.</li><li>• Accommodation fee queries</li><li>• All other ad-hoc student charges.</li></ul> <p>There is an on-campus service available for you to request and receive advice regarding financial hardship.</p> <p>Online payments can be made <a href="#">here</a>.</p>
<b>Contact Details</b>	<p><b>Online:</b> Raise a query in <a href="#">Brunel Help</a> for:</p> <ul style="list-style-type: none"><li>• Student finance queries</li><li>• Refunds</li><li>• Fee-related queries</li></ul> <p><u>Income Office:</u></p> <p><b>Email:</b> <a href="mailto:incomeoffice@brunel.ac.uk">incomeoffice@brunel.ac.uk</a> for online payment queries which can take upto 48 hours to show on your account.</p> <p><b>Tel:</b> +44 (0)1895 265264 from Monday to Friday from 10:00 to 13:00 for payments that cannot be made online, please have your student ID number.</p> <p><u>Flywire:</u></p> <p>Payment enquiries should be directed to:</p> <p><a href="mailto:support@flywire.com">support@flywire.com</a> quoting the student Payment ID,</p> <p><a href="#">Help on Flywire</a></p>

# Student ID Card

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<b>Weblink</b>	<a href="#">Your ID card</a>
<b>Details</b>	<p><b>Lost ID Card:</b></p> <ul style="list-style-type: none"><li>• If the ID card is handed in then you will receive a text message and it can be collected from the <a href="#">Student Centre</a>.</li><li>• If an ID card is lost then contact the Student Centre for a replacement which is chargeable.</li></ul> <p><b>Stolen ID card:</b></p> <ul style="list-style-type: none"><li>• A stolen card should be reported to the police, and the crime reference number given should be noted.</li></ul>
<b>Contact Details</b>	Please contact the <b>Student Centre</b> , Howell Building (see separate entry in this Handbook)



# Student Loans Company

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<b>Weblink</b>	<a href="#">Student Loans Company – Brunel</a> <a href="#">Student finance for undergraduates: Overview – GOV.UK (www.gov.uk)</a>
<b>Details</b>	<p>The <a href="#">Student Loans Company</a> is a government-owned organisation who administers student loans and grants to students at universities and colleges in the United Kingdom.</p> <p>Find out more of the types of the loans on offer, and the terms <a href="#">here</a>.</p>
<b>Contact Details</b>	<p>Please contact either the <b>Student Support and Welfare team</b> or the <b>Union of Brunel Students</b> Advise Service (see separate entries in this</p> <p><a href="#">Student Loans Company:</a></p> <p><a href="#">Contact the Student Loans Company – GOV.UK (www.gov.uk)</a></p>

# Student Support and Welfare Team

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<b>Details</b>	<p>The Student Support and Welfare Team can:</p> <ul style="list-style-type: none"><li>• provide comprehensive, confidential and impartial advice on support and facilities available within the University to enable you to participate fully in your studies,</li><li>• support and guide you on personal, welfare and financial issues.</li><li>• book appointments for you to access the Counselling and Mental Wellbeing Service and Disability and Dyslexia service.</li></ul> <p>The team also has a dedicated officer to support and guidance to estranged, care-experienced and student carers.</p>
<b>Contact Details</b>	<p>Please contact the <b>Student Centre</b>, Howell Building (see separate entry in this Handbook)</p>

# Student Wellbeing Team

(includes all disabilities, neurodiverse learning differences, medical, sensory needs and mental health)

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<b>Weblink</b>	<a href="#">Disability and specific learning difficulties</a> <a href="#">Mental wellbeing services</a> <a href="#">Self-Care</a>
<b>Details</b>	<p>The Wellbeing Advisers supports students who report a disability, or are referred to the Team by their lecturers or personal tutors.</p> <p>They can recommend reasonable adjustments and any extra support you may need in your teaching and learning, exams or accommodation.</p> <p>Brunel also has a range of facilities and equipment for you:</p> <p><b><a href="#">Assistive Technology Centre (ATC)</a></b></p> <p>The University provides access to a variety of equipment and software, some of which is available for you to loan, to assist with your studies including: magnifiers, height adjustable desks and specialised software designed for accessibility.</p> <p>Meet our specialist Assistive Technology Adviser for advise on the best technology and software to meet your needs.</p> <p><b>Sensory Room</b></p> <p>We are the first British university to have a sensory room.</p> <p>If you suffer from anxiety then you may benefit from having this safe, calming space to help regulate your emotions.</p>
<b>Contact Details</b>	Please contact the <b>Student Centre</b> , Howell Building (see separate entry in this Handbook)
<b>Out of hours support</b>	<p>Access out of hours support <a href="#">here</a>:</p> <p><b>Freephone UK:</b> 0800 0318227</p> <p><b>WhatsApp/SMS:</b> Text 'Hi' to +44 7418 360 780</p> <p><b>International:</b> 00353 1 518 0277</p> <p><b>On-line platform:</b> app.spectrum.life (password: brunelUL)</p>

# Study Abroad

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<b>Weblink</b>	<a href="#">Working and studying internationally (brunel.ac.uk)</a> <a href="#">Your Options (brunel.ac.uk)</a>
<b>Details</b>	<p>Broaden your horizons and become a global graduate. Explore the options of working, studying or training abroad from:</p> <ul style="list-style-type: none"><li>• <a href="#">International exchange programme</a></li><li>• International Summer School</li><li>• First Mobility</li></ul>
<b>Contact Details</b>	<p><b>Email:</b> <a href="mailto:exchanges@brunel.ac.uk">exchanges@brunel.ac.uk</a></p> <p>Contact the <b>Professional Development Centre</b> Bannerman Centre (see separate entry in this Handbook)</p>

# Study Spaces on Campus

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<b>Weblink</b>	<a href="#">Booking rooms and resources</a>
<b>Details</b>	Book a group study room or study space on campus.
<b>Contact Details</b>	Please contact <b>Library</b> , Bannerman Centre (see separate entry in this Handbook)

# Taught Programmes Office (TPO)

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<b>Weblink</b>	<a href="#">Your TPO</a> <a href="#">TPO – faqs</a>
<b>Details</b>	<p>Each College has their own taught programmes office (TPO). The team will guide you in all academic-related queries including:</p> <ul style="list-style-type: none"><li>• Viewing timetable and seminar groups</li><li>• Brightspace / WISEflow</li><li>• The College Student Information</li><li>• Module / programme changes</li><li>• Assessment submissions</li></ul> <p>The TPO can also refer you to other personal and academic support teams within the University.</p> <p>Find out your College <a href="#">here</a>.</p>
<b>Contact Details</b>	<p>Contact your Taught Programmes Office (TPO) in person, or by telephone, email or online through Livechat.</p> <p>Find your TPO's details <a href="#">here</a>.</p>

# Term Dates

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**Weblink**

[Term Dates](#)

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# Timetabling

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<b>Weblinks</b>	<a href="#">Your timetable</a> <a href="#">How to access your timetable</a>
<b>Details</b>	<p>Your timetable will show where and when your teaching, seminars and lectures will take place.</p> <p>The 2024/5 Programme and Module timetables can be accessed via a system called <a href="#">Publish</a> which requires your student number and password to log in.</p> <p>Find out more about accessing your timetable <a href="#">here</a>.</p>
<b>Contact Details</b>	<p>Please direct any queries through your <a href="#">Taught Programmes Office (TPO)</a></p>



# Tuition Fees

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<b>Weblinks</b>	<a href="#">Paying your tuition fees</a> <a href="#">Online payment facilities for students</a>
<b>Details</b>	<p>Tuition fees are payable when you enrol at the start of the academic year and you should seek clarification immediately if you do not believe your tuition fee is correct.</p> <p>Payment dates can be found <a href="#">here</a></p> <p>How to pay your tuition fees will depend on how you are funded and the different options are detailed <a href="#">here</a></p>
<b>Contact Details</b>	Please contact the <b>Student Centre</b> , Howell Building (see separate entry in this Handbook)

# Union of Brunel Students

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<b>Weblink</b>	<a href="#">Union of Brunel Students</a> <a href="#">The Advice Service</a>
<b>Details</b>	<p><b>Union of Brunel Students</b></p> <p>Find out more about your student union <a href="#">here</a></p> <p><b>The Advice Service:</b></p> <p>A confidential service for all students run by the Union of Brunel Students. The Advice Service is independent from the University, so can represent you in your dealings with the University without a conflict of interest.</p> <p>Get free and non-judgemental advice on many aspects of university life including university procedures, housing, wellbeing, student funding and money.</p>
<b>Contact Details</b>	<p><b>In person:</b> Student Union Office, Hamilton Centre</p> <p><b>Email:</b> <a href="mailto:advice@brunel.ac.uk">advice@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 269169 and leave a voicemail with your Brunel student ID number and an email address.</p>

# Volunteering

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<b>Weblink</b>	<a href="#">Brunel Volunteers</a>
<b>Details</b>	<p>Boost your CV and gain new experiences by accessing volunteering opportunities either on campus, local community, international or non-governmental organisations.</p> <p>We are registered with over 200 organisations with volunteering roles.</p>
<b>Contact Details</b>	<b>Email:</b> <a href="mailto:brunelvolunteers@brunel.ac.uk">brunelvolunteers@brunel.ac.uk</a>

# Working Whilst Studying

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<b>Weblink</b>	<a href="#">Work while you study</a> <a href="#">Finding work as an international student</a>
<b>Details</b>	If you want to earn money and gain valuable work experience while studying then we can help you find part-time opportunities on and off campus and support you through the application process.
<b>Contact Details</b>	<p><a href="#">On campus vacancies – Job Shop</a></p> <p><b>In person:</b> Job Shop, Hamilton Concourse (next to Parcel Hub) Monday and Wednesday from 10:00 to 16:00</p> <p><b>Tel:</b> +44 (0)1895 2657559</p> <p><b>Email:</b> <a href="mailto:jobshop@brunel.ac.uk">jobshop@brunel.ac.uk</a></p> <p><a href="#">Off campus vacancies – PDC</a></p> <p>Please contact the <b>Professional Development Centre</b> (see separate entry in this Handbook)</p>

# Young Adult Carers

<b>Weblink</b>	<a href="#">Young Adult Carers – Student Support</a>
<b>Details</b>	<p>The University supports verified Young Adult Carers enrolled on an undergraduate course and details of that support can be found <a href="#">here</a></p> <p>Young Adult Carer is someone aged 18–24 who has unpaid caring responsibilities for a friend or relative.</p> <p>Examples of caring responsibilities can include (but are not limited to):</p> <ul style="list-style-type: none"><li>• Practical tasks – cooking, housework, shopping</li><li>• Physical care – helping someone out of bed</li><li>• Emotional support – talking or listening to someone who is distressed.</li><li>• Personal care – helping someone dress or go to the toilet</li><li>• Manage the family budget</li><li>• Collect prescriptions</li><li>• Help giving medications</li><li>• Looking after siblings</li></ul> <p>You can be verified through your GP, membership of a carers support organisation, an external professional aware of your circumstances or through relevant documentation.</p>
<b>Contact Details</b>	<p><b>Book an appointment:</b> <a href="#">Brunel Assist</a></p> <p><b>Email:</b> <a href="mailto:URSupport@brunel.ac.uk">URSupport@brunel.ac.uk</a></p> <p><b>Tel:</b> +44 (0)1895 267861</p> <p>Please contact the <b>Student Centre</b>, Howell Building (see separate entry in this Handbook)</p>
<b>Useful links</b>	<ul style="list-style-type: none"><li>• <a href="#">Brunel Summer Internship Programme</a></li><li>• <a href="#">Brunel Professional Mentoring Programme</a></li><li>• <a href="#">Additional Financial Support</a></li><li>• <a href="#">The Carers Trust</a></li><li>• <a href="#">Adult Dependants Grant</a></li></ul>





The information in this Handbook is correct on the date of publication in October 2024 and as detailed on the Brunel student intranet BruNet.

If you have any questions about this Handbook or wish to share your thoughts, then please contact:  
[trupti.patel@brunel.ac.uk](mailto:trupti.patel@brunel.ac.uk)