Your creative future starts here.
## Welcome Guide 2017/18

### Important info for all new students

This guide is designed to help you settle into your new life as a student at University of the Arts London (UAL).

In this half you’ll find information for all UAL students and in the other half you’ll find information specifically about your college.

### How to use this guide

1. **This means you can find out more online.** Just go to arts.ac.uk and enter the term we suggest.
2. **This means there’s more detailed information in the other half of the guide.**
3. **This means there’s a website to check.**
4. **This means there’s a telephone number.**
5. **This means there’s an email address.**

### Welcome

- **Need to know**
  - What to do in your first few weeks
  - Useful contacts / Health and safety
  - Term dates and opening times
  - Moodle / Library and Learning Zones
  - University Archives, Museums and Special Collections
  - IT and WiFi access
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### Support and wellbeing

- Diversity / Academic Support / Languages
- Student Services
- Extenuating Circumstances / Tell Someone

### Making the most of UAL

- Useful tools
- Living in London / Accommodation / Halls Life / Social Programme
- Staying safe
- Commonplace / Events
- Arts Students’ Union
- Careers and Employability / Erasmus+

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“Don’t be afraid to take risks. Fail and fail again - you’re here to learn and improve.”

Jermaine Robinson
BA (Hons) Sculpture (Camberwell)

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The Big Welcome

Organised by UAL and Arts Students’ Union, The Big Welcome includes arrival activities, introductions, wayfinding, events, trips, socials, parties, enrolment and course inductions – everything you need to start your student life.

This is part of Making it Happen, a programme designed to make your time as a student the best it can be. You’ll hear lots more about it throughout your time here, so look out for ways to get involved!

Welcome to UAL

I’m delighted you’ve chosen to start your creative future at University of the Arts London, which is made up of six world-renowned colleges:

- Camberwell College of Arts
- Central Saint Martins (CSM)
- Chelsea College of Arts
- London College of Communication (LCC)
- London College of Fashion (LCF)
- Wimbledon College of Arts

You’ve joined a vibrant community of 19,000 students from more than 130 countries. You’re also in one of the best cities in the world for art and design, with lots of opportunities to make the most of student life. To help you navigate your first few weeks at university in London, and to take advantage of all there is to offer, we’ve created this handy two-part guide. Read it, make notes in it, do the checklist on the next page and hold onto it for future reference.

I hope you have a fantastic time at UAL and I wish you every success for your future.

Nigel Carrington
Vice-Chancellor

You can also find this guide on our website, by searching ‘The Big Welcome’.

Grayson Perry
University of the Arts London Chancellor
What to do in your first few weeks

We want you to feel confident when you join us, so we have put together the following top 10 things to do when you start at UAL.

At UAL

☐ Read this guide
An easy one to tick off – read the whole guide to get set up and settled in.

☐ Set up your email account
You need to set up your UAL account before you can enrol. Find your username and temporary password in the information pack you have been sent if you’re a UK student or in your offer letter for international students. It’s essential you keep checking your UAL email account as it’s where you’ll get important news and updates. You can set up an auto-forward from your UAL email to your personal email to make sure you don’t miss anything.

☐ Change your temporary password
You can only log in three times with your temporary password before your account is locked, so change it right away by going to pss.arts.ac.uk.

☐ Download MyUAL
MyUAL is our free student app with all the essential info you’ll need in one place like your timetable, events, jobs, news and more. Find it on the App Store or Google Play and log in with your account details.

☐ Get your student ID card
You will receive these at your enrolment session. You will need to present your card to access all UAL buildings and for printing.

☐ Go to your enrolment and course inductions
You’ll have already been sent details of these.

In London

☐ Get a TV Licence
You must have a TV Licence to watch or record programmes on any device as they’re broadcast, and to download or watch BBC programmes on iPlayer. You can be fined up to £1,000 if you’re watching TV without a licence, so make sure you get one by going to tvlicensing.co.uk.

☐ Get Council Tax exemption
This is a tax paid to local councils who provide services like fixing roads and running community centres. Students on most full-time courses don’t need to pay Council Tax.

☐ Register with a doctor
Whenever you move house it’s important to register with a doctor as soon as possible so that if you’re ill you won’t be stuck without medical care.

☐ Open a student bank account
You can do this by going into a bank branch of your choice – we’d recommend going to one close to your new home in London. If you’re not from the UK you’ll need to bring a copy of your visa and a valid passport.

Need to know

“Everything you want is on your doorstep. London is such a big place and there’s something for everyone, especially for creatives.”

Polly Green
BA (Hons) Photography (Camberwell)
Useful contacts

Accommodation Services 020 7514 6240
Counselling Service 020 7514 6251
Disability Service 020 7514 6156
Estates Helpdesk 020 7514 8000
Health Advice Service 020 7514 6251
IT Service Desk 020 7514 9898
Student Advice Service 020 7514 6250
UAL switchboard 020 7514 6000

Health and safety

We want UAL to be a safe place for all students, staff and visitors, so we take health and safety very seriously. You’ll be given detailed safety information during your course induction, like fire and emergency procedures and rules for using machinery in a safe and sensible way.

Smokers – please remember that the university doesn’t allow smoking on any of its premises including around the entrances to the colleges. If you wish to smoke you must leave the building and be at least five metres away from any doors or openings. This also applies to e-cigarettes and vapes.

Term dates

These are the general university term dates for 2017/18 but specific dates may vary for some courses.

**Autumn term**
- Higher Education: Monday 25 September 2017 – Friday 8 December 2017
- Further Education: Monday 4 September 2017 – Friday 15 December 2017

**Spring term**
- Higher Education: Monday 8 January 2018 – Friday 16 March 2018
- Further Education: Tuesday 2 January 2018 – Friday 23 March 2018

**Summer term**
- Higher Education: Monday 16 April 2018 – Friday 22 June 2018
- Further Education: Monday 9 April 2018 – Friday 18 May 2018

Opening times

The university is always open during term-time and closed on national holidays. Opening times vary during vacation periods so please check the arrangements at your college.

National holidays
- Christmas Day / Boxing Day – 25 & 26 December 2017
- New Year’s Day – 1 January 2018
- Easter weekend – 30 March – 2 April 2018
- May bank holidays – 7 & 8 May 2018
- Summer bank holiday – 27 August 2018

Khalil Madovi
Foundation Diploma in Art and Design (CSM)
**Moodle**

This is our virtual learning environment (VLE) and is where you’ll find information specific to your course, including your timetable and the course handbook as well as your grades throughout the year. Your course site will have important announcements and assignment details and should be checked regularly.

Visit moodle.arts.ac.uk or access via MyUAL app.

**Libraries and Learning Zones**

As a UAL student you can access all six college libraries. Just bring your ID card to start exploring and borrowing. You can also search the catalogue online and have books sent to the library that’s easiest for you to get to.

Our libraries have group and individual study zones, access to computers, photocopying and printing. We can also lend you a laptop. Library staff can help you make the most of our huge collection of print and online resources. For library inductions speak to your tutors or ask staff in your college library.

Learning Zones are for social and activity-based study in an informal environment. They can be found at Camberwell, CSM and LCC.
University Archives, Museums and Special Collections

The libraries have outstanding physical and digital collections in art, design, communication, fashion and performance. Contemporary and historical archives and special collections include zines, material samples and artists’ books. You can access these collections in the college libraries.

You can also access the University Archives and Special Collections Centre at LCC which specialises in material about printing, graphics and film, including the famous Stanley Kubrick Archive. Other collections include the LCF Archive and the Museum & Study Collection at CSM.

“IT and WiFi access

University IT services

IT Services looks after all the digital stuff at UAL including your account, your email, computers, printing and online security.

WiFi access

Connect to UAL-WiFi using your UAL username or email and password.

UAL text alerts

We’ve recently introduced text alerts for major incidents like building closures or big network outages. We’ll only message when we really have to so that when we do you’ll know it’s important.

Student fees and funding

The Student Advice and Funding Service has information and advice about funding options available to cover tuition fees, living costs and course costs.

Immigration and visas

Students from countries outside the European Economic Area (EEA) and Switzerland, who are not already living in the UK, may need a visa to enter and study at UAL.

‘Collections and archives’

‘IT Services’ to find out how to get MS Office 2016 for FREE

‘Student fees and funding’ to find out more about scholarships, bursaries and awards

‘Immigration and visas’

Get 24/7 IT support by calling 020 7514 9898

Unique McGuinness
BA (Hons) Cordwainers Fashion Bags and Accessories: Product Design and Innovation (LCF)
Support and wellbeing

Diversity

We want UAL to be an inclusive and supportive environment for everyone. We are committed to promoting equality and diversity on grounds of age, caring responsibilities, disability, gender, gender identity, nationality, race, religious belief (or no belief), sexual orientation or socioeconomic class.

The Equality and Diversity Officer for Students works in partnership with Arts Students’ Union to support initiatives to promote this and also provides confidential advice and guidance to trans and non-binary students, student carers and parents and students from diverse faith backgrounds.

English and Modern Languages

If English isn’t your first language, we offer specialist tutorials, classes and workshops in the Colleges throughout the academic year. These are all free to students on a full time course at UAL. We also offer evening courses in French, German, Italian, Japanese, Mandarin and Spanish taught in the context of art and culture.

Academic Support

Academic Support is provided to help you develop approaches to learning and skills that will be useful in your student life and as a future professional. Academic Support tutors will be introduced to you during induction events.

Through Academic Support, you can explore and improve your own learning and study practices in areas such as thinking, reading, writing, research, making presentations and working as a team. You’ll learn to use libraries, archives, digital tools and environments skillfully, and to understand university expectations and assessment processes.

Visit academicsupportonline.arts.ac.uk to find resources and links to one-to-one and group sessions in your college and across UAL.

Email academicsupport@arts.ac.uk if you can’t find what you need and we’ll get back to you.

Mariah Courtney
FdA Interior Design (Chelsea)

“No judgement or negativity, just innovation and inspiration.”
Student Services

There’s loads of support available to you throughout your time here. Our Student Services staff provide a professional, confidential and free service to all UAL students.

Student Advice Service
Get support with financial and immigration questions and advice on any problems that may occur in day-to-day life.

Counselling, health advice and chaplaincy
No matter how big or small a problem, if you’re worried about something, feeling emotional or just want to talk, we want to help. Get in touch:

<table>
<thead>
<tr>
<th>Counselling Service</th>
<th>020 7514 6251</th>
<th><a href="mailto:counselling@arts.ac.uk">counselling@arts.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent appointments</td>
<td>020 7514 6251</td>
<td></td>
</tr>
<tr>
<td>Health Advice</td>
<td>020 7514 6251</td>
<td><a href="mailto:studenthealth@arts.ac.uk">studenthealth@arts.ac.uk</a></td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>07872 816157</td>
<td><a href="mailto:w.whitcombe@arts.ac.uk">w.whitcombe@arts.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td>07843 329587</td>
<td><a href="mailto:m.w.dean@arts.ac.uk">m.w.dean@arts.ac.uk</a></td>
</tr>
<tr>
<td>Arts Students’ Union</td>
<td>020 7514 6270</td>
<td>arts-su.com/help/advice</td>
</tr>
<tr>
<td>Accommodation</td>
<td>020 7514 6240</td>
<td><a href="mailto:accommodation@arts.ac.uk">accommodation@arts.ac.uk</a></td>
</tr>
</tbody>
</table>

Disability and Dyslexia
The Disability Service provides advice and support for disabled students and to students who are dyslexic or have any other specific learning difficulty. Support is available at any point throughout your time at UAL.

Extenuating Circumstances
Extenuating Circumstances are things which are unexpected, significantly disruptive and beyond your control, which may affect your ability to meet assessment and course deadlines. If you’re concerned about your grades or think you might be eligible for Extenuating Circumstances, your course leader should be the first point of contact.

Tell Someone
The university does not tolerate any form of bullying, harassment or sexual violence. If at any point you have concerns, or want to talk to someone in confidence you can contact Tell Someone.

tellsomeone@arts.ac.uk
Making the most of UAL

“Sometimes the best learning adventures take place outside of the classroom, so go out and explore!”

Ngoc Trieu
BA (Hons) Design Management & Cultures (LCF)

Useful Tools

New UAL portfolio tool

Soon you’ll have access to a new UAL portfolio tool launching in the autumn term where you can present your work alongside other UAL students from across various subjects. As a new student, this portfolio tool will enable you to see what your peers are working on. Eventually you’ll be able to create your own profile, present your work for potential employers and partners, and connect by networking with other students. Look out for more info.

Media Lab at LCF

Based in Room C304 on the third floor at Lime Grove, LCF’s Media Lab provides a variety of printing and processing resources open to all students across all courses at UAL. It includes three areas:

- **Digital Print**: Printing for photography, fine art and illustration, as well as booklet printing, binding and dye sublimation.
- **Digital Textile Print**: Printing for fabric and textiles.
- **Darkrooms**: Traditional film processing and printing facilities.

You can also collect equipment for hand processing and printing in the darkrooms and purchase print materials and processes paid for through the e-store.

- estore.arts.ac.uk
- media.print@fashion.arts.ac.uk
- 020 7514 7488

Virtual tours UAL

Our colleges have an extensive range of professional workshops and facilities on offer. Take a virtual tour around our shared spaces, studios and workshops at a college location arts.ac.uk/study-at-ual/facilities/virtual-tours-ual.

“Take that opportunity - it may have a great impact on you and your work.”

Polly Green
BA (Hons) Photography (Camberwell)
Living in London

A global cultural and creative centre, London is at the heart of our six colleges. Moving here is exciting but can also be a bit daunting.

Accommodation Services

Whether you choose to live in one of our halls of residence or in a privately rented home, our Accommodation Services team can help you find a suitable place to live.

accommodation@arts.ac.uk
020 7514 6240

Halls Life and Social Programme

Run by Accommodation Services, Halls Life has lots of useful information for students including FAQs, student blogs, wellbeing advice and much more. You can also find out about events taking place in the halls and around London run by the Social Programme.

hallslife.arts.ac.uk
UALSocial
@UALsocial
@UALsocial
Staying safe

London is generally a safe city to live in, but like any new place, you should take time to learn how to look after yourself and your belongings. Here are some top tips:

- Keep your purse or wallet close to your body and don’t carry too much cash.
- Keep all valuables out of sight when out and about, especially when in crowded places.
- Carry your laptop in a rucksack rather than a laptop bag so it’s not easily seen.
- Register your pocket electronics (phone, iPad, iPod) for free on immobilise.com so if they get stolen and police have to search for them, they can check the serial number and track you as the owner.

Plan your route before you leave; the Transport for London website tfl.gov.uk is a good place to start.

- Avoid walking alone at night; keep to well-lit main roads or take a taxi for longer distances; only use registered taxis or minicabs.
- Report any incidents, suspicious activity or stolen belongings to the police; dial 101 for your nearest police service or 999 in an emergency.
- Go to an Accident and Emergency (A&E) department at your nearest hospital if you have a serious injury or illness.

And don’t forget to keep in touch with your family too so they know you’re doing ok!
Commonplace

Commonplace is an online community which includes a noticeboard to find houses/flatmates and stuff for sale. You can also find illustrated FAQs, maps, recipes and advice about living in London and studying at UAL, all from existing students.

Get started by logging into commonplace.arts.ac.uk with your UAL username and password.

Events

There are loads of events that you can get involved in to make the most of your time here. From summer degree shows to seminars, workshops, talks and symposiums there really is something for everyone in our schedule.

Arts SU

Hello and welcome from Arts Students’ Union (Arts SU).

Being part of Arts SU means you can join our societies and sports teams, meet new people and make your time at UAL memorable by running your own events. You can also get discounts on London living, pick up hands-on industry experience and run campaigns that create change within your course, your college or the whole of UAL.

Arts SU is a student-run organisation, meaning we are led by you; providing you a democratic platform, which makes us totally independent from and different to the university. Every year you elect UAL students to lead Arts SU to defend your rights and influence the university to change things for the better like securing funding for mental health services and 24 hour access to the CSM library.

We run a bar and two not-for-profit cafés, offer free academic, housing and employment advice and facilitate fantastic fitness programmes. We also throw some pretty awesome parties and events!

When you see us, say hi, we’re excited to get to know you!

Arts SU
Hansika, Katayoun, Leah and Sahaya

arts-su.com
Careers and Employability

We’ve got loads of opportunities for you to take advantage of via our careers advice service. Through this you can:

Find paid jobs and internships on the Creative Opportunities jobs board (creativeopportunities.arts.ac.uk) and through our temping agency, ArtsTemps (ualartstemps.co.uk)

Work on any skills you might need to get a job, to freelance, or start your own business using our online resources

Use our practical guides and workshops to take you through everything from CV writing and tips for interviews, to pricing your work or coming up with a business plan

Attend exciting events and industry talks which take place throughout the year across our six colleges and during Creative Enterprise Week in November and Graduate Futures Week in July

Access funding to help you as a designer or artist, or to start a business, as well as providing opportunities to show your work at various exhibitions and trade fairs

Benefit from a mentor by your side as you transition into professional working life

Learn about your Intellectual Property by making use of our IP Education resources

Student Mobility and Erasmus+

At UAL we really want you to go and explore your full potential, which might include studying or working abroad during your time here. Erasmus+ is the European Commission’s education programme for UK education, training, youth and sport opportunities across Europe.

You can study at partner universities in countries like Germany and Australia as well as working in a traineeship or internship during your degree.

"A HIGHLIGHT HAS BEEN AN ERASMUS EXCHANGE TO ANTWERP. IT WAS GREAT BEING ABLE TO RETURN TO MY COURSE AND APPLY EVERYTHING THAT I HAD ABSORBED AND DISCOVERED."

Levi Naidu-Mitchell
BA (Hons) Fine Art CSM