London College of Communication

Welcome guide
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UAL guide

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This guide is designed to help you settle into your new life as a student at London College of Communication (LCC), University of the Arts London (UAL). In this half you’ll find information specifically about London College of Communication and in the other half you’ll find information for all UAL students.

The information included within this guide was correct at the time of publishing. However, due to COVID-19, access to our sites and services may change. Please visit www.arts.ac.uk/students/the-big-welcome for the latest information and advice.

How to use this guide:
- This means you can find out more online
- This means there is an email address
- This indicates information about sustainability
Welcome to London College of Communication (LCC). There’s a lot that goes on here, so we’ve come up with this guide packed full of key information to help you make the most of your time at the College – starting from day 1.

You’re joining a creative community of around 5,000 students, who study a range of disciplines spanning the exciting, constantly-evolving design, media and screen industries. During your time at LCC, you’ll have the opportunity to get involved in a wide range of projects, clubs, events and collaborations. Sometimes you’ll be invited to these by your course teams. But we also encourage you to actively seek out opportunities to get involved in.

This guide tells you where you’ll find information on inspiring and exciting activities, societies and clubs, and how to go about meeting both like-minded and very different people to you. Some of these events and activities will be online, some will be in our buildings, and some will be on location elsewhere in London. Take a look at what’s on, via our website, social media channels, and in our LCC student email newsletter. And most importantly, get involved!

The guide also covers all the important stuff, such as where to go for advice on finance and accommodation, and who’s there to help when you need someone to talk to.

The LCC experience is all about learning by doing, so get your hands dirty and make the most of your time here through exploring our fantastic facilities and technical spaces; by getting stuck into projects; and by attending extra-curricular events and activities.

We can’t wait to see what you bring to life at LCC. And remember, we’re here to support you along the way. Good luck!

Natalie Brett
UAL Pro Vice-Chancellor and Head of London College of Communication
Student voices

“The methods of teaching, importance on diversity and inclusivity as well as ensuring collaboration between students and staff are some of the reasons why I chose to study here.”

Prachee Mashru
BA Media Communications

“London College of Communication’s facilities made me really excited to come and create new work, and living in London meant being in the heart of the creative industry.”

James Greenhalgh
BA Photography

“During second year, a wide variety of guest speakers came to talk to us about their career pathway in the media industry.”

Emeline Taverne
BA Media Communications
Need to know

Where to find us
London College of Communication
Elephant and Castle
London
SE1 6SB

Nearest transport
• Elephant and Castle Underground

Term time opening hours:
Monday – Friday: 8.30am - 9pm
Saturday (authorised access): 11am - 5pm
Sunday (except for library access): Closed

Please note building access and opening hours may change depending on government guidance.

Finding your way around LCC
During your first term, you will be given tours of the buildings as part of your induction.

Information Centre
The Information Centre is based at the main entrance of LCC, and is the first place to go to if you have any questions about almost anything, including:
• Help with accessing Moodle and timetables
• Changing College log-in details
• Finance advice
• Admissions and on-course support
• General enquires and signposting to UAL departments

You’ll also be able to collect important items from the Information Centre, including:
• Confirmation of enrolment and proof of student status
• Replacement ID cards
• Bursary cheques
• Letters for bank accounts (please remember to provide your bank name and branch address)
• Letters for Council Tax exemptions.

Please note: alternatively, you can download the appropriate letter for confirmation of enrolment and proof of student status by logging into the UAL Portal.
You can also email the Letter Request inbox for bank account letters and Council Tax exemptions:
letterrequest@lcc.arts.ac.uk

Opening hours
Information Centre
Monday – Friday: 9.30am - 4.30pm
Reception (during term time)
Monday – Friday: 8.30am - 7pm
lcc.contact@arts.ac.uk
+44 (0)20 7514 6599

Lockers
Lockers are available for you to store your belongings in for a term. Keys are bookable online via the Online Resource Booking (ORB) site and can be collected from the Kit Room. You can find out more about our Kit Room further on in this guide.
Visit orb.arts.ac.uk to book a locker

Bike storage
Bike storage is available at the front of the building and in the car park.

Gender neutral toilets
LCC is committed to providing facilities for everyone. Gender neutral toilets are located:
• On the 4th floor of the Media Block
• At the back of the Typo Café
• On the 2nd, 3rd, 7th, 11th, 13th and 14th floors of the Tower Block

Showers
Showers are available on the ground floor of the Workshop Block, and on the 11th and 14th floors of the Tower Block.

Quiet spaces
The Multi-faith Space is in TG12, next to Lecture Theatre B, and is available to all staff and students for quiet reflection and prayer.
The Quiet Space in W102 is multi-functional and can be used for a variety of activities including first aid, prayer, personal reflection, health requirements, breastfeeding and rest.
ID Cards

When you enrol, you’ll receive a student ID card and holder. UAL operates a strict ‘no pass, no entry’ policy to ensure security across all sites, so please remember to bring your ID card with you every day, especially as you’ll also need it for printing.

‘I'M IN’ is an electronic system which monitors attendance and engagement. You’ll need your ID card to tap into the room each time you attend your classes on site.

Q: What should I do if I forget or lose my ID card?
If you forget your card, just speak to the Information Centre team who will advise you how to get a temporary pass. Temporary passes are limited per student, so try to remember your ID card by putting it somewhere you won’t forget it, like with your phone or wallet. If you lose your card, you should check with the Information Centre first in case it’s been handed in. If it hasn’t been found, you’ll need to buy a replacement online at estore.arts.ac.uk.

Select the following:
1. Product Catalogue
2. LCC
3. ID card replacement

You should present the receipt at the Information Centre where a member of the team will print a new card for you. You’ll need to wait 24 hours before you can use it. The next time it’s used on the entrance gates, your card will be activated automatically – be patient as the gates take a few seconds longer to open with a new card.

Q: What should I do if my card gets stolen or damaged?
If your ID card is stolen, please report this to the Information Centre. If your ID card doesn’t work, you can get a free replacement if you can prove that it’s damaged.

Q: Can I share my ID card with another student?
No. ID cards are issued to individual students and must not be shared. Anyone found to be using another student’s ID card will have it confiscated, and both involved could face disciplinary action.

Notes
You can only own one ID card at a time. If you lose your ID card, the old one will be deactivated as soon as a replacement is activated.

If you lose your card or if it gets stolen, you should get a replacement as soon as possible. This will help you to avoid the issue of other people using your old card to pay for printing or to hire out equipment that you would be responsible for.

Visitors
If you want to bring a visitor on site, you should speak to an academic or technician from your course who can book them in to the Reception calendar. The Information Centre will need 24 hours’ notice in advance of the visit, and you will need to provide them with a phone number for the guest.

Visitors will be given a temporary pass that they’ll need to keep with them while on site. You must stay with your guest during the duration of their visit.
Spaces and resources

Library
The entrance to the LCC Library is located on the first floor of the Tower Block.
Our library collections reflect the teaching and research interests of the College, with a focus on graphic design, media, photography, printing and publishing. We also have the Printing and Historical Collection, artists’ books and a fantastic Zine Collection.
We’ll do our best to make sure that you have the resources you need, including purchasing items you recommend to us and ordering loans from other libraries.

Accessing resources
You can browse and borrow when you visit, or reserve items in advance to click and borrow. You will need to use our self-service machines to borrow your items on collection. Find Library items using our online catalogue:
libsearch.arts.ac.uk
In addition to exploring available books, DVDs and journals, you can also use Libsearch to access an extensive range of online resources both on and off site.

Our team
Library staff are here to help you.
Contact us via Ask for Frequently Asked Questions, live chat or to submit enquiries.
Your Academic Support Librarian works with your course team to support your research.
You can request resources for the library and find out more about our online collections from them. You can find out who the Librarian for your course is on our website:
arts.ac.libguides.com/yourlibrarian
Academic Support Librarians deliver online sessions on finding and managing information.
You can also book a one-to-one tutorial with them or attend an online drop-in session.
Sessions can be booked through Academic Support Online

“There are so many workshops, pieces of equipment and specialists that can help you explore various digital techniques. Using the facilities and workshops, I also learnt how to write code, work with 3D, animation and how to edit video.”

Pohnnapat Phusanti
MA Illustration and Visual Media
Spaces and resources

Opening hours and further information
Our service hours may vary this term. Information on library opening hours is available on our website. You can also check our list of frequently asked questions to explore lots of helpful information, ask us a question, or chat with us online: arts.ac.libanswers.com

Term time opening hours
Monday – Friday: 9am - 10pm
Saturdays & Sundays: 10am - 8pm

Holiday opening hours may vary, please check our website for details.

¶ Find out more about Library Services
+44 (0)20 7514 6527
@UALLibraries
@LCCLibrary

arts shop
Our arts shops sell a broad range of art, design and fashion materials. They are not-for-profit, run by the University and staffed by graduates. The shops are stocked in consultation with course leaders and sell products according to the courses taught at each site. The arts shop at LCC is located inside the canteen.

Term time opening hours
Monday-Friday: 10am - 5pm

Updates to LCC retail and catering
The service we provide may change depending on government guidelines relating to the global pandemic – for example, limited seating or changes to our food offers. Updates will be provided on an ongoing basis.

Learning Zone
The Learning Zone offers a flexible and informal digital learning space with staff available to help you. Located within the library, it’s open to all UAL students.

Babett Kurschner, 2019 BA Public Relations, London College of Communication, UAL | Photograph: Alys Tomlinson
Spaces and resources

Printing
You'll find a wide range of printing facilities across LCC. To use a MultiFunction Device (MFD) printer, you'll first need to get some print credits. You can top-up online by logging in to 4ualprint.arts.ac.uk, or you can use the kiosk in the library. You can then tap your ID card on the printers to log in and print.

Digital Print
Located in W107, the Digital Print area offers a variety of printing services including printing in colour or black and white, in sizes SRA3, A3 and A4. Additionally, you have the opportunity to experiment with printing onto your own paper media. You will also be able to access large format printing in sizes A2, A1, and A0 plus custom sizes using matt and gloss paper provided.

Printing in this area requires print credit.
You can top up online by logging into 4ualprint.arts.ac.uk or you can use the kiosk in W107.

Specialist Print
LCC was previously called London College of Printing and has a longstanding history in the field. To this day, the College is famous for its specialist printing facilities including letterpress, screen-printing, lithography, etching, intaglio, relief, stone litho, surface design, book arts, Riso printing and print finishing.

The Kit Room
The Kit Room has a range of video, photographic and sound equipment that you can borrow. There are analogue and digital SLR cameras, video cameras, sound recording equipment, lighting and much more.

Online Resources Booking (ORB)
You can book a variety of resources and inductions through our online resources booking system (ORB): 4orb.arts.ac.uk
Use your UAL credentials to log in to the system, where you can book equipment, inductions, workshops, workspaces and lockers.

The Digital Space
Inspired by LCC students and designed by the architects behind Google’s offices, the Digital Space in W226 is an open-plan, creative IT hub set up with specialist software. Whether you’re interested in design, post-production or 3D modelling, it has the tools you need, including:
- Industry-standard computers installed with specialist software
- A separate teaching and bespoke presentation area with regular ‘Tech Talks’ from technicians and industry professionals
- Benches for laptop users
- Break-out areas and private pods with sofas and seating for more relaxed working or group work.

“Be proactive and take advantage of all the facilities. There are so many workshops and opportunities to learn new skills, create and be creative.”

Marie-Lilien Funk
BA Design Management
Spaces and resources

LCC technicians
Our technicians are experts in their fields and will be happy to provide you with in-depth support during your time here. They’ll teach you all about our machinery and equipment, and will help you to experiment with materials, processes and ideas.

Technical resources
You have access to a range of professional facilities at LCC, including industry-standard workshops, studios and equipment.

Our resources include lens-based technologies, broadcast, sound, physical computing, coding, virtual reality, printmaking, book arts, letterpress and print finishing, as well as Learning Technology Support.

Some resources are course-specific, but – subject to availability – you can use most of the College-wide facilities after completing the relevant induction.

Visit moodle.arts.ac.uk and select ‘Access Technical Resources Online’ to find out more, or get in touch via technical.enquiries@lcc.arts.ac.uk

Find out more about our facilities

“The facilities are beyond what I imagined. Aside from the facilities themselves, the fact that there are technicians that will help you, teach you and ensure you’ll get the best possible result out of anything you make is amazing.”

Clàudia Serra
MA Design for Art Direction

Brandon Mosqueda Caidedo - Work in Progress, 2020 BA Sound Arts and Design, London College of Communication, UAL | Photograph: Alys Tomlinson
Health and safety

Smoking and vaping
In the UK, smoking is not allowed inside public buildings, so please don’t smoke or vape inside any of the public areas. If you want to smoke or vape, please go outside and stay at least 5 metres away from any doors or openings.

Hazardous work and substances
There are a number of activities, processes and pieces of equipment at UAL that are potentially hazardous. We take action to limit these hazards as much as we can, but we will also expect you to follow the instructions and safety rules when using ladders, lathes, milling and cutting machinery, electrical equipment and chemicals. We may also ask you to wear protective equipment such as ear defenders or safety glasses, or to use other safety equipment like equipment guards.

You will be told about these requirements at your workshop and studio inductions. If you have any questions or need advice, please speak to your tutor or one of the technicians.

Fire evacuation
If the alarm sounds, immediately leave the building by the nearest fire exit, using the stairs. Do not stop to collect personal belongings or use the lifts. If you discover a fire, you should activate the fire alarm at the nearest call point. These are located adjacent to all emergency exits.

Move away from the building and gather at the fire assembly point in St Mary’s Churchyard park behind the college which is a 2-minute walk from LCC. Do not re-enter the building until you’re given the all-clear.

While it’s unlikely that there will be a fire in one of our buildings, we ask all of our staff and students to treat every alarm as a real emergency.

First aid
You can find first aid boxes throughout the College. Each box is clearly identified by an accompanying poster which includes information about how to contact a first aider.

To contact the emergency services from an internal phone, call 5-999 and give them the site address which is on the first aid posters.

Personal items and valuables
Don’t leave your items unattended, especially in busy areas like the library and the canteen. Taking out gadget insurance for your belongings (laptops, mobile phones) is advisable – this means if your gadget is lost, stolen or unrepairable, you can replace it.

Mental health first aid
Students who are concerned about their or someone else’s mental health should contact the Student Counselling Service. Mental Health First Aiders are in all Colleges and can provide immediate support to people in crisis.

+44 (0)20 7514 6251

Find out more about health and safety
Student support

Academic Support
Academic Support and Language Development can help you progress and achieve your potential, both at university and in your future career. Academic Support works with all students at all levels to develop abilities and skills in areas such as critical thinking, reading, research and writing, time management, presentations, working independently and collaboratively and more.

At LCC, the Academic Support and Language Development teams work across the College; you will meet them during the Get Ready programme and at induction. Group sessions are arranged with your course so that they link with your curriculum in useful ways, and you can also sign up for one-to-one tutorials.

To register for an Academic Support session, log in to Academic Support Online (ASO) using your UAL username and password, then click on ‘Face to face support’. Students can also go to University-wide workshops on a range of Academic Support topics, so that you can meet and share study practices with students from all levels and all Colleges across UAL.

To find out more, please email lcc-peermentoring@arts.ac.uk
LCC Academic Support is based online and in the Learning Zone at LCC Library.
You can write to us at academicsupport@lcc.arts.ac.uk
Visit academicsupportonline.arts.ac.uk for guidance materials and information, support tutorials and events.

Term time opening hours
Mondays, Tuesdays and Fridays: 9.30am - 4.30pm
Wednesdays and Thursdays: 9.30am - 7pm

Student Services
You can find Student Services in WG09, along the corridor by Lecture Theatre A. Staff in the Student Services area at LCC specialise in student advice and counselling, as well as health advice and disability support, and can help with many other support matters. There are also specialist staff to help you with money and immigration matters, or other life events which could affect your studies.

To find out more, please email lcc-peermentoring@arts.ac.uk
LCC Academic Support is based online and in the Learning Zone at LCC Library.
You can write to us at academicsupport@lcc.arts.ac.uk
Visit academicsupportonline.arts.ac.uk for guidance materials and information, support tutorials and events.

Language Development
If English is an additional language for you, Language Development offers specialist tutorials, classes and resources in the language, academic skills and approaches to learning expected at UAL.

Visit academicsupportonline.arts.ac.uk for guidance materials and information, support tutorials and events.

“I participated in a mentorship programme which helped me a lot in developing my graduation project as well as finding and building my identity as a photographer.”

Lili Gyarmati
Graduate Diploma Photography
Making the most of LCC

Arts Students’ Union (Arts SU) at LCC
Arts SU is run by students for students and their work is directed by students who have been elected each year by their peers. While Arts SU has a central office at UAL’s High Holborn site, we also have a dedicated team of staff and students who bring Arts SU services direct to your campus.

You can get in touch to find out more about events, campaigns, independent advice, leadership opportunities, creative opportunities, getting funding for a project, or to just have a chat.

+44 (0)20 7514 6270
4 Find out who your full-time LCC student representative is.

Find out more about your Students’ Union later in this guide.

Darkroom Bar
The Darkroom is your student-owned social space offering a community hub for events and activities. A place for students from all Colleges to meet, with reasonably priced refreshments and snacks on offer. It can be booked out in advance for private events or society and club meetups. The staff make sure to create a safe environment where our members can make new connections. All profits from the Bar are invested back into student-led activities within the Union.

Term time opening hours
Open Monday – Friday from mid-September.
4 Find out more about Darkroom Bar

Vegan Café
Inside the canteen, we have LCC’s Vegan Café, which offers a varied menu of completely plant-based breakfasts, salads, lunch dishes, snacks and drinks.

Term-time opening hours
Monday – Friday: 8am - 5pm

Typo Café
Typo Café serves a huge variety of hot and cold drinks, breakfasts, lunches, snacks and baked goods all day long.

Term-time opening hours
Monday – Friday: 8.30am - 7pm

“Join clubs and societies, go out, follow people and their art accounts on Instagram. Networking is key! You’ll be glad you did, should you ever need to collaborate or need help for a project. Plus, you make lots of interesting friends along the way!”

Veva Lopes
BA User Experience Design
Making the most of LCC

The PLACE
The PLACE is LCC’s hub for Placements, Careers and Enterprise. The PLACE is where you can find out more about work placements, internships and other opportunities that will help you to kickstart your creative career or business and enhance your employability skills.

The PLACE works in collaboration with UAL Careers and Employability to help you to make a living doing what you love by delivering workshops and events to support you with your professional practice.

*Find out more about workshops and events*
*Find out more about university-wide opportunities during study and after graduation*

Events
At LCC we have loads of events all year round, including screenings, talks, exhibitions, workshops, conferences and performances. You will automatically be signed up to our fortnightly Student Newsletter, which highlights events and opportunities at the College.

*Find out more about what’s on at LCC*

Artefact Magazine
Artefact Magazine is a multimedia brand comprising a magazine, website, audio-video platforms and social media channels. It is edited, produced and managed by third-year BA (Hons) Journalism students at LCC as their final major project. It’s a platform for emerging talent and the future voices of the industry, and showcases the work of students on a wide range of topics. Artefact has been shortlisted in industry awards for being one of the most ‘exciting independent magazines’.

Artefact is available both in print and online for free. Pick up your copy at LCC and follow on social media for regular updates.

*Find out more about Artefact magazine*
*@artefactmagazine*
*@artefactmag*
*@ArtefactLCC*

Archives and Special Collections Centre
The University Archives and Special Collections Centre (ASCC) holds an exciting range of material related to 20th and 21st century art and design. Our 40+ archives and collections have a particular focus on subjects taught at London College of Communication, such as filmmaking, sound arts, graphic design and the history of printing. You can see an overview of these collections on the ASCC webpage.

Find out about our online workshops and events through Academic Support Online. For more information about using archives in your practice, visit our subject guide.

You can access the ASCC by appointment. Email us to arrange a visit, or to ask any other questions: archive-enquiries@arts.ac.uk.

*Find archive blog*
*@ual_archives*
*@ual_archives*

“I got directed towards relevant opportunities and felt my lecturers really took the time to get to know each student, tailoring their support to suit each of us on our personal career timelines.”

Eleanor Hubbard
BA Design Management
Making the most of LCC

Research at LCC

LCC is home to a dynamic, developing research community with exciting activity across the College. Many renowned practitioners and theorists specialise in areas including film and moving image studies, contemporary practices and histories of photography, branded content, political economy of the media and creative industries, communication studies, sound arts, graphic design, information and service design, as well as design for branded spaces.

The College hosts 2 world-leading research centres: UAL’s Photography and the Archive Research Centre (PARC) and Creative Research into Sound Arts Practice (CRiSAP). LCC is also home to several active research hubs and forums which are open to both established and emerging researchers:

- Branded Content Research Hub
- Digital Cultures and Economies Research Hub
- Comics Research Hub
- Conscientious Communicators Research Hub
- Creative Industries Management Research Hub
- Design Activism Research Hub
- Graphic Subcultures
- Photography and the Contemporary Imaginary
- Screen Research Forum
- Space and Place Research Hub
- Supra Systems Studio
- Visible Justice Research Hub

To find out more about research at LCC, visit the LCC website.

External engagement opportunities

UAL is renowned for its opportunities to interact with external organisations, universities, businesses and communities, being among the top 30 universities in the country in terms of the funding it receives for these activities.

These include a huge range of sponsored student and graduate projects, community engagement projects, support for graduates and businesses, as well as public events and conferences. In the past, the College has created, pitched and delivered new commercial products to clients including multi-national FMCG firms, major publishers, local government, charities and tech companies.

You will have access to interactions like these during your time as a student at LCC, either on your course or in cross-College activities. Engaging with these opportunities brings enormous benefits and will enrich your personal and creative development.

“As an international student, I thought it would be difficult for me to engage with industry professionals in the UK for future opportunities, but the lecturers guided me on how to prepare myself for a career in the industry.”

Pohnnapat Phusanti
MA Illustration and Visual Media
University of the Arts London
Welcome guide
Grayson Perry

Studying at UAL is the best way into a fulfilling life of visual creativity. The reasons for coming to UAL are the same now as they were for me 40 years ago when I began my own journey into the arts: I wanted to make art and I wanted to make my mark.

UAL is the world’s biggest factory for trouble. We encourage students to challenge us and I’m always on the lookout for exciting, creative talent coming through the University. I love the time I spend with our students as it helps me to take the temperature of where young people are at.

Grayson Perry CBE RA
Chancellor of UAL
“Come and show us the future and we can help show you the world.”

Grayson Perry CBE RA
Chancellor of UAL
I’m delighted you’ve chosen to start your creative future at University of the Arts London, which is made up of 6 world-renowned Colleges and 3 institutes:

- 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
- UAL Creative Computing Institute (CCI)
- UAL Social Design Institute
- UAL Decolonising Arts Institute

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 time at university in London, and to take advantage of all there is to offer, we’ve created this handy guide. In case you missed it, you can also take a look at our UAL student guide introducing you to UAL and London.

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

James Purnell
President & Vice-Chancellor
Need to know

Social distancing
We’ve made specific arrangements for social distancing in all our buildings. Please follow the signs. We will provide you with all the important information and guidance you need.

Set up your email account
Your username and password are used to access the UAL network, which includes Moodle, on-site computers and email. You’ll receive an email from us with your username and a one-time password link. Please set up your password as soon as possible.

It’s essential you check your UAL email account regularly as it’s where you’ll get important news and updates. You can access this from any computer, laptop, or your phone using the MyUAL app. You can also download the ‘Outlook’ app for iOS or Android to check in regularly. Let us know if you have a problem with your account or need to reset your password.

Find out how to reset your password

Make sure you enrol online and find out about any local inductions. You will receive information about these by email.

Download MyUAL
MyUAL is our free student app with all the essential info you’ll need in one place like your UAL email, timetable, events, jobs and news. You can log in using your UAL account details once you have enrolled.

We also use app alerts to let you know about incidents that may impact you – such as an IT issue or building closure. Make sure your notifications are turned on, so you don’t miss anything.

Search ‘MyUAL’ in your phone’s app store to download for free.

Find out more about MyUAL

Term dates
We have general term dates for 2021/22 but specific dates may vary for some courses.

There are also several public holidays (bank holidays) recognised in the UK throughout the year. On these days the University will be closed, as well as most businesses and non-essential services.

Term dates and public holidays

Morgane Sansay, 2021 Graduate Diploma Interior Design, Chelsea College of Arts, UAL
Our culture

Diversity
UAL believes the diversity of its staff and student community is fundamental to creative thinking and innovation in the arts. We are committed to removing barriers to progression and success, and promoting understanding and awareness of equality, diversity and inclusion for all.

We work in partnership with Arts Students’ Union on initiatives to support this. Arts SU provides confidential advice and guidance to all students including trans and non-binary students, student carers and parents and students from diverse faith, ethnicity, gender identity and sexual orientation backgrounds.

Tell Someone
The University does not tolerate any form of racism, 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

“Meeting like-minded people from all over the world inspired me to think outside the box, raised my self-awareness and opened my eyes on a different spectrum of professional opportunities.”

Khalil Madovi
Foundation Diploma in Art and Design
Sustainability is central to everything we do at UAL. Many of our courses dedicate time and resources to teaching sustainable practices and our central operations teams are committed to working in a sustainable way. Our Sustainability Manifesto is our action plan to keep reducing our carbon emissions. We’re working to ambitious net zero carbon targets which will see us reach net zero on our direct emissions by 2030 and net zero by 2040 for our indirect emissions – this is 10 years ahead of the UK government’s deadline.

**UAL Climate Emergency Network**
The Climate Emergency Network is a growing community of students and staff who share the belief that urgent collective action is needed in the face of climate and ecological emergency. The Network publishes a regular newsletter, generates resources, curates exhibitions and organises events, while also lobbying the University and external bodies on matters concerning environmental policy, practice and justice. The Network is open to all and overseen collaboratively by both students and staff from across UAL.

- Sign up to the newsletter
- Find out more about our Climate Emergency Network

**Green buildings**
Camberwell was nominated for the “Campus of the Future” Green Gown award for our work in sustainable building. The Wimbledon Studio building also won the RIBA London Sustainability Award 2017 and a Green Apple Award for sustainability. It was the first time one of our buildings was recognised as ‘outstanding.’

More recently, LCF’s East Bank campus is one of the largest buildings in an urban environment to achieve BREEAM ‘outstanding’.

**Energy use**
We’re reducing carbon emissions across all our Colleges, and since 2017, we’ve been using 100% renewable electricity. We’re proud to be the 5th most sustainable university in London according to the People & Planet University League.

**Saving energy and recycling**
We actively encourage all our students to be responsible when it comes to saving energy and recycling so please switch off lights and equipment after use, and use the recycling bins on site.

**Green Week**
Every February we have Green Week, which includes a wide range of sustainability-related activities across the University, including practical workshops, talks and debates.

Find out more about sustainability at UAL
Making the most of UAL

As a UAL student, you have special access to collections, archives, institutes, digital tools, employability support, international opportunities, events and more.

University archives, museum and special collections
Our libraries have outstanding physical and digital collections in art, design, communication, fashion and performance. These collections include historical archives and special collections such as zines, material samples and artists’ books.

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

Institutes
Launched in 2019, UAL Creative Computing Institute (CCI) was the first of several new Institutes. We’ve also established the Decolonising Arts Institute and Social Design Institute.

CCI offers innovative and diverse courses, research opportunities and a public platform to explore computer science and creative practice. This includes a range of undergraduate and postgraduate courses such as BSc, MSc and MRes Creative Computing, MSc Data Science and AI for the Creative Industries and the new MA Internet Equalities and MA/MSc Computing and Creative Industry (Modular), plus an integrated research environment for MPhil/PhD students. There are also opportunities to take short and online courses alongside your current studies.

UAL Diploma in Creative Computing (year in creative computing)
By taking an extra year of study at CCI between years 2 and 3 of your UAL undergraduate degree, you’ll have the opportunity to study with other undergraduates from across UAL in a specialist environment.

The year in creative computing will enhance your UAL degree with the computational skills shaping the future of the digital creative industries. On successful completion of the diploma and the final year of your undergraduate degree you will graduate with an enhanced degree title, for example BA Hons, Design (with Creative Computing).

Find out more about CCI
Making the most of UAL

Portfolio
Get creative with UAL’s showcasing platform Portfolio, where you can present your work alongside other UAL students from various subjects. You can create a profile from the start of your course and update your projects right through to 2 years after graduation.
Portfolio enables you to show the world your work and projects, share your creative skills and interests, as well as connect and network with peers from across UAL.
Find out more about Portfolio

Virtual tours
Our Colleges have an extensive range of professional workshops and facilities on offer. Things might look a little different this autumn, but you can get an idea of our shared spaces, studios and workshops by taking one of our virtual tours.
Find out more about virtual tours at UAL
For full access and route guides visit accessible.co.uk

Careers and Employability
You might want to work during your studies to earn some extra money and gain experience. UAL can help you with your job search and application process.
We empower our students to make a living doing what they love and strive to support those underrepresented in the creative industries.
Working collaboratively with UAL courses, we enhance students’ employability and creative attributes through experiential learning and access to industry. From the moment you arrive, you can:
- Find paid jobs, internships, competitions and volunteering opportunities on Creative Opportunities. For temporary roles, you can use UAL’s in-house temping service, Arts Temps.
- Work on any skills you might need to get a job, 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 and coming up with a business plan.
- Attend industry-specific talks and events which take place throughout the year.
- 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 having a mentor by your side to help you transition into professional working life.
- Learn about your Intellectual Property by making use of our IP Education resources.

UAL does not have its own service for students who want to do voluntary work; however, students interested in volunteering opportunities could consider those offered by the Mayor of London’s office or those promoted on the Creative Opportunities board. If you’re an international student, make sure you follow the restrictions of your visa.
Find out more at student careers
Find out more at Creative Opportunities
Find out more at Arts Temps

“I was asked to help at the 2019 British Podcast Awards as assistant producer. It was an incredible work placement that taught me so much about the audio world of journalism.”

Laura Scheepers
BA Journalism
Making the most of UAL

International opportunities
In a global society, studying and living in a new country changes everything – especially you and your world view. We offer opportunities to spend one or more terms studying outside of the UK at a partner institution or on a work placement abroad. 

*Find out more about student mobility*

Events
There are loads of events 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.

*Find out more about what’s on*

Social Programme
The Social Programme is an award-winning events and wellbeing programme led by students, for students. There are around 30 Halls Reps who run free and low cost events for students in halls of residences and sometimes across the wider University. Weekly events include yoga, afternoon tea and film nights as well as monthly quiz nights and much more.

*Find out more about the latest event schedule*
Get support

Student Services
In addition to high-quality teaching, modern facilities and creative space for you to explore your ideas, skills and unique vision, UAL can provide you with support for your studies and wellbeing. Our Student Services staff provide a professional, confidential and free service to all UAL students.
Find out more about Student Services
+44 (0)20 7514 6250

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

Immigration and visas
Students who are from countries outside of the UK will need visa or immigration permission allowing them to live and study in the UK.
Find out more about immigration and visas

Student fees and funding, including scholarships
The Student Advice and Funding Service provides students with information and advice about funding options available to cover tuition fees, living costs and course costs. You can also find out more about scholarships, bursaries and awards.
Find out more about student fees and funding

Disability and dyslexia
The Disability Service provides advice and support for disabled students and students who are dyslexic or have any other specific learning difference. Support is available at any point throughout your time at UAL.
Find out more about The Disability Service

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 throughout your time at University.
Find out more about Accommodation
and Halls Life
+44 (0)20 7514 6240
accommodation@arts.ac.uk
@UALhalls
@UALAccommodation

Visit a Helpdesk
UAL Student Centre
1st floor, 272 High Holborn, WC1V 7EY
Monday to Friday 9am - 5pm
+44 (0)20 7514 6900

London College of Communication
Student Services, WG 09
Elephant and Castle, SE1 6SB
Monday to Friday 9.30am - 4.30pm
+44 (0)20 7514 6590

Central Saint Martins
Student Centre, Reception
1 Granary Square, N1C 4AA
Monday to Friday 10am - 5pm
+44 (0)20 7514 7199
CSMstudentcentre@arts.ac.uk

Camberwell College of Arts
Student Centre, AIC01
45-65 Peckham Rd, SE5 8UF
Monday to Friday 9.30am - 4.30pm
+44 (0)20 7514 6326
Academic support

Academic Support
At UAL we consider studying and learning to be creative practices. This is a core influence on your holistic development and experience of your chosen course. Academic Support Online is the place to go to find all classes, tutorials, resources and discussion spaces that will help you extend and progress your work, together with links to libraries, Learning Zones and digital tools.

Academic Support tutors are based in your College and across the University, and work closely with course teams and Language Development, Library and other Student Support staff. Academic Support tutors will be introduced to you during inductions.

Visit our website to find resources, and to register for group and one-to-one support sessions in your College and across UAL. You can also find more information through Moodle.

Contact us if you can’t find what you need: academicsupport@arts.ac.uk

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.

Find out more about Extenuating Circumstances

Library and Learning Zones
As a UAL student, you have access to all 6 College libraries. You can use your ID card to borrow from our inspirational collections and your UAL login to access our specialist online collections. Search the online catalogue to order books from other libraries and collect at your site.

Our libraries have bookable study with computers, photocopying and printing facilities. You can also borrow a laptop and get help from the library staff to develop your research or digital skills.

Our Learning Zones and IT areas are for social and activity-based study in an informal environment and are open to all students.

This includes the 24/7 Learning Zone at Camberwell open all year round and 24-hour opening at CSM from Monday - Thursday, which is available during certain weeks in term time.

Find out more about our opening hours

We will tell you more about the library facilities when you attend an introduction during your first term, with other sessions offered later in your course. You can also find our workshops and tutorials on Academic Support Online

Remember, the library staff are here to help, so ask at our desks or online using live chat if you have questions.

Find out more about library services, including support available for disabled and dyslexic students.

Moodle
This is the online home for your studies where you will find information, resources and online activities relating to your course of study. Your tutor may also use Moodle to communicate additional news or information about your course. Your course site will have important announcements and assignment details and should be checked regularly.

Login to Moodle
Find out more about Moodle

“Be proactive and take advantage of all the facilities. There are so many workshops and opportunities to learn new skills, create and be creative.”

Marie-Lilien Funk
BA (Hons) Design Management
Get connected

Wi-Fi access
Connect to UAL-Wi-Fi using your UAL username or email and password.

IT help and support
IT Services look after all the digital stuff at UAL including your account, your email, computers, printing and online security.
If you get stuck or need help with an account or system, call the IT Service Desk on +44 (0)20 7514 9898.
They're available 24/7, 365 days a year.
You can also raise a support ticket on MySupport or non-urgent enquiries.

Printing
You'll find printers at multiple College locations, including all Libraries and Learning Zones.
There are many ways to print - you can even print from your own mobile device or from an off-site location!
Printing costs vary depending on size and colourway. You can top-up online by card at ualprint.arts.ac.uk or by using the machines at College Libraries. There’s also a handy ‘Print credits’ tile on the MyUAL app.
Find out more at printing at UAL.
Stay informed

As well as following our social channels, we have a number of ways for you to know what’s going on. We’ll keep you informed in the following ways:

UAL Portal
The UAL Portal is where you can access key information regarding your application, enrolment and assessments throughout your studies with UAL. You can view your personal information and download status letters under ‘My Study Details’.
It is also important that you update us immediately if there are any changes to your contact details.
‡ Find out more about the UAL portal

Student news
We’ve got a dedicated news feed just for you! Here, we’ll publish news, opportunities, and articles to help you in your time at UAL.
‡ Find out more about the latest news from your College

UAL text alerts
Occasionally we’ll need to tell you about something important, such as building closures or other incidents. In this case, you’ll receive a text to your mobile phone with the key information.

UAL Post-Grad Community
Our Post-Grad Community was established in 2013 and now more than ever, community is a hugely important part of our lives. As well as providing a support network for our MA and PhD students we also offer access to cross-College and cross-disciplinary opportunities and events. This leads to an informed, connected and confident network of creative professionals who continue to inspire each other throughout their careers.
A programme of events encourages skills-sharing, networking, collaboration and new communities of practice. Events take place at UAL and further afield, and include talks with industry specialists, visits to artists’ studios, curator-led tours and student-led activity.

We support a growing number of issue specific, cross-disciplinary interest groups led by postgraduate students and academics. These connect creatives with shared research interests across different subject areas.
The weekly newsletter shares details of events, opportunities, student articles and open calls for collaboration. You can also join the community across the Post-Grad Community’s thriving social networks.
‡ Find out more about Post-Grad Community

Tatiana Muringani, 2021 MArch - Architecture, Central Saint Martins, UAL
Wellbeing

UAL is here to support you 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. Contact our support services - including counselling, health advice and more.

Find out more about wellbeing at UAL

Mental health

Our free and confidential help with emotional or course-related issues can keep you from feeling overwhelmed. Check out our Counselling Service.

+44 (0)20 7514 6251
counselling@arts.ac.uk

Health advice

Our health advisers offer one-to-one sessions to discuss lifestyle (including alcohol, drugs and smoking), sexual, physical and mental health. You can also find out about other services like registering with a GP and visiting a dentist in London.

+44 (0)20 7514 6251
studenthealth@arts.ac.uk

Chaplaincy

Our Chaplains are also on hand to offer faith-based support. Get in touch:

William Whitcombe
+44(0)7872 816157
w.whitcombe@arts.ac.uk

Mark Dean
+44(0)7843 329587
m.w.dean@arts.ac.uk

English Language Development

If English is additional language for you, we offer one-to-one tutorials, weekly subject-specific classes and workshops to build your English skills. These classes will help you to understand the different types of assignments and become more confident in your studies.

Find out more about Language Development
languagedevelopment@arts.ac.uk

Modern Languages

You can also study a modern language course at the Language Centre, incorporating language learning with arts and culture topics from different countries. Our modern languages courses are open to University students, staff and members of the public.

Find out more about modern languages
Arts SU and you

Arts Students Union (Arts SU) is run by students for students. It’s an independent, member-led organisation that is directed by you and students elect our full-time officers each year. While we have central office on the first floor at High Holborn, you can also find Arts SU at your College. Our dedicated team of staff and students bring Arts SU services and general fabulousness direct to your campus.

Chat to us about events, campaigns, academic representation, independent advice, leadership or creative opportunities, getting funding for projects and more. Your elected Student Officers are here to represent you. Their roles cover different parts of the student experience, so please do get in touch!

Find out more at arts-su.com

Students’ Union Officers

Armani Sutherland
Activities Officer
activities@su.arts.ac.uk

Rachel Williams
Education Officer
education@su.arts.ac.uk

Syahadah Shahril
Campaigns Officer
campaigns@su.arts.ac.uk

Georgia Spencer
Welfare Officer
welfare@su.arts.ac.uk

Find out more about your union

Esma Yildiz, 2021 BA Fashion Design Technology - Menswear, London College of Fashion, UAL
Making the most of Arts SU

Activities and Wellbeing

With over 40 societies and 17 sports clubs available to join, Arts SU can help you find your community. We offer both competitive and non-competitive sporting opportunities, with some teams competing in the national (BUCS) and London (LUSL) leagues, and others just offering social sport opportunities. Our clubs and societies are one of the easiest ways to meet people that share the same interests and passions as you, from across all 6 Colleges.

For those students already competing at a high level, we offer an Elite Athlete Programme. This is designed to support the very best student athletes in any sporting discipline competing at a national or international level, to help balance an academic and sporting career.

Our wellbeing programme, Arts Active, is also open for you to join. Recently we have been offering sessions covering creative writing, yoga, creative power hour and mindfulness.

Advice Service

Arts SU Advice Service offers free, confidential advice, which means we won’t tell your College you have talked to us (unless you want us to) and we are completely independent from the University.

We can help you with academic processes such as Extenuating Circumstances, appeals and complaints, as well as accommodation issues.

You can talk to us by booking an appointment for a time that suits you or visiting our website to find out where we are.

Course Representatives

Course Reps are students who volunteer to represent their course at University meetings. They have a lot of influence over issues like curriculum design, facility access, opening hours and their efforts ensure students are heard. It is a great opportunity to work directly with the Students’ Union and UAL staff members to support the student experience and develop a variety of skills yourself as a representative.

Each course will elect their course reps in the first few weeks of term. Talk to your course leader to find out how you can get involved.

Made in Arts London

Arts SU runs Made in Arts London (MiAL), a uniquely student-led enterprise. MiAL student artists can sell pieces online, exhibit in galleries, attend training workshops and support and learn from each other.

UAL also offers numerous and varied professional development opportunities and mentorships throughout the year to all* current UAL students.

*Find your community through our programmes

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*Find out more about creative opportunities

*Students who are on Tier 4 visas, or any other visas with a work restriction are not allowed to be self-employed, freelance, or sell work to have an income.
Living in London

It’s easier to think of London as lots of tiny towns rather than one big city. Every area in London has a different ambience, atmosphere and local vibe and before long, you will have your favourites. London can be both an exciting and challenging experience. This section will give you an idea of what it’s like to live here, along with some useful tips about daily life to help you make this diverse and vibrant city your home.

Register with a doctor
You should register with a doctor near your new home so you can get to them easily if you need medical attention. Visits to the doctor and emergency treatment are free for those registered with the NHS, however, you will be required to pay a fee for any medication, or treatment for any pre-existing conditions.

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.

Get Council Tax exemption
Full-time students on most courses do not have to pay ‘Council Tax’, a fee that residents pay to the local government for waste collection, recycling and general maintenance. If you’re renting privately, to avoid receiving a Council Tax bill, you can request a Council Tax Exemption Certificate after you enrol on your main course.

Find out more about Council Tax exemption

“Go and visit the other Colleges and explore London.”

Sam Dawood
BA (Hons) Technical Arts for Theatre and Performance
Travel

Travelling around London

London has one of the largest transport networks in the world and once you get used to it, you'll find it easy to use. With multiple ways of getting around, the best thing to do is plan your journey by using Transport for London’s (TFL) ‘journey planner’, available on its website or as an app. Alternative apps to help you find your way around London are Citymapper and London Transport. Remember to follow current COVID-19 guidance when using public transport.

Underground trains

The most popular method of travel is the London Underground, also known as the Tube. It’s the quickest way to travel in and around London and has 11 ‘lines’, some of which are open 24 hours on weekends. Tip: Travelling outside the busiest hours (known as ‘peak time’ between 6.30am to 9.30am and 4pm to 7pm on the weekdays) is cheaper and less crowded.

Buses

Buses cover all zones of London, and you can get from one zone to another for a set fare. You can also travel on more than 1 bus for the same fare, but you must complete your journey within an hour. It’s a convenient way to get to know your surrounding area but you should factor in traffic on the roads when planning your journey. Some buses work 24 hours, with most stopping around midnight.

Ways to pay

There are a range of ways to pay for your travel and the cheapest method depends on where you live and which transport you’ll use most often. London buses do not accept cash payments but you can pay with a variety of cashless methods.

Sign up for a Student Oyster card

Students are eligible for discounted travel with a Transport for London (TFL) Student Oyster photocard. With a Student Oyster photocard, you will save 30% of the price of a Travelcard and Bus Pass, available to buy for daily, weekly and monthly use. You can only apply for a Student Oyster photocard through the TFL website after you’ve been given a student identification number at enrolment. You’ll need a digital photo of yourself, your course start and end dates, your email address and a bank card to pay the £20 fee. Find out more on tfl.gov.uk and search for Student Oyster photocard.

“One of the best things about UAL is its location. You can travel easily in London to visit lots of museums and galleries.”

Bhavini Patadia

BA (Hons) Magazine Journalism and Publishing
Travel

Walking
The best way to travel in London is walking. Start somewhere central like Oxford Circus and walk in any direction, and before you know it you will reach another Tube stop you recognise. You'll be surprised how small central London really is. If you get lost, Google Maps and other similar apps will help you find your way.

Cycling
Cycling is an affordable and healthy way to travel around London. If you don’t have your own bicycle, you can hire one from as little as £2. Simply go to any docking station in London with your bank card and touch the screen to get started. There’s no need to book - hire a bike, ride it to your destination, then simply return it to the nearest docking station. TfL also offers free Cycle Skills lessons, advice on how to protect your bike and has some great guides for when you’re ready to take to the road.

Travelling around the UK
You might want to travel to other parts of the UK while you’re here and you can do this with:

- Coaches: often the cheapest way to travel as sometimes you can get a ticket for as little as £1 when you book in advance.
- Trains: can be expensive so it’s best to book in advance using websites like Trainline to compare prices. You can get more information about train travel in the UK on the National Rail website.
Save money

Money-saving tips
There are lots of ways to save a little extra money during your time in London.
You can buy a TOTUM card which will save you money at over 200 places, including fashion, electronics and food retailers, as well as entertainment and travel. It also includes an International Student Card that can be used abroad. Shops don’t always advertise the discount, so always ask if they offer student discounts.

† totum.com

Student Art Pass
Get your Student Art Pass and discounted entry to museums and exhibitions across the UK.
† Find out more about Student Art Pass

Local discount scheme
As a student, you might be able to get discounts depending on the area you chose to live in. Discounts are offered by the Borough Council (which looks after the area you live in) and can be used for local sport centres/gyms, restaurants and events. Search your council’s website to see what discounts they offer to residents.

† Online discounts
Websites such as † VoucherCloud and † Groupon have lots of offers and are great for treating yourself to anything from a massage to a meal. Buy a reusable cup and get discounts in many coffee shops as well as being more sustainable!
† Find out more about student discounts and info about additional and living costs, as well as budgeting advice
Stay safe

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.

This year, we’ve also made specific arrangements for social distancing and continue to provide students and staff with all the important information and guidance about the Coronavirus pandemic.

UAL Health and safety

Evacuation assistance
If you need assistance to evacuate a building in an emergency, your course leader will make sure a Personal Emergency Evacuation Plan (PEEP) is completed with you. Your PEEP will describe what you need to do in an emergency and what assistance will be provided by other people.

Risk assessments
During your studies you may need to complete a risk assessment for your work. This is an important part of planning your work, identifying any hazards, keeping you and other people safe. You can find the general risk assessment form in your course handbook and on Moodle. You can speak to your tutors or the College Health and Safety Advisor for more information, or if your work is complex.

Safe working
When you start with us, we will give you an induction to the site and safe working practices while on and off site as well as an overview of how social distancing may impact the way you use our buildings. Your course team will be able to give you information about safe working at home.

For your own safety we ask that you don’t work alone in our rooms and that there should always be at least 3 people in a room at any time. This is really important because if an accident happens, one person can stay with the injured person and the other can go for help. You’re not allowed to use high-risk areas unless you have direct supervision from a technician.
**Stay safe**

**Hazardous substances**

There are a number of activities, processes and pieces of equipment at UAL that are potentially hazardous. We take action to limit these hazards as much as we can, but we will also expect you to follow the instructions and safety rules when using ladders, lathes, milling and cutting machinery, electrical equipment and chemicals. We may also ask you to wear protective equipment such as ear defenders or safety glasses, or to use other safety equipment like equipment guards. You will be told about these requirements at your workshop and studio inductions. If you have any questions or need advice, please speak to your tutor or one of the technicians.

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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 and 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.
- NHS 111 can help if you have an urgent medical problem and you’re not sure what to do. Go to an Accident and Emergency (A&E) department at your nearest hospital if you have a serious injury or illness.
- Students are sometimes targeted online by people using scams and trying to access personal information and bank details through things like email.

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² Find out more about student health and safety