

Student Essentials

Guide 2018-19



Welcome

Welcome to Regent's University London. Whether you are here for a short time – on an English language course or a period of study abroad – or are joining us for a full degree programme, you are now part of the Regent's family. This network is here to support you during your studies and throughout your future career.

Our main campus in Regent's Park and specialist facilities at Marylebone offer an ideal place to study, at the centre of the most exciting city in the world. Close by, the beating heart of the West End provides everything you need for your day life and nightlife. The very best of London culture is all around you, providing a rich extension to the classroom. You will find yourself surrounded by opportunities and Regent's will help you to embrace them.

Regent's University London provides a different kind of education for students who want to learn in a supportive, personal environment. Enterprise and a practical focus on building your skills for the future are the hallmarks of a Regent's education, bringing your aspirations and goals just that bit closer.

As you start at Regent's, you join a very special body of students who go on to make a real mark in the world. Our community is truly international, with more than 140 student nationalities on campus. This provides a cultural richness that enables you to share a whole variety of experiences and exchange ideas. When you leave us, you'll have developed new perspectives and be able to perform confidently anywhere in the world.

I hope that you will work hard, enjoy the company of your fellow students, explore London and have a terrific social life. If you need help with anything at all while you are here, our Student Hub is the place to go for information, advice and support on all matters to do with your academic studies and life at Regent's. When you finish your studies you will always be part of Regent's through our exclusive alumni network, which has a presence across the globe.

I look forward to meeting many of you during your time with us.

Best wishes

A handwritten signature in black ink, appearing to read 'Aldwyn Cooper', with a stylized, flowing script.

Professor Aldwyn Cooper
Vice Chancellor
Regent's University London

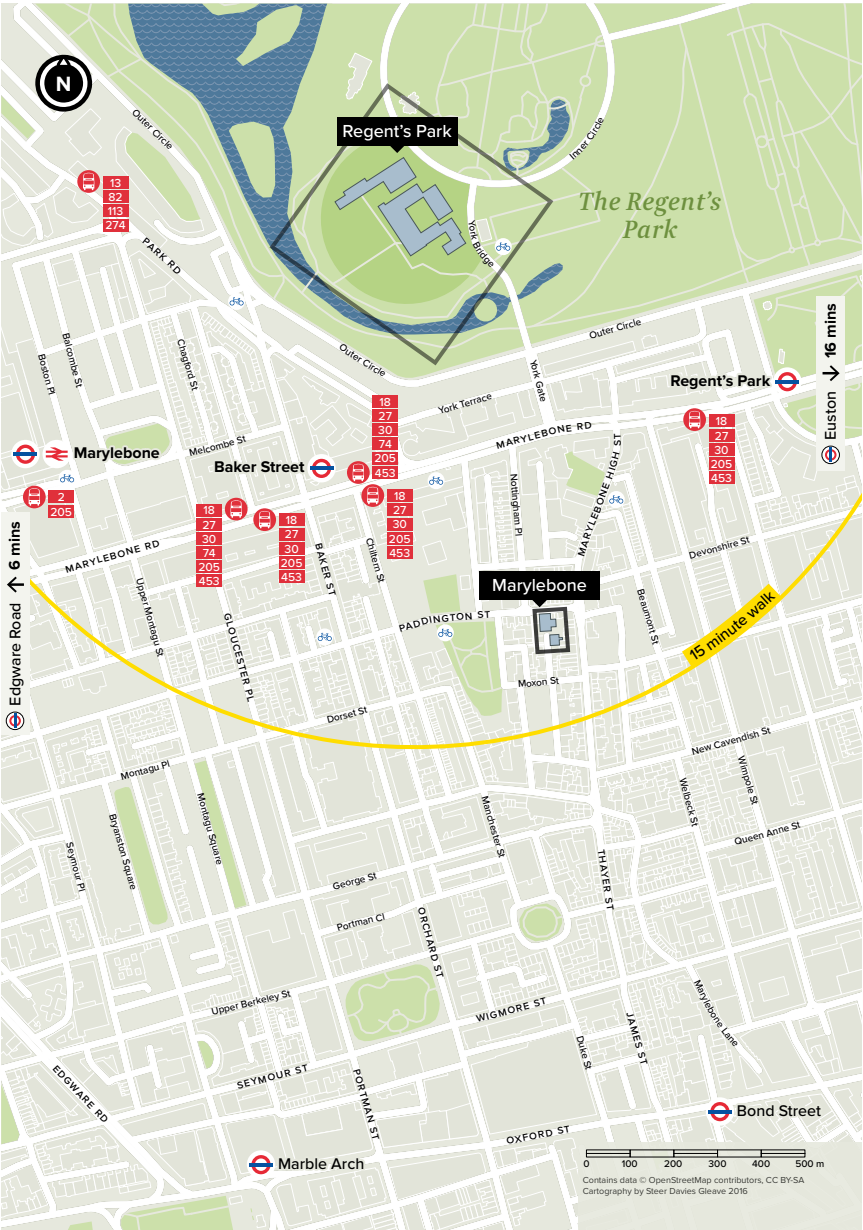
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Finding your way around

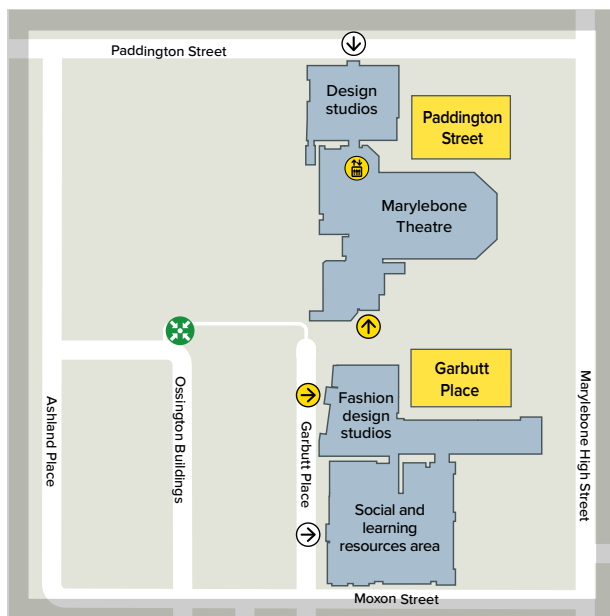
■ General location map



■ Marylebone Site

Map key

- ➡ Building entrance
- ➡ Accessible entrance
- 🚶 Lift
- 🌳 Assembly point
- (B) Basement
- (G) Ground floor
- (1) First floor
- (2) Second floor



How to find us

Our main campus at Regent's Park and specialist facilities at Marylebone are a short walk from each other. Both are a 10-minute walk from Baker Street station, making them easily accessible by public transport.

🚇 By Underground

Take the London Underground to **🚇 Baker Street** station. Take the Marylebone Road exit. Turn left and walk past Madame Tussauds to York Gate on your left.

For the **Regent's Park campus**, turn left into York Gate. Continue over the bridge into the park. The University entrance is on the left.

For the **Marylebone site**, cross the road at the traffic lights at York Gate. Turn left and then first right into Marylebone High Street. For the entrance to the Paddington Street building, turn right into Paddington Street. For the accessible entrance in Garbutt Place, turn right into Moxon Street, then right into Garbutt Place.



Finding your way around

■ Regent's Park Campus

Herringham

Herringham Hall (G)
 Interior Design workshop (B)
 Reception (G)
 Regent's Conferences & Events (G)
 Knapp Gallery (G)
 Security office (G)

Tuke

Bedford's Bar (B)
 Careers & Business Relations (G)
 Media services (B)
 The Hive (G)
 Tuke Hall lecture theatre (G)

Darwin

Interior Design studio (B,1)
 Theatre studios (B)
 TV studio (B)

Acland

Student Hub (G)
 Student Union (G)
 Student common room (G)

Oliver

The Brasserie (G)
 Refectory and deli (G)

Jebb

International Partnerships Office (2)
 IT centre (B)
 Library & study areas (G and 1)

Reid Hall

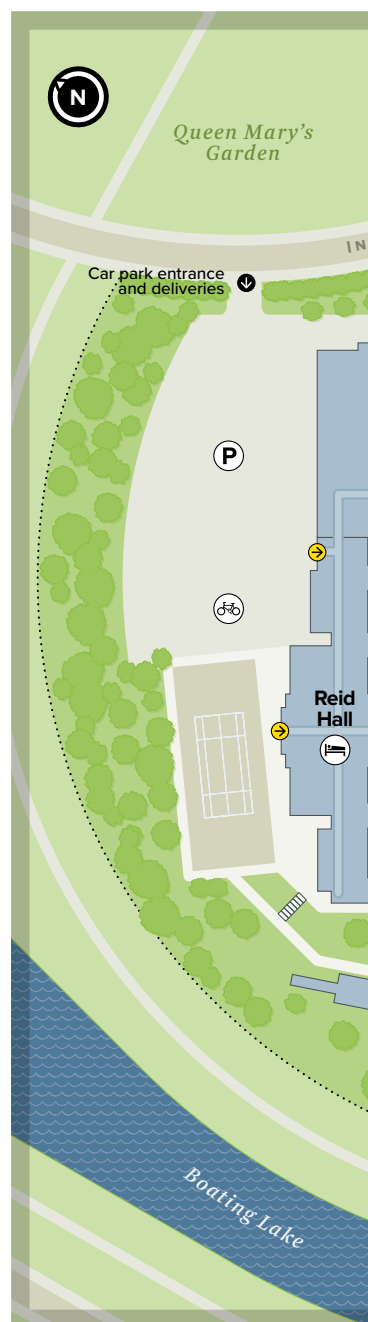
Halls of residence

Botany

Facilities & Estates management
 Wellbeing Studio

Map key

- | | |
|---------------------|------------------|
| Campus entrance | Assembly point |
| Building entrance | Reception |
| Accessible entrance | (B) Basement |
| Lift | (G) Ground floor |
| Bicycle parking | (1) First floor |
| Car park | (2) Second floor |







Getting started

This guide gives you the essential information you need to make the most of the many opportunities at Regent's to study, socialise and get involved. It will also help familiarise you with living in the UK, and London in particular. Please keep the guide handy for reference on all the services and support available to you during your time at the University. Here are some of the most important things you need to know and do during your first days at Regent's.

- **Complete your registration to get your student ID card** This will give you access to University buildings and facilities at Regent's Park and Marylebone, as well as to services on campus and online. See page 7
- **Accommodation** If you have any problems with your accommodation, or need to find somewhere to live, we can help you. See page 8
- **Disability** If you have not already told us about a disability or support need during application, please let our Disability Officer know about any conditions that may affect your studies. See page 17
- **Open a bank account** If you don't have a UK bank account, it is a good idea to research the options and find the one that suits you best. See page 11
- **Register with a doctor** Medical treatment in the UK is free to EU citizens and full-time students studying for more than six months. To gain your entitlement it is vital that you register with a local NHS doctor. See page 12
- **Buy an Oyster card or use a contactless card** If you will be travelling on the London Underground (Tube) or buses regularly. This is the cheapest and most convenient way to get around. See page 18
- **Collect your visa card** Students in the UK on a Tier 4 visa must collect their Biometric Residence Permit (BRP) and, in some cases, register with the police. See page 10
- **Have fun!** There is plenty to do on campus, so join a society, attend social events and get involved with what's going on



Contacting emergency services

The number to call in the UK if you need urgent assistance from the police, fire or ambulance services is 999. You can also use the European emergency number: 112. If you need emergency assistance while on campus, please dial 2222 from any internal telephone extension or ring 020 3075 6222.



Becoming a student at Regent's is a two-part process, with online enrolment followed by registration in person at the University. Before the start of term, you will have been sent an email telling you how to enrol online and a date for registering on campus.

- Your username is your unique student ID number (You will find this in your offer letter from Regent's. It begins with the letter S, followed by eight digits, e.g. S00000000)
- The password is RuI, plus your date of birth followed by an exclamation mark, i.e. RuIDDMMYYYY!
- You will be asked to choose a new password
- Follow the instructions to complete your enrolment

On enrolment, you will receive an invoice for your tuition fees, which should be paid prior to registration. You can pay online or in person. For more information, see regents.ac.uk/study/how-to-pay

Student ID card

Once you have completed your registration, you will receive a student identity card that gives you access to all the University's physical and online facilities.

If you have supplied a photograph of yourself in advance, your card should be ready for you on registration day. If you have not already supplied a photo, please go to the student registration area in the Library, first floor, Jebb Building, to have your photo taken and complete your registration.

Student registration area

- Library, First floor, Jebb building

On registration day, please bring the following documents with you:

- Your passport (applies to all students, including UK)
- The decision letter regarding your Tier 4 visa application from UK Visas and Immigration (applies to all non-EU/EAA students)
- Documents regarding your academic qualifications as listed in your Unconditional Offer letter
- A receipt for the payment of your tuition fees

THESE MUST ALL BE ORIGINAL DOCUMENTS, WE WILL NOT ACCEPT PHOTOCOPIES OR SCANS.



Accommodation

If you are looking for accommodation or are having any issues with the housing you have booked, our Accommodation service is here to help.

You can book university-managed accommodation (both on and off campus) through us or we can help you arrange private-sector accommodation, flats and flat-shares for example.

We also offer help and advice on all aspects of housing, such as council tax, tenancy agreements and deposits.

Contact us for lists of:

- Landlords, flat shares and homestays
- Students looking for room mates
- Student residence halls in London
- Local hotels and guesthouses

In addition you can sign up to our housing update list in order to receive information on all the latest housing offers.

University housing is allocated to first-term students on a first-come, first-served basis. Priority is given to students who are under 18 and to students with certain disabilities.

Accommodation Office

- Room A006
Ground floor, Acland Building,
Regent's Park campus
- +44 (0)20 7487 7483
- accommodation@regents.ac.uk
- Open Monday to Friday, 9:00 to 17:00.
No appointment necessary





The Regent's Park campus offers excellent catering facilities for breakfast, lunch and evening meals, as well as drinks and snacks throughout the day.

■ The Refectory

The main student restaurant within the University is the Refectory, located in the Oliver building, which provides a wide selection of dishes. Our food promotes taste and flavours from around the world, using the best fresh, local ingredients. The menu changes daily and caters for vegetarians and other diets.

Please speak to a member of staff if you have any special dietary requirements.

■ Nourish

Located next to the Refectory, Nourish has a focus on fresh and natural ingredients offering all sorts of lovely things from make-your-own juices and smoothies to shaker salads. Open for breakfast and lunch on weekdays during term-time.

■ Regent's Brasserie

The Brasserie café is located in the Oliver building, with beautiful views over the lawns. It serves a daily selection of fresh handmade sandwiches, delicious cakes and other sweet treats, all prepared on campus. The Brasserie restaurant, with waiter service, is open for lunch every day during term time.

■ Starbucks

Starbucks is in the quad and offers the chance to grab a coffee or snack between classes.

■ Bedford's Bar

Located in the Tuke basement in close proximity to the back entrance of the University, Bedford's is open all day long, serving Illy coffee and a range of snacks in the morning through to an all-day menu and a wide selection of drinks until late in the evening. It features large screen TVs showing the news and current affairs during the day and many sporting events in the evening. Look out for the special events and parties that take place in Bedford's too!





Immigration and visas

Our Student Immigration & Compliance Service (SICS) is here to help you with any query you may have regarding your rights and responsibilities during your stay in the UK as an international student.

We can help you with matters ranging from visa queries to registration with the police and your work rights in the UK. You are legally obliged to comply with the conditions attached to your visa and we can help to ensure you do so.

Collecting your Tier 4 visa

Students who are successful in their application for a Tier 4 visa are granted a temporary 30-day entry clearance visa vignette, which is added to their passport.

The vignette is not your visa. You will need to collect your Biometric Residence Permit (BRP) once you arrive in the UK.

The decision letter you receive about your visa will tell you where you should collect your BRP visa. The location is based on the information you provided in your visa application.

If you are collecting your BRP at the University, it will normally be available to you on the first day that you register as a student on campus.

We can help you with more information about this process. Please send questions to visas@regents.ac.uk

Register with the police

Some international students are required to register with the police within seven days of arrival in the UK, as a condition of their immigration permission. This depends on your nationality and the length of time you will be staying in the UK.

If you are required to register with the police, this condition will be outlined on one of the following documents:

- Your entry visa vignette (if you're travelling to the UK)
- Your biometric residence permit (BRP)
- The letter from UK Visas and Immigration that approved your visa application

Failure to register with the police could lead to a £5,000 fine, a prison sentence, recommendation of deportation or a 10-year ban on entering the UK.

Student Immigration & Compliance Service

- Room 010, Acland Building, Regent's Park campus
- +44 (0)20 7487 6244
- visas@regents.ac.uk
- The SICS operates on a booking system only, so please make an **appointment** in advance



Join a UK bank

It is likely that you will need to open a UK bank account during the course of your studies. We recommend you do some research to find the account that is best for you as soon as possible.

There are a number of banks available close to campus, in Baker St and Marylebone High St. Some of the questions you may want to ask the bank are:

- Do they offer any special student accounts?
- What documents will you need to open the account?
- How long it will take to open and access the account?
- What type of cash machine card will you receive?
- Do you have to pay for any services?
- Will you be charged for going overdrawn?
- Can you deposit money immediately?

To open an account you will need:

- Your passport
- Proof of your current address in the UK
- A letter from the University confirming your student status, programme and length of study

To obtain this letter, please contact the Student Hub with your chosen bank's name and address and they will prepare a reference letter. A bank reference letter can only be provided once you have completed your registration at Regent's (see page 7) and you must allow 24 hours for this request to be completed.

If the duration of your studies is less than 12 months it may not be possible for you to open a bank account in the UK.

Get an NUS Extra card

University ID is usually accepted across London to prove your student status and get discounts at cinemas, shops, museums, etc. However, it is still worth getting a National Union of Students (NUS) Extra card and an international student identity card (ISIC) if you plan to travel outside the UK.

The NUS Extra discount card offers a wide variety of discounts in-store and online. It can be purchased to cover 12, 24 or 36 months. Cards can be upgraded to include the ISIC card, which offers discounts in 130 different countries worldwide. Order your card online at nus.org.uk/en/nus-extra



Registering with a doctor

All eligible students should register with a local NHS (National Health Service) doctor, also known as a general practitioner (GP). You should register at the start of term – please don't wait until you are ill.

You are eligible for NHS care if you:

- Are resident and able/intend to be permanently resident in the UK for six months or more, and/or
- You are from an EU country or country that has reciprocal arrangements with the UK

To find a GP practice/health centre near you, enter your UK postcode at **myhealth.london.nhs.uk**

Contact the health centre to find out how to register. Some GP practices will ask to see proof of your identity, such as a passport, and proof of your address, e.g. a recent utility bill (gas, electricity or water).

■ If you live on or close to campus

The nearest GP surgery to Regent's University London is Marylebone Health Centre, which is five minutes' walk from both campuses, located in the Crypt (basement) of St Marylebone Church.

Marylebone Health Centre

- 17A Marylebone Road, London NW1 5LT
- 020 7935 6328
- marylebonehealthcentre.co.uk

■ If you live at Urbanest, St Pancras

The nearest GP surgery for students living at Urbanest is:

Kings Cross Road Surgery

- 215 Kings Cross Road, London WC1X 9DN
- 020 7278 9074
- camdengp.co.uk

NHS GP at Hand

You can book an appointment with a GP through your mobile, using the new NHS GP at Hand app. The service is free and you can register in minutes. **gpathand.nhs.uk**

Students not eligible to register with the NHS

If you are studying in the UK for less than six months and are not from an EU country, you will not be eligible to register with an NHS doctor and should have taken out appropriate medical insurance prior to arriving in the UK.

If you need to see a doctor, you should use your medical insurance in order to do this. If you need any help with this or you don't have medical insurance, contact the Student Support team. Where essential, they may be able to book a doctor's appointment for you, but you would need to pay for any medical treatment or medication prescribed. If you have an EHIC card, please ensure you bring this to the appointment.

Travel insurance

You should also take out travel insurance that will cover you until you arrive at the University and for any excursions that you go on, both during and after your stay with us.

NHS walk-in centres and pharmacies

Anyone can attend a walk-in centre, no matter where they are registered with a GP. A visit to a walk-in centre could be your best option for fast, effective treatment and advice on minor illnesses and injuries.

If you are studying for less than six months, there may be a charge. European visitors must bring their EHIC card or alternative, otherwise they will be charged.

The closest walk-in centre to Regent's University London is:

Soho NHS Walk-in Centre

- 1 Frith Street, London W1D 3HZ
- 020 7534 6500

Pharmacies are also a good first point of contact for minor ailments and injuries. Find your local pharmacy at myhealth.london.nhs.uk

Dental treatment

Dental check-ups and some treatments are free to NHS-registered students, ask the dentist for advice and charges. Find your nearest dentist at myhealth.london.nhs.uk

All students must pay for ophthalmic and dental care on the NHS. For further information on registration and health services in your area please see the NHS website. nhs.uk

Accident and emergency services

All EU and non-EU citizens resident in the UK are entitled to receive accident and emergency hospital care free of charge, although some non-EU citizens may be charged for treatment of pre-existing conditions. The nearest hospital to Regent's University London is:

University College Hospital

- 235 Euston Road, London NW1 2BU

Please only call 999 or go to A&E (Accident and Emergency) in a genuine emergency.

If you require emergency medical attention while on campus, please dial 2222 from any telephone extension for a first-aider or ambulance.

NHS 111 service

The NHS non-emergency number is 111. You can call this number free, at any time of day or night, to speak to a trained adviser about non-urgent health issues. The adviser will ask you a series of questions to assess your symptoms and direct you to the most appropriate medical care. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. 111.nhs.uk



YOUR STUDENT HUB

All the help you need in one place

ACADEMIC MATTERS

TIMETABLES

GRADUATION

MODULES
AND CREDITS

ATTENDANCE

LETTERS AND TRANSCRIPTS

ACADEMIC
SKILLS

PROGRAMME
CHANGES

ASSESSMENTS
AND RESULTS

STUDENT LIFE

VISAS & IMMIGRATION

ACCOMMODATION

PERSONAL
ISSUES

DISABILITY AND
MENTAL HEALTH

FINANCE

HEALTH AND WELL-BEING

SPORTS
AND FITNESS

TRIPS, ACTIVITIES
AND EVENTS



Visit us on the
Ground floor, Acland building



and online
hub.regents.ac.uk



**THE
STUDENT
HUB**



We understand that to do well at university, you will often need different kinds of support at different times. Our Student Support team offers a comprehensive range of information, support and specialist advice to help you with any matter, whether it is personal, practical or academic.

Contact Student Support for:

- Support with your health and wellbeing
- Advice on periods of absence, concerns about your course, difficulties with meeting coursework deadlines or attending assessments
- Help with personal issues, whether it's a quick query or something that needs a more in-depth response
- Assistance to register with a doctor and find the health services you need
- Advice on budgeting and applying for the Hardship Fund
- Support if you are under 18 years old
- Support if you are pregnant or have caring responsibilities

Student Support

- Student Hub, ground floor, Acland Building, Regent's Park campus.
- hub@regents.ac.uk

Coping with a new culture

Living away from home for the first time can be daunting at first, especially if you are in a new country. Being at university is ultimately likely to be an exciting and satisfying experience, but it is quite natural if you find it difficult to settle down at first.

If at any time you feel low, whether for personal or academic reasons, please do not hesitate to book an appointment with a Student Support officer, where you can discuss your feelings in confidence.

Counselling

All students can use our counselling service, which is professional, confidential and free of charge. Counselling offers you a safe, supportive environment where you can talk over any difficulties in your life. If you could benefit from more specialist interventions or advice, we can refer you to resources within the NHS or wider community.

Student Achievement

Our Student Achievement team can help you get back on track if you are concerned about your grades, if you missed a deadline, or are struggling to maintain your attendance. Each faculty has a Student Achievement officer who can help you compile a submission plan, suggest ways to improve your engagement, and recommend other university services that would benefit you. This support is tailored to you, confidential, and will last for as long as you need it.



LESBIAN INTERSEX BISEXUAL GAY QUEER ASEXUAL TRANSGENDER

Diversity

Regent's is committed to providing a supportive and safe environment for all students, including those who identify as lesbian, gay, bisexual, transgender, queer, intersex or asexual.

This may be the first time you are thinking about your sexual orientation or gender identity, and you can be reassured that the University seeks to create a safe environment for you to question and explore, by supporting a policy of diversity and equality for all staff and students.

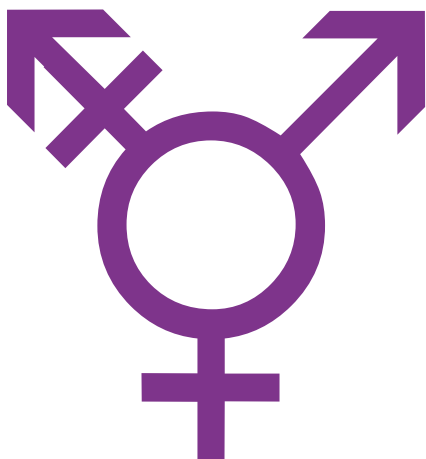
Transgender students

We recognise the unique issues faced by transgender students, both in a university environment and in the wider community. You can discuss any concerns or practicalities relating to your time as a student and your personal gender identity with Student Support. For more information on the support available, please visit regents.ac.uk/diversity

Pregnant, new parent and caring responsibility students

We want to ensure that all our students are able to participate fully as equal members of the learning community at Regent's, and will make every opportunity to support you if you are pregnant, a new parent, or you have caring responsibilities.

Once you have told the Student Support team and provided any relevant documentation, we will give you a Student Support Agreement which makes reasonable adjustments to help support your studies.





We want to ensure that all our students are able to participate fully as equal members of the learning community at Regent's, and will make every attempt to support you if you have a disability.

Telling us about a disability

If you have a condition that meets the UK Equality Act's definition of disability and could affect your ability to participate fully in your studies or in campus life, please let us know so that we can support you as early as possible.

Following a private conversation with the Disability Officer, you will be asked to sign a disability disclosure form. Information is only shared with relevant staff with your permission, and according to our confidentiality policy.

Supporting documentation

If you require specific support, you will need to provide documentation so that we can assess your needs appropriately and make any necessary adjustments. If you have a specific learning difficulty (such as dyslexia) please provide a full, up-to-date post-16 diagnostic report from an appropriately qualified professional. For other disabilities, a detailed letter from an appropriate professional (doctor, psychologist, etc.) is likely to be needed.

Physical access to facilities

We are committed to improving access to and within the University buildings. There is a continuing programme to facilitate access around the campus. If you require specific access facilities or would like to give feedback, please get in touch with the Disability Officer.

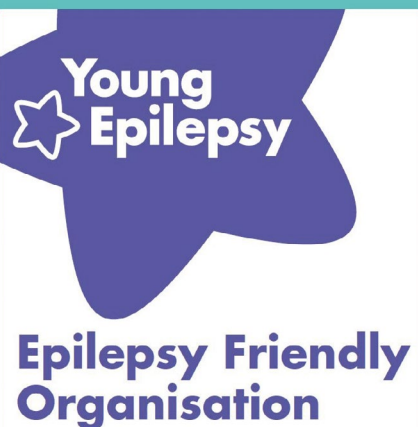
Disability Services

- Room 004, Ground Floor, Acland Building, Regent's Park campus
- +44 (0)20 7487 7863
- disability@regents.ac.uk



Regent's University London recognises the importance of equal opportunities and is committed

to ensure that every student receives just and equitable treatment, regardless of age, cultural background, marital status, disability, ethnicity, gender, caring responsibilities, religion or sexual orientation.





Travel in London

London is a relatively easy city to get around, thanks to its extensive bus and Underground (Tube) network. Maps are available at most Underground stations and Transport for London's website is a useful resource for checking routes and timetables. tfl.gov.uk

Oyster card

An Oyster card should be one of your first purchases when living in London. It is the cheapest and most convenient way to travel and can be used on the Tube and buses.

Students studying in London have the option to use an 18+ Student Oyster photocard, which can provide savings of up to 30% on travel.

Standard Oyster cards can be purchased online or at the ticket window in most Underground stations. The card costs £5 as a deposit and can be topped up with any amount. You must register your card to be able to claim your money back if it is lost and you can also top it up online.

Contactless card

If you have a UK bank account, it may be possible to use your bank card to pay for journeys on the London transport network. If the card has a 'contactless' symbol on it, it can be used to pay for journeys on the Tube and buses instead of an Oyster card. You will be charged the same amount for a day's travel as you would with an Oyster card.

Applying for an 18+ Oyster card

You must be a full-time student to apply for an 18+ Oyster card. Your course must last at least 14 weeks and consist of at least 15 tuition-led or structured learning hours each week. There is a £10, non-refundable application fee. For a more detailed definition please see the terms and conditions at tfl.gov.uk/photocard

If you meet the above criteria, here are the steps you need to follow:

- Complete your registration as a Regent's student before you apply for the Oyster card
- Go to tfl.gov.uk/photocard and select 18+ Oyster card
- Select Create web account
- Select Regent's University London from the drop-down list
- Complete the application form
- You will need to put your student ID number on the form – this is the number that starts with 'S' on your ID card
- You will also need to upload a digital photograph of yourself (not a PDF). Images can be resized at resize2mail.com

Student Services will confirm with Oyster that you are an eligible student. Oyster will then post the card to your address, which should take about a week.



Tube etiquette

When travelling on the London Underground (Tube)

- Let people off the train before getting on
- Don't stand by the door, but move down the carriage to let more people on
- Try not to travel at peak times with a lot of luggage
- Stand on the right when travelling on escalators
- Walk on the left
- Give up your seat for elderly or disabled people and pregnant women

Santander cycle hire

For short journeys, a bike is a great alternative to the bus or tube. There is a docking station for Santander cycle hire on York Bridge, close to the Regent's Park campus and at Paddington St and Beaumont St, close to the Marylebone campus. The scheme, which operates London-wide, does not require you to pre-book. You can become a member online or simply pay for a cycle at a docking station, ride it and return it tfl.gov.uk/modes/cycling/santander-cycles

Cabs and taxis

London's official taxis (black cabs) can be hailed in the street or at designated ranks situated in prominent places, including many mainline rail, Tube and bus stations.

If the yellow TAXI sign at the front is illuminated, the cab is available for hire.

Fares are metered and there is a minimum charge of £2.40. Many black cabs accept payment by credit or debit card, but check with the driver before the trip starts. Card payments attract additional charges.

In London there are many unlicensed and unmarked taxis. To be safe you should always use a registered cab. If possible, try to book a taxi in advance from a well-known firm or use Cabwise, which can send you taxi phone numbers and locations of the nearest taxi ranks. On campus, you can ask Reception to book a licensed taxi for you.

tfl.gov.uk/cabwise





Handy hints for living with the British



Being British does not necessarily mean English

The United Kingdom, much like the United Arab Emirates and the USA, is a union of smaller political entities (England, Wales, Scotland, Northern Ireland and numerous outlying islands). Someone from Wales will be insulted if you refer to them as English and so on...



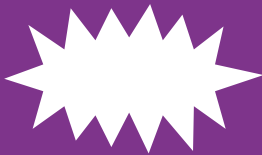
Tipping

Tipping in Britain is at the customer's discretion. In some British restaurants a service charge is automatically added to your bill, in which case you may wish to leave an extra small tip but you are not obliged to. If no service charge is added, it is usual to leave about 10% depending on whether or not you were happy with the service you received. Taxi drivers are usually tipped about 10%. It is not customary to tip in pubs.



Stand in line

In the UK, we like to form orderly queues (standing in line) and wait patiently for our turn, for example, when boarding a bus. It is usual to queue when required, and it is expected that you will take your correct turn and not push in front. 'Queue-jumping' is frowned upon.



Avoid talking loudly in public

Try to avoid talking too loudly in public or on your mobile phone, especially in restaurants and on public transport.



Say 'Excuse me'

If someone is blocking your way and you would like them to move, say 'Excuse me' and they will move out of your way.



Shake hands

When you are first introduced to someone, shake their right hand with your own right hand. We only kiss people who are close friends and relatives.



Personal space

Be mindful of other people's personal space. Remaining at least an arm's length away from one another is considered the norm. Generally respecting others' privacy is also an important part of British culture.



Do say sorry

If you accidentally bump into someone, say 'Sorry'. They probably will too, even if it was your fault! This is a typically British habit and can be seen as very amusing by an 'outsider'.



Make the effort to meet the Brits!

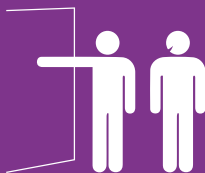
If you want to meet British people you have to get out and about, and do British things! Some ideas for typically British activities include:

- Watching a cricket match (lords.org)
- Going to a football (thefa.com) or rugby match (englandrugby.com)
- Having a day out at a horse-racing event like Ascot Ladies Day
- Going for a curry night, having a picnic in a park, enjoying afternoon tea, or eating fish and chips



Pay as you go in pubs and bars

Pay for drinks as you order them in pubs and other types of bar. In most restaurants and cafes, you pay the bill at the end of meal, although some food outlets require payment on ordering.



Open doors for other people

When passing through doors, hold the door open for people following closely behind you. In some instances when people are approaching from the other direction, let them pass through first. This is extremely polite and will be appreciated.



Do not spit

Spitting in public is considered to be very bad-mannered.



Say 'Please' and 'Thank you'

It is very good manners to say 'please' and 'thank you'. It is considered rude if you don't.

Carry an umbrella!

It is a good idea to carry an umbrella with you, as it may rain unexpectedly.



The Student Hub is your first stop for anything you need in relation to your studies at Regent's. We can help with many queries straight away, or we can arrange you an appointment with the relevant staff member.

- Enrolment
- Registration
- Timetabling
- Attendance monitoring
- Progression
- Assessment results
- Awards

We also issue various documents and letters to support students on behalf of the University, e.g. council tax exemption, validation of Oyster card applications.

Reference letters can only be provided once you have completed your registration at Regent's (see page 7). Please allow 24 hours for requests to be completed.

Personal tutor

You will be assigned a personal tutor, who will support you throughout your time at Regent's. Your tutor can guide you on academic matters and help with your personal and career development.

Your tutor will invite you to at least one individual meeting per term, to find out how you are doing, and you can request additional meetings at any time. If you need extra help, your tutor can refer you on to appropriate services at the University.

For more information, see the Personal Tutors page on Blackboard. Or to find out who your personal tutor is, visit estudent.regents.ac.uk

Student Hub

- › Student Hub, Ground Floor, Acland Building, Regent's Park campus
- › hub@regents.ac.uk

Academic skills

Our friendly and experienced Academic Skills advisers help all Regent's students achieve their academic potential by offering the following range of flexible services:

Study skills workshops

Workshops are organised throughout term-time and focus on a range of effective study skills, including academic writing, time management, note-taking and effective reading. They will help to develop your academic skills through interactive and engaging teaching methods.

Maths

We also provide academic support on mathematics, statistics and numeracy skills. Not only will you develop your knowledge, you will also learn how to analyse your SPSS report or MS Excel data.

Drop-in sessions

Our drop-in sessions can answer a quick academic skills or maths-related question. These are offered during term-time and no appointment is needed.

For more information on all the above, go to the academic skills area at blackboard.regents.ac.uk

Tutorials

One-to-one sessions can help meet your personal academic skills needs and are offered at a variety of times. These can be booked at hub.regents.ac.uk or email academicskills@regents.ac.uk

**GET THE SUPPORT YOU NEED,
WHEN YOU NEED IT.**

Any questions, please email us at academicskills@regents.ac.uk or doctoralskills@regents.ac.uk

English skills and additional English

Regent's has a high number of international students for whom English is a second or third language. If you are studying in English for the first time, you may find it quite challenging.

Our English Language Centre offers the option of studying English before you begin your studies at the University, as well as providing classes and support as part of, or alongside, degree programmes.

English language courses are available for foundation, undergraduate and postgraduate students, covering:

- Academic grammar and vocabulary
- Reading and research skills
- Writing in an academic style

Modules are not compulsory and run from week 1-12 of each term (weeks 1-10 for postgraduates). They offer the opportunity to receive individual language tutoring and help you achieve your academic goals.

For more information, email elc@regents.ac.uk or regents.ac.uk/english

Foreign language courses

The University also runs evening classes in foreign languages during the year which current students are eligible for a discount on.

For more information email languages@regents.ac.uk or regents.ac.uk/languages



Learning resources

Tate Library

The University Library Service gives you access to around 55,000 books. We subscribe to a wide variety of periodicals and online resources, giving you access to the latest articles from academic journals, trade publications, newspapers, magazines and international publications.

You will be given an induction to help you get the most out of the library service. You can also request additional sessions with an academic liaison librarian for individual or small-group research skills sessions training. We support research at all levels, from undergraduate to doctoral.

We offer tutorials and workshops on topics including:

- Literature searches
- Evaluating information
- Incorporating research into your work
- Referencing

We offer dedicated spaces for studying, including bookable group-study rooms and silent-study areas for independent learning. The first-floor library learning space at the Regent's Park campus offers flexible study spaces to suit both group work and individual study needs.

- For library opening times, see **blackboard.regents.ac.uk**
- Library catalogue **regents.ac.uk/libcat**
- RULDiscovery **regents.ac.uk/ruldiscovery**

Library

- › Tate Library, Jebb Building, Regent's Park campus
- › +44 (0)20 7487 7449
- › library@regents.ac.uk



Blackboard

Blackboard is our virtual learning environment (VLE), where you will find learning materials for your modules and where you can submit your coursework online. Your module leaders or tutors will let you know what is available on Blackboard for their respective modules.

Blackboard also gives you access to a range of other useful resources such as Box of Broadcasts and the Lynda.com software training system.

To access Blackboard, go to **blackboard.regents.ac.uk** and enter your username and password.

Media services

The Digital Media and Production team offers a variety of resources that you can borrow including:

- Professional video cameras
- Lighting equipment
- Sound-recording equipment
- Editing equipment

Equipment is regularly updated to meet the hi-tech requirements of today's learning environment. It can be booked online through the library catalogue at **regents.ac.uk/libcat**

Media Services

- > Basement, Tuke Building,
Regent's Park campus
- > +44 (0)20 3075 6161
- > msdmp@regents.ac.uk





IT and online resources

The University offers a wide range of IT services to support and enhance your learning, both on campus or anywhere in the world using our online resources.

All IT resources can be accessed using your Regent's IT account. This includes campus workstations, printers, the Wi-Fi network, Eduroam service, free software downloads and much more.

IT service desk

The IT service desk can help with all your technology needs relating to the University's IT systems, equipment, products and services. The service offers walk-in, email and 24/7 telephone support.

IT service desk

- › Basement, Jebb Building, Regent's Park campus
- › +44 (0)20 7487 7479
- › Next Generation Text Users: (18001) 020 7487 7479
- › servicedesk@regents.ac.uk
- › Monday to Friday 08:00-18:00 (except bank holidays)
- › regents.ac.uk/ITServices

Connecting to Wi-Fi

To access the Wi-Fi and the Eduroam network, login to a campus computer with your Regent's IT account username and password.

- Your username is your student ID number, which can be found on your student ID card. It begins with the letter S followed by eight digits i.e. S00000000
- Your password is initially set as RuI plus your date of birth in the following format: RuIDDMMYYYY!

Once you have logged on, you will be prompted to change your password. Once this is complete, connect to Regent's Wi-Fi on your device, using your Regent's username and new password.

Resetting your password

Reset your password any time, on or off campus

- On campus, press CTRL+ALT+DEL and select Change a password
- Or go to register.regents.ac.uk to sign up for the online service and then access reset.regents.ac.uk at anytime to reset your password.



Accessing your Regent's email

Your student email account is provided through Microsoft Office 365. This is how we communicate with you, so please check it regularly.

Your email address is your student ID number + @regents.ac.uk, i.e. S00000000@regents.ac.uk

- Access your account at **office365.regents.ac.uk**
- Enter your student ID number (username) and password
- Alternatively visit: **my.regents.ac.uk**

e:Vision student portal

All full-time students have access to our eVision portal, both on and off campus. This enables you to carry out many activities online, including:

- Enrolment
- Viewing your timetable
- Choosing your modules
- Viewing personal details
- Updating home and term-term addresses
- Viewing and paying tuition fees
- Viewing exam timetables
- Viewing results

The Student Hub offers guidance on how to carry out these online activities, and will send you email reminders at appropriate times in the academic year. The student portal is accessible from the home page on the University intranet or at **estudent.regents.ac.uk**

MyRegents app

Access all your important information on the go with the MyRegent's app. The app gives you instant access to:

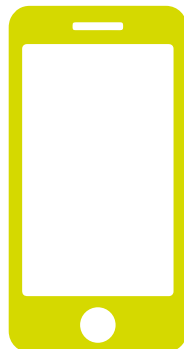
- Academic timetables
- Module information
- Your Regent's email
- Library information
- e:Vision
- Easy access to library information
- The Student Hub
- The Student Union website

Available for iOS and Android. Download from the app store.

Student Bulletin

Stay up-to-date each week with the Student Bulletin email, which is sent to every student each Thursday. The bulletin highlights upcoming activities, events and news stories.

If you have any questions regarding the bulletin or anything you would like to see included please get in touch at **comms@regents.ac.uk**





Tuition fees

The Finance department is responsible for managing your invoices and payments. This includes funding through Student Finance England and US Financial Aid.

You will receive an invoice for your studies during the online enrolment process each term. Fees for each term must be paid two weeks prior to the start of that term.

Payment plans are available for degree programmes. Payments are made by recurring card payments in three instalments. This can be arranged during the online enrolment process. You will need a debit or credit card to use this facility. For further information see regents.ac.uk/pay_online

How to pay

For details of how to make a payment for tuition fees and accommodation please see to our website: regents.ac.uk/study/how-to-pay. Please note that the University does not accept cash payments.

Once you have enrolled online, you will be able to see your invoice and payments in the 'My Finance' section of e:Vision.

If you have a query about your account or wish to make a tuition fee payment in person, please contact the Student Hub or email the Student Finance Office.

The University has a range of sanctions that will be imposed in the event that fees are not paid by the due date. This may include withdrawal of campus and IT services and prohibiting entry to the campus. Debt may also be passed to an external debt collection agency and interest may be charged.

Refund Policy

For details of the University's refund policy please see:

regents.ac.uk/study/how-to-pay/refunds-policy

Funding your studies

All students at Regent's pay the same fees, regardless of nationality. There are a number of options available to help with funding your studies.

Regent's offers a wide range of undergraduate and postgraduate scholarships and bursaries to help with tuition fees.

UK and EU nationals can apply for tuition fee and maintenance loans for undergraduate degree programmes through Student Finance England. Nationals of non-EU countries who are resident in the UK may also qualify for support.

If you are resident outside the UK/EU, you may be eligible for state-sponsored funding schemes in your own country, such as US Financial Aid.

Future Finance is an alternative lender for UK and EU students. All undergraduate and postgraduate degree students are eligible to apply for a Future Finance loan. Please note, approval of the loan will be subject to Future Finance's own criteria.

For more information, see regents.ac.uk/funding

Student Finance

- > Student Finance enquiries - Student Hub, Ground Floor, Acland Building, Regent's Park campus
- > +44 (0)20 7487 7447
- > finance@regents.ac.uk
- > regents.ac.uk/funding
- > regents.ac.uk/study/how-to-pay

International Partnerships Office

The International Partnerships Office (IPO) coordinates the University's international activities, maintaining partnerships with institutions around the world. It is responsible for mobility programmes such as Erasmus+, coordinating the mobility of outgoing and incoming students and staff, including the International Credit Mobility with partner countries beyond Europe.

The Outbound team support Regent's students who study abroad for part of their degree programme. They will guide you throughout the process, before, during and after your period of study abroad. You are welcome to ask the team for advice if you are interested in studying abroad. Please contact the Student Hub to make an appointment.

The Inbound team welcomes students from other universities to study for a period at Regent's. As a study abroad/exchange student, the team is the link to your home university. Please make an appointment through the Student Hub if you wish to meet with a member of the IPO team.

Your time abroad should be one of the best experiences you have and we are here to help, so please get in touch with any queries you may have.

International Partnerships Office

> ipo@regents.ac.uk

Careers & Business Relations

The Careers & Business Relations (CBR) team offers comprehensive careers education, information, advice and guidance, both before and beyond graduation.

We aim to equip you with flourishing career and start-up management skills, allowing you to make informed career decisions. Specialist advisers offer tailored one-to-one consultations, while our sector-specific coaches deliver masterclasses tailored to particular industries.

The team can help you with finding opportunities, both UK and international, for:

- Full- and part-time work
- Internships
- Graduate schemes
- Volunteering

Employer and industry events on campus support your professional development and networking throughout the academic year.

The Hive is a dedicated space offering specialised support for Regent's entrepreneurs, with individual business development support and a co-working space for students who are planning their own start-up. We are able to offer a number of Tier 1 graduate entrepreneurship visas each year, enabling international students to stay in the UK beyond graduation to develop a business idea.

To find out more and book appointments.

hub.regents.ac.uk

Careers & Business Relations

- > Room 007, Tuke Building,
Regent's Park campus
- > +44 (0)20 7487 7419
- > careers@regents.ac.uk

 facebook.com/rc.cbr

 twitter.com/regentscareers



Sports and fitness

We encourage all our students to be active and healthy. Sport and fitness at Regent's is open to all students, offering a range of fun and engaging activities to suit all tastes, whether you want to be part of a competitive or you simply want to move and enjoy.

Regent's Sport

All students are welcome to join our competitive sports teams. These include:

- Men's football
- Volleyball
- Women's basketball
- Men's basketball
- Tennis
- Polo

Our competitive sports teams play and train throughout the week, outside the academic timetable. Many of our teams compete in both the British University College Sport League (BUCS) and the London University Sports League (LUSL). Our polo teams also represent Regent's at winter and summer national university tournaments.

Whether you are a beginner or have played sport for many years, there are plenty of opportunities for you to get involved. Look out for details taster sessions to join one of our teams, and be a part of Regent's Sport community.

regents.ac.uk/sport

Be Active Regent's

If you'd just like to be more physically active, look out for Be Active Regent's sessions across campus. These free sessions are open to all students and offer a great chance to meet new people and have fun while improving your fitness. Look out for sessions on:

- Yoga
- Zumba
- Cardio tennis
- Table tennis (indoors and outdoors).

Book your place at **hub.regents.ac.uk**

Sports pitch and equipment hire

In your free time you can hire our multi-use games area, which is located on campus, behind the Reid Hall accommodation building. You can book to use the sports pitch throughout the week and on weekdays. A range of equipment is also available to hire.

sportandfitness@regents.ac.uk

Looking for a gym?

Get in touch with us for lots of helpful advice and information on health and fitness centres in London with preferential membership deals for students!

Visit the Student Hub for more information.

hub.regents.ac.uk



University events and activities

The University hosts a number of major social events throughout the year including:

- Freshers' Fair
- Grand Autumn Party
- Regent's Arts Season
- Fashion Show

Visit the Regent's Student Life Facebook page and the Student Union website for more information.

The Student Union and Student Engagement team organise a wide variety of social activities and trips each term, such as:

- Parties
- On campus social and academic events
- Cultural activities
- Trips and excursions

London and UK trips

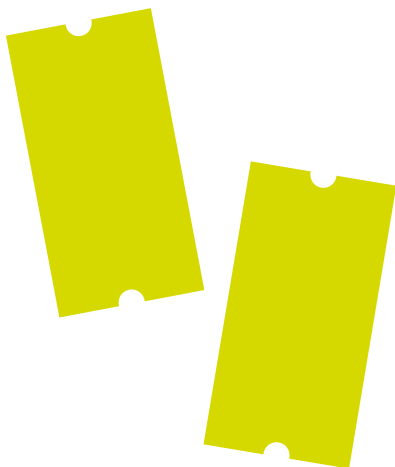
If you are visiting London for the first time, why not use it as a base to explore parts of the UK and Europe? With a range of UK-based and continental excursions available to book when you arrive, you not only get the London and UK cultural experience but also a European flavour to your studies.

From sightseeing and theatre trips in London to day trips to Bath and Stonehenge and weekends away in Scotland and Wales awaiting, you'll get an enhanced Regent's experience, wonderful memories (and many gigabytes of photos) to hallmark your time with us.

For up-to-date information and to book trips, tours and excursions, visit Regent's online store store.regents.ac.uk

Student Engagement

- › Student Hub, Ground Floor, Acland Building, Regent's Park campus
- › +44 (0)20 7487 7810
- › studentlife@regents.ac.uk





Safety and security

Your safety and security is important to us. The Regent's Park campus is open 24 hours a day with full security cover. The Marylebone buildings at Paddington St and Garbutt Place are open 08:00-22:00, Monday to Friday, and 08:00-18:00 on Saturdays.

Emergencies and first aid

All incidents and accidents on campus must be reported. Security staff are trained in first aid. You can contact them on the University's emergency response number – dial 2222 from any internal extension, or 020 3075 6222 from an external phone. If you are off campus, dial 999 (or 112 from a mobile) for emergency services.

Personal safety

London is generally considered as safe as any large city around the world. It is an exciting place and we want you to enjoy good experiences while living here. However, it makes sense to be aware of the potential threats you may face and to know how to be safe. Please follow our safety tips when you go out, and use your common sense to avoid becoming a victim of crime. For further safety advice, please see the Student Life section on the website regents.ac.uk/student-life

Security on campus and ID cards

All students must carry an ID card while on campus. This gives you access to the University grounds and buildings. Anyone without an ID card will not be permitted entry.

If you lose your card, you can purchase a new one for £10 from the security control room adjacent to the main reception. The card will be printed while you wait. If you are aware that you have lost your ID card, please arrive early to allow time to order your replacement card from security and avoid a delay in gaining entry to the campus. Alternatively, you can order a new card through the online shop at store.regents.ac.uk

Security Office

- › CCTV room/main reception, Herringham Building, Regent's Park campus
- › +44 (0)20 7487 7495
- › security@regents.ac.uk

Back gate opening and closing times

The back gate to the Regent’s Park campus is open Monday to Friday only, and is closed at weekends. Gate opening times vary with park times through the year.

Month	Open	Close
January	07:00	16:30
February	07:00	17:30
March GMT	07:00	18:30
March BST	07:00	19:30
April	07:00	20:30
May - July	07:00	21:00
August	07:00	20:30
September	07:00	19:30
October BST	07:00	18:30
October GMT	07:00	17:00
November - December	07:00	16:00

Please note that our gate closes 30 minutes before publicised Regent’s Park closing times.

Lost property

Please hand in any lost property at the Security Office on the Regent’s Park campus. If you lose an item or think it’s been stolen, this should also be reported to Security.

Pickpocketing

Always keep your valuables out of sight when travelling around London. Try to be aware of who is around you when using your mobile phone and keep it out of sight if you are unsure. Do not leave your possessions unattended when in a bar, restaurant or club.

Police

If you are a victim of crime, you should report it to the police immediately. They will give you a crime reference number, which you can give to your bank or insurance company as appropriate. If you need support, the police can advise you who to contact or you can talk to a counsellor based on campus (see page 15). Regent’s local neighbourhood policing team is Regent’s Park and Primrose Hill. 020 7161 9611.





Other facilities and services

Here are some of the other facilities and areas on campus that you may find it useful to know about.

ATM/cash machine

There is a cash machine located in the corridor by the library at the Regent's Park campus for cash withdrawals. This machine charges for withdrawals, but there are many ATMs you can use for free (depending on your bank) in Baker Street and Marylebone High Street.

Bicycles

Bicycle racks on the Regent's Park campus provide space for securing over 70 bicycles. There are two double-tiered bike racks located in the main car park, one by the sports court and the other by the car park exit. At the Marylebone site, there are on-street public racks at the Garbutt Place entrance. You can register your cycle for free at [immobilise.com](https://www.immobilise.com)

Off-campus, Santander bike-sharing scheme red bikes are available for hire. There is a stand beside the tennis club courts, on the other side of the road from the main campus gate. For details of how to use the Santander bikes, see the Transport for London website tfl.gov.uk

Car parking

The driveway immediately outside the main entrance to the Regent's Park campus is for dropping off and collection only, within a 5-minute time period. Vehicles should not be left unattended there.

The main car park for visitors and students and is located alongside Oliver building. Opening hours are 06:00 to 22:00. Parking spaces are available on a first-come, first-served basis. Payment should be made at the yellow pay station near the car park exit, beside the Herringham building. Motorbike parking is free of charge. There are two bays in the main car park, beside the Oliver and Herringham buildings.

You can also park on the Inner Circle, opposite the campus, for a maximum four-hour period.

Please obtain a ticket from the payment machines. The area is regularly patrolled by parking attendants.

Common rooms

It's important to be able to unwind between classes and catch up with friends. The student common room in the Acland building on the Regent's Park campus is furnished with sofas, a large flat-screen TV, and bring-your-own-device desk space. The student common room at Marylebone has a sofa area, tables and chairs and a small kitchen area with microwave. All areas have WiFi access.

Lockers

You can store personal belongings in lockers located in the corridor between Herringham and Jebb buildings, in Tuke basement and Darwin basement. Garbutt Place at Marylebone has a sofa area, tables and chairs for working, a small kitchen area with microwave and Wi-Fi access.

Mail

Incoming mail for students living on campus can be collected from Reid Hall reception. Letters and parcels for students who do not live on campus can be collected from the postroom on the ground floor of the Pilcher building (see map on p.5 for location). You will be notified by email of any mail for collection. You can send personal mail via the Post room, but envelopes must be stamped.

Recycling

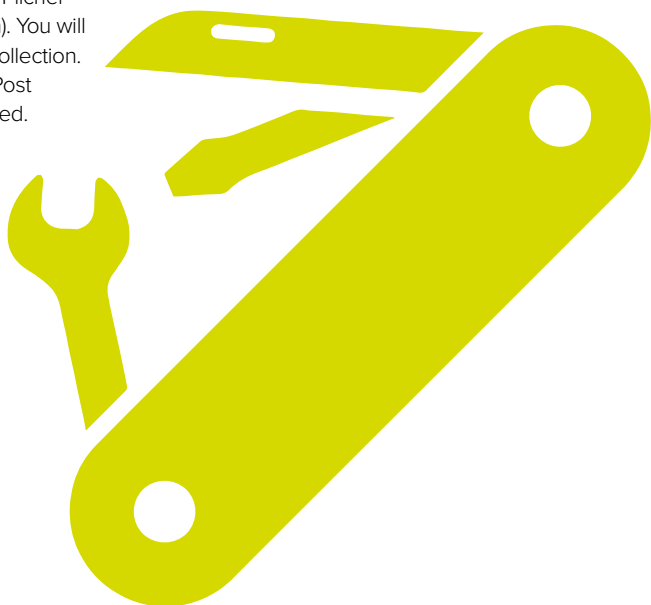
The University is committed to reducing its environmental impact wherever possible. Please make use of the many recycling bins round campus to dispose of your waste appropriately. Green bins are for mixed recycling and black bins are for general waste only.

Room bookings

You can book rooms on either campus for group work or meetings. Send your request to **roombookings@regents.ac.uk**, stating the date, time and duration of your meeting, and the number of people attending.

Showers

Male and female shower facilities are available in the basement of the Darwin building.





London is a fantastic city to be a student, offering everything from theatres and a thriving club scene to art galleries, museums and excellent restaurants. Our campuses are close to the City of London and the West End so you are within easy reach of all that London has to offer.

The following websites are excellent resources for finding out what is happening in the capital. The library also holds a selection of guidebooks and related magazines which you may find useful.

- timeout.com/london
- londonist.com
- visitlondon.com
- viewlondon.co.uk

Theatre

London is one of the world capitals for theatre and there is a whole array of musicals and plays that you can go and see. The official half-price theatre stall in Leicester Square is a great place to get same-day deals.

There are also lots of great theatre trips run by Regent's, so check what's available at store.regents.ac.uk

- officiallondontheatre.co.uk/tkts
- timeout.com/london/theatre

Museums and galleries

London is a haven for culture vultures. There are more than 300 museums and galleries, most of which are free. Whether you want to see some of the most famous paintings in the world, cutting-edge modern art or Ancient Egyptian relics, being based in London means you have a huge choice of world-class culture on your doorstep.

Most of London's museums and galleries are free to enter to see permanent collections, although you may have to pay if you want to visit a temporary exhibition. Below is a list of some of London's major museums and galleries. Check out their websites for information on current exhibitions.

- The British Museum
britishmuseum.org
- The Natural History Museum
nhm.ac.uk
- The National Maritime Museum
rmg.co.uk
- The Science Museum
sciencemuseum.org.uk
- The Victoria and Albert Museum
vam.ac.uk
- The Museum of London
museumoflondon.org.uk
- London Transport Museum
ltmuseum.co.uk
- The National Gallery
nationalgallery.org.uk
- The National Portrait Gallery
npg.org.uk
- Tate Britain
tate.org.uk/visit/tate-britain
- Tate Modern
tate.org.uk/visit/tate-modern

Shopping

London has over 4,000 shops and some of the most famous stores and shopping areas in the world, including Harrods, Selfridges, Knightsbridge, Westfield, Oxford Street, Regent Street, Carnaby Street and Covent Garden.

There is also a good selection of colourful street markets in the capital, including Camden Lock (just the other side of Regent's Park), Spitalfields and Portobello Market in Notting Hill.

Eating out

There are thousands of options for eating out in London. Thanks to our multicultural population, you'll find a vast number of different cuisines from French, Italian and Spanish to Thai, Japanese and many more. The websites below offer excellent information on eating out along with special offers that are available.

- tastecard.co.uk
- toptable.co.uk
- timeout.com/london/restaurants
- squaremeal.co.uk
- londonpoppups.com

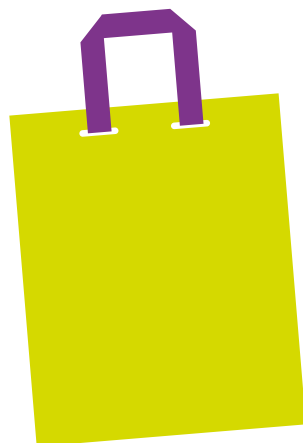
Bars and nightlife

There are many places to go out in London catering for a wide range of tastes and musical interests. London has every possible type of nightclub imaginable and has always been at the forefront of the global clubbing scene with top-class DJs and themed nights.

The University of London Union (ULU) is used by students from many other universities and is a meeting place for students from all over London. ULU has lots of cheap bars, cafés and discos, as well as sports and social clubs. It is located in Malet Street, WC1 ulu.co.uk

You can join ULU by showing an International Student Identity Card (ISIC) or NUS card. See page 11.

Most of London's main attractions offer student discounts, so make sure you take your ID along with your NUS Extra or ISIC card. London is a big city with lots to see and do, so get exploring!





Welcome to your Student Union!

There are many ways that you can get involved in the Student Union.

- **Councils** – where you can represent your class through solving student issues.
- **Societies** – join to meet people with similar interests to you, or start our your society for your own hobby/interest
- **Academic events** – be part of a vibrant team that organises debates, networking sessions, academic talks, and more
- **Social events** – help organise the social events on and off campus including bar nights, lawn parties and club nights
- **Sports** – join competitive teams that play against other universities, or just join for fun to keep active
- For any questions, go to our website: su.regents.ac.uk

We can't wait to meet you!

Follow us on social media



[rulstudentunion](https://www.facebook.com/rulstudentunion)



[@regentsssu](https://twitter.com/@regentsssu)



[rulstudentunion](https://www.instagram.com/rulstudentunion)



[regents_su](https://www.snapchat.com/add/regents_su)

nus
extra

Every penny goes to help students



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We always welcome feedback from students and are keen to hear your views – both good and bad! If you are unhappy about anything relating to your time at Regent's, please do tell us about it and give us the chance to put things right. In the first instance, please speak to your programme director or the manager of the service concerned if you have a complaint.

You can also seek advice from the Student Hub. We aim to resolve complaints about any aspect of your experience at Regent's quickly and fairly. If you remain unsatisfied with the outcome, you can make a formal complaint in writing.

hub.regents.ac.uk

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