Includes information on:
Essential information when you start
Induction Activities
Social events
Life in the UK
Opening a bank account
Welcome to Oxford Brookes University

The International Student Advice Team (ISAT) warmly welcomes you to Oxford Brookes and we hope you have a fantastic time while you are here. This guide will give you lots of useful information about starting out at Oxford Brookes and in the UK. Throughout your time at Oxford Brookes, you are always welcome to contact us or check our website for information.

What we do

ISAT offers information and advice to international students about immigration, employment, and general academic matters. We are here if you need to talk about any difficulty you might be facing. We also organise events and trips outside Oxford, to help you make the most of your time at Oxford Brookes. We are very active on Instagram – make sure you follow us at @brookes_isatsocial

Season’s Greetings from ISAT!
From left to right: Guenievre, Sally, Ilaria, Jasmin and Alice

OUR CONTACT DETAILS

🌐 www.brookes.ac.uk/students/isat
✉️ isat@brookes.ac.uk
📢 Face-to-face appointments: www.brookes.ac.uk/students/isat/contact
💻 Zoom Room: www.brookes.ac.uk/students/isat/contact

@brookes_isatsocial
@isat.brookes
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**Useful sections**  
- The International Student Meeting Point (ISMP): page 6  
- Life in the UK: page 10  
- Shopping and Healthcare: page 15-17  
- Making friends: page 20
As a new student, there are some important steps that you need to complete before starting your course. This page provides you with essential information. You can use the links for further details in the first instance, and contact Oxford Brookes staff if you need additional support.

www.brookes.ac.uk/new-students

Checklist of things to do

☐ Complete your enrolment: the final deadline to arrive and complete the enrolment, including the Right to Study checks, is 10 February 2023.

☐ Set up your Brookes email and calendar – you need to have enrolled first

☐ Attend your course induction sessions in Induction Week (23-27 January)

☐ Collect your student card (you will receive an email when their card is ready for collection)

☐ Register your modules before you start your course (you will find out more about this during your course induction)

☐ Open a UK bank account

☐ Register with a UK doctor

☐ Apply for a bus pass

☐ Decide if you would like to get a Totum card for discounts and ID: www.totum.com/about

☐ Check the ISAT Social Events and come and come to as many as you like

☐ Follow ISAT on Instagram to get advice and social events updates: @brookes_isatsocial

Students on a visa or subject to UK immigration regulations

☐ Check your online enrolment page to see if you need to complete the Right to Study checks (where you show us your immigration status).

Full information available at www.brookes.ac.uk/students/isat/visas/collection-your-brp

Attendance Letter

Your Attendance Letter (also referred to as Certificate of Attendance), can be used as proof of your local address. You can request this document online once you have completed your enrolment. Instructions are on this Student Central webpage: www.brookes.ac.uk/students/student-central/faq/attendance-certificate

Proof of address

Students in Oxford Brookes accommodation can also get a proof of address letter within 2 working days by emailing accomm@brookes.ac.uk
## Help to get started

If you have any questions or are unsure about something, the following teams and staff members will be able to help you to get started.

<table>
<thead>
<tr>
<th>Who are they?</th>
<th>What can they help with?</th>
<th>How to contact them?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Induction Team</td>
<td>Answering any questions. Talk to them if you have missed your induction events.</td>
<td>During Arrivals, they are based at Reception (see page 6). They also have a phone line and Zoom Room. Full contact details: <a href="http://www.brookes.ac.uk/new-students">www.brookes.ac.uk/new-students</a></td>
</tr>
<tr>
<td>Enrolment Team</td>
<td>Enrolling.</td>
<td>You will receive an email to alert you that online enrolment has opened. For more details: <a href="http://www.brookes.ac.uk/new-students">www.brookes.ac.uk/new-students</a></td>
</tr>
<tr>
<td>International Student Advice Team</td>
<td>• Visa/immigration questions</td>
<td>During Arrivals, come and see us at the International Student Meeting Point (see page 6). Full contact details on page 2.</td>
</tr>
<tr>
<td>International Student Compliance Team</td>
<td>• Right to Study checks</td>
<td><a href="http://www.brookes.ac.uk/new-students">www.brookes.ac.uk/new-students</a></td>
</tr>
<tr>
<td>Student Central Advice Team</td>
<td>• General questions about studying at Oxford Brookes</td>
<td><a href="http://www.brookes.ac.uk/students/student-central">www.brookes.ac.uk/students/student-central</a></td>
</tr>
<tr>
<td>Student Support Coordinators</td>
<td>• Choosing, adding, deleting modules</td>
<td>In your faculty. <a href="http://www.brookes.ac.uk/students/support-services/ssc">www.brookes.ac.uk/students/support-services/ssc</a></td>
</tr>
<tr>
<td>Academic Advisers</td>
<td>Learning about your programme and what is expected of you.</td>
<td>Your timetable will tell you where/when to meet them. If you have missed this, check with the Induction Team.</td>
</tr>
<tr>
<td>Programme Administrators</td>
<td>• Postgraduate students need to see these staff during subject specific induction sessions</td>
<td>In your faculty. Check with the Induction Team if you’re not sure.</td>
</tr>
<tr>
<td>Global Exchanges and Study Abroad Team</td>
<td>• Certificates of Arrival for Erasmus students</td>
<td><a href="http://www.brookes.ac.uk/international/study-abroad-and-exchanges">www.brookes.ac.uk/international/study-abroad-and-exchanges</a></td>
</tr>
<tr>
<td>Research Degrees Team</td>
<td>• Research Degree programme enquiries, and matters related to admissions, enrolment,</td>
<td><a href="http://www.brookes.ac.uk/students/research-degrees-team">www.brookes.ac.uk/students/research-degrees-team</a></td>
</tr>
<tr>
<td></td>
<td>programme related queries</td>
<td></td>
</tr>
</tbody>
</table>

More details about the support you can get from these teams throughout your studies at Oxford Brookes can be found on page 25.
Arriving at Brookes

Where possible, please arrive in Oxford in time for Induction Week, which starts on Monday 23 January 2023. If you have any questions or need any help when you first arrive, please ask ISAT or the Induction Team (see below).

COME AND SEE US!

ISAT: The International Student Meeting Point (ISMP)
Monday 23 January to Friday 27 January 2023, 10.00-15.00
📍 In the Forum, John Henry Brookes Building (JHBB), Headington Campus*. Our International Student Advisers and International Student Helpers are here to answer any questions you have. Come and see us to join one of our free campus/shopping tours, learn about our events, to get a map of the city, to pick up a SIM card, or just to have a chat.

Induction Team: Reception for New Students
Monday 16 January to Friday 10 February 2023
📍 Reception, JHBB, Headington Campus*. The Induction Team will be able to answer any questions you have and tell you where to go if you have missed your induction events.

Online and phone support
In addition to our physical help desks, both ISAT and the Induction Team provide support via email, phone and/or Zoom Room. See ISAT’s contact details on page 2 and the Induction Team’s contact details at www.brookes.ac.uk/new-students.

*Map of the Headington Campus available on pages 28-29.

Course induction

All students must attend their course induction. During induction, you will find out more about your course, how to use our virtual learning environment (Moodle) and meet the teaching staff. See the following link to find out when it will take place for your course.
www.brookes.ac.uk/new-students/course-induction

You can find lots more information, including how to enrol, at www.brookes.ac.uk/new-students

Incoming exchange/study abroad students will be contacted by the Global Team regarding their course induction and Welcome Session.
Arrivals and semester events

Arrivals activities

WORKSHOPS

<table>
<thead>
<tr>
<th>Workshop title</th>
<th>Date</th>
<th>Time</th>
<th>Type / Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to life as an international student</td>
<td>Monday 23 January</td>
<td>16:00</td>
<td>JHBB 308</td>
</tr>
<tr>
<td>UK Culture and Lifestyle – What to Expect</td>
<td>Tuesday 24 January</td>
<td>15:30</td>
<td>JHBB 206</td>
</tr>
<tr>
<td>Managing your money and part-time employment</td>
<td>Wednesday 25 January</td>
<td>16:00</td>
<td>JHBB 206</td>
</tr>
<tr>
<td>Introduction to life as an international student</td>
<td>Thursday 26 January</td>
<td>16:00</td>
<td>JHBB 308</td>
</tr>
</tbody>
</table>

How to join

Go on our website to find out more about these workshops.
www.brookes.ac.uk/students/isat/social/arrivals

In-person events have limited capacity (first come first served basis), so please make sure you arrive in time for the sessions.

SOCIAL ACTIVITIES

<table>
<thead>
<tr>
<th>Event title</th>
<th>Date</th>
<th>Time</th>
<th>Type/Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Centre tours</td>
<td>Everyday, Monday 23 January to Friday 27 January</td>
<td>14:00</td>
<td>Off site (city centre)</td>
</tr>
<tr>
<td>Campus tours</td>
<td>Everyday, Monday 23 January to Friday 27 January</td>
<td>11:00 and 13:30</td>
<td>In-person (on campus)</td>
</tr>
<tr>
<td>International Students’ Welcome Quiz</td>
<td>Thursday 26 January</td>
<td>17:30 to 19:30</td>
<td>The Terrace (JHBB)</td>
</tr>
<tr>
<td>Historic Walking Tour of Oxford</td>
<td>Sunday 22 January to Friday 27 January</td>
<td>14:00</td>
<td>City Centre</td>
</tr>
<tr>
<td>Late arrivals Welcome Event</td>
<td>Tuesday 21 February</td>
<td>17:00 to 18:30</td>
<td>To be confirmed</td>
</tr>
<tr>
<td>Photo Competition</td>
<td>14 February to 7 March</td>
<td>Online</td>
<td></td>
</tr>
</tbody>
</table>

To take part in and find out more about the social activities, go to the ISAT Arrivals Activities webpage: www.brookes.ac.uk/students/isat/social/arrivals. In-person events have limited capacity and you may need to book your space in advance Please check on our website.
Semester 2 social events programme

The International Student Advice Team (ISAT) organises social events and trips every semester to help you meet other students, discover the UK and make the most of your time here.

PROGRAMME

The full programme for Semester 2, January to May 2023 can be found on our website www.brookes.ac.uk/students/isat/social. We also post regular updates on our social media channels @brookes_isatsocial and @isat.brookes

Highlights

Below are some of the events we are organising this semester:

Guided tours
The best way to discover Oxford and the UK in a day trip with other Brookes international students. This semester we offer the following trips: London, Bath, Wales, Cambridge, Stratford-upon-Avon & The Cotswolds, Brighton, Isle of Wight.

St Patrick’s Day Activities

Easter event
More information to come soon! Check our website for updates.

International Students’ Quiz
Time to relax and make friends! Join the International Student Advisers and Student Helpers for a quiz (with free food and prizes).

Photo competition
See following page for more information about ISAT’s popular photo competition.

Late arrivals events
For international students who have missed Arrivals Activities and want to meet other students.

New Students’ website
Further information about other events you may be interested in can be found at www.brookes.ac.uk/new-students
Global Buddies

Welcoming new international students to Oxford Brookes

The Global Buddies programme brings together our current UK/international students with newly arrived international students. Our current students can share their experience with you and provide tips about how to settle into life at Oxford Brookes. There will be a number of free and subsidised events that you can join with your group, as well as arranging your own activities!

How to register?
• Go to www.brookes.ac.uk/students/isat/social/global-buddies
• Check whether the programme is right for you
• Sign up online

Successful completion
• Get a Certificate of Participation
• Complete a STAR entry on BrookesEDGE
• Develop new skills, such as intercultural communication

Photo Competition
Take part in our photo competition for a chance to win amazing prizes!
• 1st prize: £40 Amazon voucher
• 2nd prize: £20 Amazon voucher
• 3rd prize: Oxford souvenir

Opening date: Tuesday 14 February 2023
Closing date: Tuesday 7 March 2023 (5pm)
Winners announced: Monday 13 March 2023

For more information and the full Terms & Conditions, go to our website: www.brookes.ac.uk/students/isat/social/trips-and-social-events

Themed weeks
We organise activities and share information about British traditions and national days such as Burns Night, Pancake Day, St Patrick’s Day and Easter. Follow us on social media now to ensure you don’t miss our posts and stories.
Life in the UK

Getting Settled

In this section, we are sharing resources and advice to help you settle in your new life in the UK.

We know it may feel a bit overwhelming to deal with administrative tasks and get your head round the way things are done here – it’s probably quite different from your home country! As always, don’t hesitate to contact ISAT if you need any support.

Getting around Oxford Brookes campuses

Oxford Brookes has several campuses and it will seem like a bit of a maze at first. If you want to get familiar with the campuses and facilities before going in-person, you can visit Oxford Brookes virtually! Visit www.brookes.ac.uk/virtual-tour.

You can also book a campus tour. Find out more on www.brookes.ac.uk/student-life/our-campuses Alternatively, use the printed map on pages 28-29 or find out more on www.brookes.ac.uk/about-brookes/contacts-maps-and-campuses.

Printing

Brookes Print Anywhere is a service that enables students and staff to print securely from a desktop, laptop, mobile phone or tablet to any printer at Brookes. You can also scan or copy documents. www.brookes.ac.uk/it/essentials/printing

National Insurance Number

If you want to work during your time in the UK, you need to apply for a National Insurance Number (NIN). Information on how to get a NIN can be found on our Work Options webpage: www.brookes.ac.uk/students/isat/visas/work-options/national-insurance-number

WiFi

Brookes WiFi is available on all our campuses. Please ask for the password at any reception/help desk. www.brookes.ac.uk/it/essentials/wi-fi

You can login to wifi in Brookes student halls via Wifinity.

Once you are a student, you can use Eduroam for simple, easy, secure connectivity from thousands of hotspots across more than 100 countries.

If you require assistance, you can contact the IT Service Desk on 01865 483 311, or go to service.brookes.ac.uk to log a call or chat with them.
Opening a UK bank account

The basics

• You must have a UK address before you can open a bank account
• You must have an Attendance Letter with your local address on (see page 4 for instructions)
• It generally take 2-3 weeks, sometimes a bit longer, to open a bank account.

How does it work?

Most banks prefer international students to make their application for an account online and not face-to-face at the bank branch. Some banks will allow you to upload scanned documents (mobile phone photos are often permitted.) However, you may be asked to visit the bank for a face-to-face interview following your online application. The documents that you will need for your application are listed in the tables on the following pages.

Things to remember

• Always tell your bank if you change your address. If you don’t, your bank statements may get lost or returned to the bank, and they may then close your account.
• UK banks do not usually allow overdraft loans to international students, and so some banks will send you text warnings if your money is running out.
• Talk to Brookes Union for advice on managing your money.
• Most businesses accept contactless payments. Cash is not accepted everywhere since the COVID-19 pandemic, so we advise you to carry a debit card in case you need to make any payment.

IMPORTANT NOTE

It can take some time to open a bank account, so make sure you have enough money for your first couple of weeks in the UK.

Consider whether you would like to get a pre-paid currency card/multi-currency account with a digital banking company such as Revolut www.revolut.com, TransferWise wise.com/gb/multi-currency-account, and Unizest unizest.co.uk, which enables you to access money abroad without expensive fees – a good option while you wait for your UK account to be set up.

See the next 2 pages for information about the branches in Headington and Oxford city centre, and the type of accounts you can open.
Banks in Oxford

In this table you will find information about a few bank accounts which are available to international students – please note this is not an exhaustive list and information might have changed since we wrote this guide. Make sure you do some research before you select and apply for a bank account.

<table>
<thead>
<tr>
<th>Bank</th>
<th>Account</th>
<th>Documents required to open the account</th>
<th>Further information</th>
</tr>
</thead>
<tbody>
<tr>
<td>NatWest</td>
<td>“Select” bank account</td>
<td>• Valid passport</td>
<td><a href="http://www.natwest.com/current-accounts/select_account.html">www.natwest.com/current-accounts/select_account.html</a></td>
</tr>
<tr>
<td>91 London Road (Headington)</td>
<td></td>
<td>• Valid visa or proof of pre-settled/settled status (if applicable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Proof of address</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Oxford Brookes Attendance Letter</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contactless Visa Debit card</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• No monthly fee</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fees for international transfers</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• You need a UK phone number to open this account</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• You can apply on the app if you have a UCAS number. If not, apply in a branch.</td>
<td></td>
</tr>
<tr>
<td>BARCLAYS</td>
<td>Basic Bank Account</td>
<td>• Valid passport</td>
<td><a href="http://www.barclays.co.uk/current-accounts/bank-account">www.barclays.co.uk/current-accounts/bank-account</a></td>
</tr>
<tr>
<td>54 Cornmarket Street (Oxford City centre)</td>
<td></td>
<td>• Valid visa or proof of pre-settled/settled status (if applicable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Oxford Brookes Attendance Letter with local address</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contactless Visa Debit card</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• No monthly fee</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Rewards</td>
<td></td>
</tr>
<tr>
<td>HSBC</td>
<td>Bank account for international students</td>
<td>• Valid passport</td>
<td><a href="http://www.hsbc.co.uk/current-accounts/products/international-student">www.hsbc.co.uk/current-accounts/products/international-student</a></td>
</tr>
<tr>
<td>65 Cornmarket Street (Oxford City centre)</td>
<td></td>
<td>• Valid BRP or proof of pre-settled/settled status (if applicable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Oxford Brookes Attendance Letter with local address</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contactless Visa Debit card</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• No monthly fee</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fees if you use the card abroad</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Discounts and offers</td>
<td></td>
</tr>
</tbody>
</table>

Which bank to choose?

There is one bank in in Headington, within a 20-minute walk of the Headington campus. There are other banks in the city centre of Oxford. Try to choose a bank that you can easily visit, in case they invite you to a face-to-face appointment to open your account.

Talk to the banks and choose the best one for you. If you receive regular payments from abroad, it may be best to choose an account that doesn’t charge for international transfers. Make sure you are aware of any other bank charges.
<table>
<thead>
<tr>
<th>Bank</th>
<th>Account</th>
<th>Documents required to open the account</th>
<th>Further information</th>
</tr>
</thead>
</table>
| Santander            | Everyday Current Account       | • Valid passport  
• Valid visa or proof of pre-settled/settled status (if applicable)  
• Oxford Brookes Attendance Letter with local address | www.santander.co.uk/personal/current-accounts/essentials-current-account              |
|                      | Basic Bank Account             | • Valid passport  
• Valid visa or proof of pre-settled/settled status (if applicable)  
• Oxford Brookes Attendance Letter with local address | This account is not as flexible as others:  
• Restrictions on some types of transactions  
• No contactless card  
• You need to top up your debit card | www.santander.co.uk/personal/current-accounts/basic-current-account               |
| Lloyds Bank          | Classic Account                | • Valid passport  
• Valid visa or proof of pre-settled/settled status (if applicable)  
• Oxford Brookes Attendance Letter with local address | www.lloydsbank.com/current-accounts/all-accounts/classic-account.html              |
|                      |                                | • Contactless debit card  
• No monthly fee  
• Fees if you use your card abroad.  
• Cashback with some retailers. |                                                                                     |

Information up-to-date at the time of writing.

Find out more

- International students – Opening a UK bank account: www.ukcisa.org.uk/Information--Advice/Studyiing--living-in-the-UK/Opening-a-bank-account
- The International Student Calculator by Which?, www.which.co.uk/money/university-and-student-finance/student-budget-calculator

If your bank is requiring any additional documents to prove your student status or your address, please contact Student Central: studentcentral@brookes.ac.uk.

If you have any difficulties in opening an account or getting statements for your visa, contact ISAT (see page 2).
Student visas

Getting your BRP from Oxford Brookes

If you requested that your Biometric Residence Permit (BRP) be delivered to the university, you will need to collect it after you have arrived in the UK. Further details at www.brookes.ac.uk/students/isat/visas/collecting-your-brp

Checking Your Visa

When you receive your visa, please check the following things:

- Your name, nationality and date of birth are correct.
- The end date of your visa is correct. If your course is over 12 months long, your visa should end 4 months after your course finishes. If your course is between 6 and 12 months, you should have 2 months after your course finishes.

If your BRP expires on 31 December 2024

You do not need to tell UKVI if your BRP expires on 31 December 2024 but your immigration status (for example, your visa) allows you to stay longer.

You will not need a BRP from 1 January 2025. You’ll be able to prove your immigration status online, without a BRP.

UKVI will update their information on how to prove your immigration status in early 2024. You do not need to do anything and your immigration status will not be affected.

Keep copies of your documents

Keep copies of your passport, BRP and bank cards in case you lose them. Keep your BRP card with your passport, not in your wallet. If you lose it, it can take up to 8 weeks to replace.

We do NOT recommend carrying your BRP card and passport around with you.

Instructions for downloading your Attendance Letter or proof of address (for students living in halls) can be found on page 4 of this guide.
Shopping

GROCERIES (FOOD)

Where to go
Most people buy ingredients for cooking at home from a supermarket.

- **Cheaper supermarkets:** Aldi, Asda, Iceland, Lidl.
- **Mid-range supermarkets:** Tesco, Co-op, Sainsbury’s
- **More expensive supermarkets:** Marks & Spencer’s, Ocado, Waitrose.

For a list of smaller food shops in Oxford, visit [www.brookes.ac.uk/students/isat/living-in-the-uk/essentials/shopping-in-oxford](http://www.brookes.ac.uk/students/isat/living-in-the-uk/essentials/shopping-in-oxford). These shops sell quite a few items that are not available in the larger supermarkets, and you may find food from your home country. Headington is the closest shopping area to Headington University Campus. There are also many shops and restaurants on Cowley Road, selling food from around the world.

Dietary requirements
In the larger supermarkets, you will usually find a range of “free from” food such as nut-free, gluten-free, vegan and dairy-free products. Halal and kosher food can often be found in big supermarkets, but you may have more choice in smaller specialised local shops.

**Online shopping and deliveries**
It is helpful to know how you can get food and other necessities delivered to your door. For useful tips, as well as provider suggestions, go to [www.brookes.ac.uk/students/isat/living-in-the-uk/shopping](http://www.brookes.ac.uk/students/isat/living-in-the-uk/shopping).

**MOBILE PHONES**
Most international students use a “pay-as-you-go” or a “SIM-only” deal. In this case, mobile phone companies will usually give SIM cards for free, but you’ll need to buy credit. Popular companies include: 3, EE, GiffGaff, ID mobile, O2, Vodafone and VOXI. You can check prices at [www.moneysupermarket.com/mobile-phones](http://www.moneysupermarket.com/mobile-phones). You can also pick up a free SIM card at the ISMP.

**Get discounts**
You can sign up to get a loyalty card at most supermarkets, which will get you discounts on your shopping. Many companies offer student discounts, but you may need a Totum card (see page 4).

### Average price of staple products

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk (2 pints)</td>
<td>£1.30</td>
</tr>
<tr>
<td>Loaf of fresh white bread</td>
<td>£1.20</td>
</tr>
<tr>
<td>A dozen eggs</td>
<td>£2.30</td>
</tr>
<tr>
<td>Chicken breasts (1kg)</td>
<td>£6.00</td>
</tr>
<tr>
<td>Rice (1kg)</td>
<td>£1.55</td>
</tr>
<tr>
<td>Potatoes (2kg)</td>
<td>£1.85</td>
</tr>
<tr>
<td>Tomatoes (kg)</td>
<td>£2.00</td>
</tr>
<tr>
<td>Apples (x6)</td>
<td>£1.70</td>
</tr>
<tr>
<td>Oranges (x5)</td>
<td>£1.50</td>
</tr>
<tr>
<td>Carrots (kg)</td>
<td>65p</td>
</tr>
</tbody>
</table>
HOUSEHOLD GOODS
Before moving to the UK, make sure you ask what will be included in your accommodation, especially: toilet roll, bedding (duvet, pillows, bed linen), cutlery and cooking utensils, laundry and washing up liquid. For instance, most of these items are usually not included in Brookes halls of residence.

Oxford Brookes University has a partnership with UniKitOut, which provides Bathroom, Bedroom and Kitchen kits that you can order before travelling to the UK and which will be delivered to your door: www.unikitout.com/?partner=Oxford%20Brookes%20University. You can also buy these products locally. In Oxford city centre, shops such as Primark and TK Maxx stock household goods. In Cowley, check out Asda Living, B&M, Matalan, TK Maxx and Wilko.

CHARITY SHOPS
There are some charity shops in Oxford which sell second-hand clothes, shoes, furniture and lots of things you might want for a new house. These have been donated by people who no longer use them. You can also find second-hand items on www.gumtree.com/oxford and www.dailyinfo.co.uk/free

COSMETICS, TOILETRIES
Most supermarkets have a Health & Beauty aisle. If you want more choice, go to a specialised store such as Boots, Superdrug and Savers.

MEDICINE AND PRESCRIPTIONS
In the UK, you can buy some types of medicines for minor health conditions at a supermarket or pharmacy without a prescription. For other types of medicine, you first need to register with a GP (see page 17), who will send a prescription to a pharmacy. If you are self-isolating, make sure your GP and the pharmacy are aware of it, so the medicine is delivered to your house directly.
Healthcare

MEDICAL

Most students have access to the National Health Service (NHS). This includes seeing General Practitioner doctors (GPs) for non-emergency appointments, or the hospital for emergencies. To access this, you will need to register with a GP surgery. Oxford Brookes has a medical centre on campus, to which you can register online before you arrive. More information at www.brookes.ac.uk/new-students.

If you are being treated for a long-term medical condition, register as soon as possible and make an appointment to see your new doctor. Take your home doctor’s name and address, copies of your previous medical records and a list of any of your medicines when you go to the appointment. www.brookes.ac.uk/students/isat/living-in-the-uk/health-and-insurance

DENTAL

Dental work is subsidised by the NHS but there is a charge each time you use the service. Damira Dental Studios is our dental clinic in the Colonnade Building, Headington Campus. To book an appointment, visit their website damiradental.co.uk/practice/oxford

MENTAL HEALTH

If you feel low or need support with your mental health, you can contact the Brookes Counselling team (see page 26). You can also find lots of helpful tips and resources on Student Minds and Student Space at www.studentminds.org.uk.

If you need immediate help, here’s a list of useful contacts www.brookes.ac.uk/students/wellbeing/need-help-now.

USEFUL CONTACTS

111
non-emergency health advice

999
life-threatening condition, ambulance

116 123
Samaritans (mental health. Someone to listen 24 hours a day, 365 days a year.)
Living in Oxford: travel and safety

TRAVEL AROUND OXFORD

The Oxford Brookes travel pages provide a lot of information about travelling locally and student travel offers: www.brookes.ac.uk/travel

Getting the bus

All Oxford Brookes students can use their Brookes Student Card for discounted travel on local Oxford Bus Company and Stagecoach bus services. Just show your valid Student Card to the bus driver for the discounted fares.

The 400 BROOKESbusU1 and 100 BROOKESbusU5 is a public bus service, with routes tailored for University students, operating between all Oxford campuses and Halls. More information can be found at www.oxfordbus.co.uk/brookesbus

E-scooter

More information on www.oxfordshire.gov.uk/residents/roads-and-transport/active-travel/e-scooter-trial

TRAVEL OUTSIDE OXFORD

Train station

You can book your train tickets online/via the Trainline app: www.thetrainline.com

Oxford Tube (coach service between Oxford and London)

You can book your tickets online/via the Oxford Tube app: www.oxfordtube.com

The BROOKESkey App

The BROOKESkey app is a personal travel account which offers discounted travel for Oxford Bus Company services and their Airline coach services to Heathrow and Gatwick airports. You can apply for it at www.oxfordbus.co.uk/brookesbus-fares as soon as you have set up your Oxford Brookes University email account.

If you have a query about your application, please contact info@oxfordbus.co.uk.

Inclusive Travel Pass

In addition to the BROOKESkey offers, some students are eligible for an Inclusive Travel Pass, which allows them to travel on the public BROOKESbus services (U1 and U5) for free. Eligibility for this extra pass is dependent on accommodation and course status.
STAYING SAFE

Personal Safety

Oxford is a very safe place to live and study but, like any other city, there are risks. Below are just a few pointers which, if followed, will go a long way to aid your safety:

• Trust your instincts, they will usually be right – if you feel nervous or frightened move away from the threat and seek safety with others or a safer location.

• Know where you are going; plan your journeys. How are you getting there? More importantly, how are you getting back? Not all public transport in Oxford runs 24/7.

• Don’t carry or display large amounts of cash. Keep valuables out of sight (e.g. phone, laptop).

• Do not go into parks at night when it’s dark. Whenever possible, do not go out alone. Stay in well-lit areas.

• Do not leave your drink unattended in bars/clubs. Generally speaking, stay safe while clubbing.

• Do not accept lifts in vehicles from people you don’t know.

• Always keep a list of emergency contact numbers in your mobile phone.

• If threatened with violence for property do not fight for it – hand it over. Property can be replaced; you can’t.

• Use the Brookes Union Safe taxi Scheme if you need to get home safely and don’t have money at the time: www.brookesunion.org.uk/safetaxi

• Use a personal safety app, such as hollieguard.com

Beware of scams

Students are being targeted by fraudsters. Students are contacted on their mobile phone by people claiming to represent their bank, the embassy, police or other reputable agencies and are told they owe funds immediately, often being offered preferential exchange rates on currency conversions. Contact ISAT if this happens to you.

Brookes Security Contacts

Oxford Brookes Security team provides a 24/7 security service. They can be reached on 01865 483060 and at security@brookes.ac.uk. Follow them on Instagram at @securitybrookes. For further information, visit www.brookes.ac.uk/security.
Adapting to life in the UK

Moving to a new country can be challenging – settling in can take some time and be tiring, as you will be learning new things all the time. Here are some ideas to help you make the UK your second home.

MAKING FRIENDS

- **Global Buddies:** join the programme to make friends from around the world (see page 9)
- **ISAT social events.** ISAT organises a variety of events to help students socialise (see pages 7-9)
- **Brookes Union societies and events:** meet students with similar interests by joining (or creating!) a student-run society [www.brookesunion.org.uk/societies](http://www.brookesunion.org.uk/societies), or attend a social event organised by Brookes Union [www.brookesunion.org.uk/events](http://www.brookesunion.org.uk/events) especially during Fresher’s Fair.
- **Brookes Sport clubs:** join a sports club to meet people who are passionate about the same sport as you! More information in the “Staying Active” section on page 21.
- **Chaplaincy events:** the Multifaith Chaplaincy organises events for students of all faiths and none [www.brookes.ac.uk/students/wellbeing/chaplaincy](http://www.brookes.ac.uk/students/wellbeing/chaplaincy)
- **International English Club (IEC):** a great place to meet new people from all over the world, practise your English, and learn about British culture and customs. [www.brookes.ac.uk/students/wellbeing/chaplaincy/whats-on/international-english-club](http://www.brookes.ac.uk/students/wellbeing/chaplaincy/whats-on/international-english-club)
- **Meetup:** find groups and activities in Oxford based on your interests. This can be a great way to meet British people. [www.meetup.com](http://www.meetup.com)
Practicing English and studying in the UK
Practicing and improving your English will help you gain confidence and make it easier for you to study and settle in the UK. Try to use every opportunity to practice: at the shops, in class, with other students. Joining social events is a great way to practice. If you feel like you need additional support, don’t hesitate to contact the Centre for Academic Development (see page 25). They run useful tutorials, workshops and short courses to help you reach your full potential.

Employment
If you want to get a job during your studies, our Careers service can help you find opportunities (see page 26). It is important that you check if there are any restrictions applicable to you on working in the UK. See www.brookes.ac.uk/students/isat/visas/work-options and www.brookes.ac.uk/students/isat/visas/student-visa/visa-responsibilities

Staying active
Brookes Sport has a whole range of activities, sports and opportunities for everyone. Facilities include gyms, a climbing wall, a swimming pool, a boathouse, courts and pitches, as well as a bar and cafe. www.brookes.ac.uk/brookes-sport

Looking after the environment
Oxford Brookes is dedicated to all things sustainable. Here are some tips to help save energy (most of which will help save money too):

- Think about walking or cycling
- Carry a reusable coffee cup. Most coffee shops will offer you a discount.
- Bring your own water bottle. There are water refill points across the Brookes catering outlets.
- Eat sustainably, eg. buy locally produced food.
- Don’t forget to recycle.
- Donate the items you no longer need to charity. There are British Heart Foundation donation points across our campuses and halls of residence.

Get involved!
Join our Environmental Network: brookesunion.org.uk/networks or our Hedgehog-Friendly team.

To learn more about sustainability at Oxford Brookes, visit: www.brookes.ac.uk/sustainability
Culture

Your name while you are in the UK
If your language is written in a different way from English, you may be confused about how to write your name, so follow these tips:

• Always write your name in the same way (spelling and order) as it is printed in your passport.

• When you do your face-to-face enrolment, check that your name is in full in the way you want it to appear on your certificate/diploma, and make it clear which name you want us to use as your surname (family name).

• If your country does not use first name and surname, decide in advance which part of your name you will use as your surname and always use it in the same way.

• Don’t be afraid to tell people how to pronounce your name and/or correct them!

Finding things to do in Oxford
Oxford is a historic and vibrant city. It has museums, theatres, cinemas, clubs and live music venues as well as lovely parks to explore and relax in. There are many places to eat and drink, with food from around the world. We publish some of these on our website at www.brookes.ac.uk/students/isat/social/oxford.

The following websites are great sources of information too: www.dailyinfo.co.uk, www.oxfordcityguide.com.

Some free time between classes?
Don’t hesitate to discover Oxford on your own! Have a walk in a park, visit a museum/college or enjoy a sweet treat and a coffee/tea.


Discover the UK with ISAT
Throughout the semester, ISAT organises workshops, trips and activities to help you learn about the UK and the British culture. See pages 7-9 and check out our event page for more information: www.brookes.ac.uk/students/isat/social/trips-and-social-events
BRITISH ETIQUETTE – A GUIDE FOR INTERNATIONAL STUDENTS

⚠️ Punctuality
Being late is seen as bad manners in the UK. Aim to arrive five minutes early for classes so there is time to sit down before they begin. If you are going to be late for an appointment, let the person you are meeting know. You can be a little late if you are going to someone’s house for a party or dinner.

💬 Politeness
You will often hear the words “excuse me”, “please”, “thank you” and “sorry” – it’s good to use them yourself.

🪚 Personal space
People like a lot of space around them so don’t stand too close to them.

🔒 Privacy
Try not to ask personal questions, for example, about age, their salary, religious beliefs or politics until you know them very well.

👉 Queuing
We queue (stand in line) for everything here; for buses, to pay in shops, for toilets and sometimes even to enter class. People will be annoyed at you if you do not wait in the queue. If someone is there before you, let them go first. If you forget to queue, just apologise.

😄 Humour
The British sense of humour can be ironic and confusing. Don’t worry. As you get to know the people better, you will start understanding the jokes. If you are not sure, just ask.

喝酒
Some people, clubs and societies meet in pubs (public houses). All pubs serve non-alcoholic drinks so you don’t need to drink alcohol. It is legal to drink alcohol if you are 18 years old. Alternatively, people meet in the many cafés in Oxford.

💰 Tipping
We only usually tip when receiving table service for example in cafes, pubs, or restaurants. Tipping is normally around 10%.

👉🏻 Physical contact
Before Covid-19, most people shook hands when they were first introduced but as you got to know them better they would greet you with a hug. People may now be worried about physical contact, so make sure you don’t come too close if they don’t invite you to.
STUDYING AT UNIVERSITY

In the UK, students often work independently which may be different to what you might have been used to in your own country. Your Oxford Brookes tutors will expect you to develop a critical approach to your studies, analysing what you read, and offering your own arguments based on a wide range of evidence.

Plagiarism, which means presenting someone else’s work as your own, is strictly forbidden and can lead to failing your course. When using information from books and other sources, write it in your own words or put it in quotation marks and reference the original book or article. Ask your tutor or Academic Adviser if you do not know how to reference your work.

To do well, you will need to compare different books and articles that you have read, commenting on whether their arguments make sense and making judgements about the quality of their evidence.

Most courses include lectures, seminars, tutorials, practical work, independent study and assessments. A lecture is a large class, sometimes with over 100 students that lasts around one hour. The lecturer will give a general overview of a topic and you will need to take notes. If there is something you don’t understand, make a note and ask your tutor about it later.

A seminar is a class of up to 15 students. The tutor will give you the topic in advance and you may need to read about it or prepare a short presentation to discuss in the seminar. The aim of the seminar is to analyse the topic through debate. Your tutors will encourage you, so don’t be afraid to speak out and challenge others and offer your own ideas.

Your tutor or Academic Adviser will have a regular office hour where you can go to ask them questions one-to-one. This is an opportunity to discuss how your work is going and any problems you are having with the topic or with studying in general.

Additional resources

Join the free online “Study UK: Prepare to Study and Live in the UK” course, to familiarise yourself with the British culture and higher education system: www.futurelearn.com/courses/prepare-to-study-uk
Support while you are here

There are many Oxford Brookes staff who are here to help, so make the most of them. Ideally, it is best to seek out help before an issue has become too large, so it can be resolved more easily.

International Student Advice Team (ISAT)
We’re a good place to start if you’re not sure who to ask. During Induction Week, ISAT will be in the Forum (see page 6). After that, you can come and see us at our face-to-face drop-in, meet us online in our Zoom Room or email us. See page 2 for full contact details.
www.brookes.ac.uk/students/isat

Student Central Advice Team
This team is your first point of contact for general queries. They can help with your academic programme, financial queries, student cards, transcripts, exceptional circumstances, Council Tax exemption.
www.brookes.ac.uk/students/student-central

Student Support Co-ordinators (SSCs)
Each faculty has a network of Student Support Co-ordinators (SSCs) to support you – they can help with any problem or issue you may face during your time at University. Any question about programme structure should be discussed with them. www.brookes.ac.uk/students/support-services/ssc

Exchanges & Study Abroad Team
All Exchanges and Study Abroad students should contact this team for support.
www.brookes.ac.uk/international/study-abroad-and-exchanges/coming-to-brookes

Research Degrees Team
The Research Degrees Team works closely with the faculty Research Offices to provide a support service for all research students – from first enrolment to conferment of your degree.
www.brookes.ac.uk/students/research-degrees-team

Centre for Academic Development
You can contact the Centre of Academic Development to see a tutor if you need advice on study skills, maths or statistics. You can get support on a wide range of issues, including understanding the task, planning, researching, structuring essays and assignments. The Centre also offers online resources.
www.brookes.ac.uk/students/academic-development

If English is not your first language, Oxford Brookes offers a range of Academic English modules and courses. You can take credit-bearing modules or short courses at any stage of your degree. One-to-one or online writing consultations are available.
www.brookes.ac.uk/students/academic-development/academic-english
Multifaith Chaplaincy
The Multifaith Chaplaincy offers support, friendship and information to people of all faiths and none. It has a team of Christian, Jewish, and Muslim Chaplains who run discussion groups, worship, and more – these activities are open to everyone. The Chaplaincy keep details of churches, mosques, temples and other faith communities in Oxford. There are also dedicated prayer and quiet rooms on each campus.
www.brookes.ac.uk/students/wellbeing/chaplaincy

Counselling
The Counselling Service offers you the opportunity to discuss anything important to you or troubling you, in confidence. This could be fear of failure, bereavement, homesickness, relationship problems or depression.
www.brookes.ac.uk/students/wellbeing/counselling

Student Finance and Financial Aid team
We know you can sometimes have unexpected problems with money for a variety of reasons. It is very important to talk to someone as soon as possible, and to let the Student Finance Team know if this is going to affect your fee payments. Students may be able to apply for Financial Aid.
www.brookes.ac.uk/studying-at-brookes/finance/financial-aid

Inclusive support team
If you have a specific learning difficulty, such as dyslexia, dyspraxia, dyscalculia or AD(H)D, information about reasonable adjustments and support is available on the Dyslexia/SpLD website.
www.brookes.ac.uk/students/wellbeing/dyslexia-spld

Specific support needs
There is specific support available to care leavers, mature students, estranged students, student carers and LGBTQ+ students.
www.brookes.ac.uk/students/wellbeing/specific-support-needs

Careers Service
If you are looking for work or volunteering while you are here, our Careers service provides a list of opportunities. They can advise you what UK employers are looking for and how to write your CV.
www.brookes.ac.uk/students/careers

Library
The Library provides an array of learning and information resources. They have facilities at Harcourt Hill, Headington, Swindon and Wheatley and provide a host of e-resources and services.
www.brookes.ac.uk/library

Accommodation team
If you are staying in a Brookes-managed accommodation and have any questions about living in halls, you need to liaise with our Accommodation team and use the Residences Information Portal.
www.brookes.ac.uk/studying-at-brookes/accommodation
All of our halls and campuses are connected by our BROOKESbus services. Times vary between weekdays and weekends, during semester periods and vacation periods.

**Accommodation**

- Westminster Hall
- Harcourt Hill N Block
- Friar Court
- Clive Booth Postgraduate Centre
- Clive Booth Student Village
- Cheney Student Village
- Wameford Hall
- Sinnet Court
- Canterbury House
- Crescent Hall
- Paul Kent Hall
- Parade Green
Headington Campus

GIPSY LANE

AB. Abercrombie
Avo Café
Architecture
Built Environment

BCK. Buckley
Academic Office
Finance & Legal Services
Marketing & Communications
Multifaith Rooms
Research & Business Development
Strategic Change & Planning
Student Finance
Wellbeing

CLC. Clerici
Business School
Clerici Café
Sir Kenneth Wheare Hall
Vice-Chancellor’s Office

COL. Colonnade
Colonnade Store
Health & Life Science
OxINMAHR
Studental

EC. Enterprise Centre
Enterprise Centre
ScaleBase

FH. Fuller
Print, Post & Distribution

G. Gibbs
Humanities & Social Sciences

JHB. John Henry
Brookes Building
Main Reception
Brookes Union
Café Central
Careers Centre
Deli
IT Service Desk
Library
Student Central
Taylor’s Yard
The Terrace
Centre for Academic Development
24-hour computer rooms

JP. John Payne
Architecture workshops
Estates & Campus Services
Technology Laboratory
Sports & Coaching

LLD. Lloyd
Accommodation Bureau
Admissions
Transport Services
UK Recruitment & Partnerships

SNC/SNA. Sinclair & Annex
Health & Life Sciences

TO. Tonge
Bioinnovation Hub
English & Modern Languages
History, Philosophy & Culture

Stop B4
Buses from London/Tube

Stop B5
Buses towards
Harcourt Hill Campus,
Marston Road Site
& Oxford City Centre/U1 & U5

Stop B6
Buses towards
Paul Kent &
Crescent Halls,
Parade Green
& Cowley Road

Stop B7
Buses towards
Marston Road

Information

Cash Point

Library

Multifaith Room

Restaurant

Toilets

Cafe

Accessible Toilets

Bar

Gender Neutral Toilets

Shop

Baby change

Bus Stop

Parking

Flexible Parking

Cycle Parking

Steps
International Student Advice Team (ISAT)

🌐 www.brookes.ac.uk/students/isat
 CHARSET_FOLDER  isat@brookes.ac.uk

💬 Face-to-face appointments:
 www.brookes.ac.uk/students/isat/contact

💻 Zoom Room:
 www.brookes.ac.uk/students/isat/contact

📸 @brookes_isatsocial

📸 @isat.brookes

To enquire about other formats, please email query@brookes.ac.uk.

The information in this guide is correct at the time of publication. Please refer to the web links provided throughout this guide for the most up-to-date information.