

WELCOME TO KINGSTON UNIVERSITY

.....

PRE-ARRIVAL INFORMATION

Study Abroad and International
Exchange
2013/14

WELCOME!

This handbook provides you with information that will hopefully make life simpler and easier as you settle in to your new environment. You have a lot of adapting to do - new friends, a new university, a new city, and a new culture. You will cope with all of these but don't expect to handle the whole thing in the first few days.

We want you to get the most out of your time at Kingston. That's why we offer lots of practical advice and support to help you settle both into the UK and Kingston University life. Whether you need information relating to accommodation, your studies, travel, social activities or healthcare, we are there to help you.

We hope you have a life-changing experience!

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TERMINOLOGY - JARGON BUSTER



Campus

University buildings and grounds grouped together in one area. Sometimes universities have a number of different campuses.

CAS

A **Confirmation of Acceptance for Studies (CAS)** is a compulsory requirement to support a Tier 4 (General) student visa application for international students. A CAS must be requested before you start your visa application.

Credit

Every module contributes a specific amount of credit towards the award you are studying for.



Dean

The Dean is a senior member of University staff who is responsible for the operation of a faculty, including teaching.

Dissertation

A dissertation is a detailed and heavily-researched piece of writing, usually between 6,000–8,000 words and submitted at the end of the final year of your degree.



Enrichment Week

This is equivalent to a half term break, but this time is for studying/exam preparation. You may or may not have classes this week; this will vary from subject to subject, so check with your individual module before planning anything.

Enrolment

To register formally for a course/module. You must enrol at the University to use our facilities.

Did you know? Once your enrolment has been fully completed, you will gain access to university services such as library, computing and sports facilities; and become a member of Kingston University Students' Union.

Erasmus student

A European exchange student whose home university has an Erasmus exchange agreement with Kingston University, the student usually receives an Erasmus grant from their home university and their choice of modules studied at Kingston is subject to a learning agreement.

EU student

A student whose normal home is outside the UK within one of the other member countries of the European Union.



Faculty

A faculty is a community of students, academics and other staff members who are grouped together for teaching, research and administrative purposes.

Field

An area of study grouping together modules on a related topic.

Fresher

A new undergraduate student.

Freshers' Week

The first week at university, which includes registration, welcome, induction and social events.

**Graduate**

A person who has completed and passed his or her degree and has it officially conferred by a Graduation Ceremony.

**Halls of residence**

University-owned accommodation in which students often live while studying.

**IS**

Our Information Services department at Kingston, which includes information technology services.

Independent students

A student who has applied independently of their home university and has been accepted onto the Study Abroad programme at Kingston for a semester or full academic year. These students pay tuition fees directly to Kingston.

International student

A student who comes from a country outside of the European Union, who will be completing their full course/degree with Kingston University. This term can also be used to describe all non-UK students.

Did you know? There are 4,124 non-UK students at Kingston from 151 countries, ranging from Australia to Zambia (as of 1 December 2011).

International Exchange student

An exchange student (not including Erasmus) whose home university has an exchange agreement with Kingston University, who has been accepted onto the Study Abroad programme at Kingston for a semester or full academic year as part of their home university course. These students do not pay tuition fees to Kingston.

International Student Advisory Centre (ISAC)

A specialist support department for international students that provides advice and information on a range of issues from: immigration; travelling abroad; working in the UK both during and after your studies; general wellbeing; and living in the UK.

**KUSU**

Kingston University Students' Union.

Did you know? KUSU sports clubs range from American football to yoga.

**Laboratory class**

A workshop held in a laboratory, usually practical based

Learning Resources Centre (LRC)

The Learning Resources Centre (LRC) at Kingston houses traditional library resources, plus computing and multimedia facilities.

Did you know? We have 3,000 networked computers for students at Kingston plus 368,598 books, 1,000 printed journals and 73,000 electronic journals and 158,000 e-books (as of July 2012).

Lecture

A formal instructive talk given by a subject specialist to a group of students. Students usually listen and make notes, although some also involve interaction between the lecturer and students.

**Major /minor subject**

If you study two subjects but concentrate on one (normally taking up 75% of your time), this is your major subject. The second subject (normally 25%) is known as your minor subject.

Module

A unit of study that explores a specific area within a subject. At Kingston modules all have a code and a title. Each module has a set number of credits which will vary from course to course.

Module leader

An academic who organises a module.

**NUS**

National Union of Students. Kingston University's Students' Union (KUSU) is a member of the NUS so as a member of KUSU you will receive benefits from their membership.

Did you know? The NUS represents the interests of over seven million students in further and higher education.

**OSIS**

Online Student Information System. This system enables you to update essential information the University holds about you (such as emergency contact details) and it also allows you to view your timetable. You'll be using it even before you arrive to upload a copy of your passport and during your online enrolment.

**Pastoral tutor**

A pastoral tutor is a member of academic staff to whom you can turn for both academic and non-academic advice.

Plagiarism

Using or copying another person's work without acknowledgement. Anyone found to be plagiarising will be subject to disciplinary procedures.

Professor

Usually a senior member of academic staff becomes a professor as a result of specialist research and teaching. Some large departments will have more than one professor, each with their own subject specialism.

**School**

A faculty is made up of schools representing different subject areas.

Semester

Teaching takes place over two semesters in blocks of 14 weeks.

Seminar

A group of students meet to discuss a subject with a tutor. Usually someone (or a group) prepares a paper for discussion and shares the research they have done and their opinions on the subject. Seminars are more interactive than a lecture and are often student led.

Study Abroad student

A visiting student whose home university has an partner agreement with Kingston University, who has been accepted onto the Study Abroad programme at Kingston for a semester or full academic year as part of their home university course. These students pay tuition fees to Kingston through their home university / representative.

**Tutorial**

A small group meets to discuss their work and more general course issues with each other and their tutor. Tutorials can also be on an individual basis with a student discussing their work with a tutor.

**UK student**

Students whose normal home is the UK (also called 'Home' students).

Undergraduate

A person who is studying for a first degree.

BEFORE YOU LEAVE

1 MONEY MATTERS

1.1 STUDENT LOANS / FINANCIAL AID

Kingston University is not able to administer any financial aid/scholarships that Study Abroad students would normally receive through their home college/university.

If you are from the USA in receipt of Financial Aid, please check with the Financial Aid office at your home institution, as you may be able to continue with your current funding regime whilst abroad.

If you have a Student Loan you should contact your local authority/loan company and advise them that you will be studying overseas as part of your degree programme. Make sure they know that you are going outside your home country.

You should also arrange with your bank for a nominated proxy (normally a parent or partner) to access your account whilst you are away. You/they can then transfer the money to your overseas account or access it through your ATM card. Be aware that the overseas bank may charge you an access fee and your UK bank may charge you a foreign exchange fee.

1.2 TUITION FEES

The fees cover:

- all tuition (12–16 US (22.5–30 ECTS) credits per semester);
- airport pick-up service;
- special welcome events;
- enrolment and use of library and computing services;
- student welfare and health centre services;
- membership of the Students' Union; and
- provision of a transcript at the end of your studies.

Travel, accommodation, living expenses, insurance or field trips are not covered by the fee.

The fee that you are charged depends upon the length of the study period and whether you are applying to Kingston via a partner institution or independently.

If you are applying independently, the fees for 2013/14 are shown below.

Study option	Period of study	Tuition fees 2013/14
1	Academic year	£9,450
2	Autumn (Fall) semester	£4,725
3	Spring/summer semester	£4,725

Note that there is a supplemental cost for Music modules, £320 per semester in 2013/14.

1.2.1 Payment and deadlines

Study Abroad partner applicants

Your school and/or representative are liable for paying for your fees. We will liaise with them about invoicing.

Independent applicants

You are personally liable for paying your tuition fees to Kingston, you must do so by the first day of enrolment at Kingston.

Fees are payable in British pounds and can be paid either via:

- our secure payment site: <https://payments.kingston.ac.uk/open/>; or
- bank transfer: <http://www.kingston.ac.uk/undergraduate/fees-and-funding/paying-your-tuition-fees/where-do-i-pay-my-fees/>.

IT IS YOUR RESPONSIBILITY TO ENSURE THAT ALL FEES ARE PAID AND ON TIME.

1.3 MONEY

Visa and Mastercard are accepted virtually everywhere. There is usually a foreign currency handling fee. Check with your card issuer and bank for costs of using your cards in the country/countries that you are going to.

1.3.1 Cash for immediate needs on arrival

You will need some cash for expenses during the first week – about the equivalent of £150 should be enough. You are strongly advised **not** to carry larger amounts of cash with you. Things you'll need money for the first week:

If living in **halls**:

Food, bedding, cooking utensils, travel (buses, trains) etc.

If living in **lodgings**:

Food, deposit and rent, travel (buses, trains) etc.

Some UK banks accept foreign currency notes. Marks and Spencer, a local department store, have a bureau de change with the best rates in Kingston so you can exchange your money there when you arrive. If you are studying for the entire Academic Year, you might consider opening a UK bank account once you arrive. See section 1.5 about how to do this.

1.3.2 Living Expenses










It is difficult to be exact about how much it will cost you to live while abroad. It is hard to calculate a standard figure, as much depends upon individual taste and lifestyle. Generally, about £150 per week will cover meals, some local travel, study-related costs, entertainment and other personal items.

Current students have indicated that they spend anything from £30 to £60 per week on food. How much you spend will depend on how much cooking you do for yourself and how much you eat out.

Accommodation costs will depend on whether you live in our Halls of Residence accommodation, lodgings or in the private sector.

1.4 CURRENCY

UK currency is decimal based with 100p (pence) equalling £1.00 (one pound sterling). The individual coins and notes are as follows:

Value	Colour	Image	Value	Colour	Image
1p	copper		20p	silver	
2p	Copper		50p	silver	
5p	silver		£1 pound	gold	
10p	silver		£2 pound	gold & silver	
£5	Blue/Green				
£10	Orange/Brown				
£20	Purple				
£50	Red/orange				

1.5 BANK ACCOUNT

Representatives from local banks will be at the International Welcome Centre to speak to you about bank accounts and to help you start the process of opening one.

- **When:** Wednesday 11 September, 10.00am–3.00pm
- **What to bring:** your passport **and** a university letter confirming that you are a Kingston University student and stating your address at our halls of residence. If you are staying in private accommodation, you will still need to request a university letter, but you should also bring along proof of address in your home country, for example a bank statement. Learning Resource Centre (LRC) staff will be available at the Penrhyn Road LRC to provide you with a university letter once you have enrolled.

It's free to take cash out of all bank ATMs if you have a UK bank account. If your bank has a sister-branch in the UK, it is also free to use your card at these branches:

Sister-branches:



Kingston:



2 IMMIGRATION

It is your responsibility to ensure that you meet the requirements of the immigration rules for students.

Type of visa	Study period
Tier 4 student visa applicants	More than 6 months
Student visitor visa applicants	Less than 6 months You can choose whether to come to the UK as a student visitor or a Tier 4 adult student.
Nationals of the European Economic Area including Swiss applicants	You will not need a visa to study or enter the UK

2.1 TIER 4 STUDENT VISA

If you are coming to study for more than 6 months you are **required** to come to the UK as a Tier 4 adult student.

The immigration rules require you to prove that you can financially support yourself while studying in the UK; the required amounts vary depending on location (inner or outer London) and length of study. Please note that Kingston University is considered as outer London unless you will be studying at the Roehampton Vale campus (some engineering courses).

Your ability to pay the fees for the Study Abroad programme will be part of the financial support that you have to prove.

- International exchange students will pay fees to their home institution
- Students from Study Abroad partner institutions will have their fees paid for them by their home university
- Independent students will pay fees directly to Kingston University

The authorities will want to know that you can pay/have paid the appropriate fees.

Visa process

Once you have been offered and have accepted your place on the Study Abroad programme you will receive confirmation of a CAS statement. This process can take up to a month due to the volume of applications. **You will not need to request this through the OSIS website.** The CAS number will be confirmed in an email from the CAS team.

Students applying for entry clearance from outside of the UK should apply no earlier than three months of the course start date (end of June). If you use your CAS earlier than this, your visa application may be refused.

Find out about applying for entry clearance as a Tier 4 adult student here:

<http://www.kingston.ac.uk/international/visas-immigration-and-cas/>.

2.2 STUDENT VISITOR VISA

If you will be studying for less than six months you need to choose whether to come to the UK as a **student visitor** or a **Tier 4 adult student**. You must check whether you are considered a visa national or not as this will affect what is mandatory and what is optional for you. Student visitors are not permitted to work (whether paid, unpaid or an internship) and cannot extend their stay in the UK.

It is not required to show proof of paying your fees before arrival. However, we recommend that you carry proof of payment with you to present to immigration on arrival in the UK if you elect to come as a student visitor.

- International exchange students will pay fees to their home institution
- Students from Study Abroad partner institutions will have their fees paid for them by their home university
- Independent students will pay fees directly to Kingston University

Visa process

Once you have been offered and have accepted your place on the Study Abroad programme you will receive a Student visitor visa support letter to bring with you to Customs upon your arrival confirming your place on the course.

2.3 EUROPEAN ECONOMIC AREA NATIONALS (INCLUDING SWISS)

You will not need a visa to study or enter the UK. The immigration information above does not apply to you. Instead, you should read the information for EEA and Swiss students on the UK Council for International Student Affairs (UKCISA) website here: <http://www.ukcisa.org.uk/content/2450/EEA-and-Swiss-students/>.

2.4 ENTERING THE UK

On arrival in the UK you will have to go through both a Passport Control and a customs check. To enter the United Kingdom you will need to show the immigration officer:

- Your offer email (which included your Confirmation of Acceptance) showing your acceptance to Kingston University
- A valid passport, plus either:
 - the tier 4 student visa which will be included in your passport; or
 - the Student Visitor visa support letter sent to you by our office

You will be entering the UK with the immigration status of a student. The stamp put into your passport on arrival in the UK will indicate how long you are able to remain in the UK.

3 BECOMING A KINGSTON STUDENT

Receipt of your application



Notify you of our decision on your application



Send you the Confirmation of Acceptance (to be signed and returned) including your individual study plan



Send you accommodation application information



Receipt of your Confirmation of Acceptance form back

⇒ request to issue CAS statements (for Tier 4 student visa applications), and Student Visitor visa letters (for single semester students)

⇒ issue your Kingston ID number

3.1 YOUR STUDENT ID NUMBER

Your ID will be generated once you have been accepted onto the programme. You will receive an email from apposis@kingston.ac.uk with your ID number and temporary password for logging onto OSIS (our Online Student Information System). You can then change this password when you log in the first time. Your ID number will start with K and will be followed by 7 digits, i.e. K1234567.

3.2 ENROLMENT

Enrolment is when you officially register on your course and is very important.

When does enrolment take place?

- **When:** Tuesday 10 and Wednesday 11 September 9.00am–6.30pm.
- **Where:** Penrhyn Road campus, John Galsworthy building

Please note: non-EU overseas students will be enrolling on Tuesday 10 and Wednesday 11 September.

How does it work?

Enrolment has two stages:

- **Stage One:** You need to register your personal details online through the University's Online Student Information System (OSIS). To save time on the day, we strongly advise that you do this before you leave for the UK. We will email you the link and instructions in advance. You will need to bring the enrolment checklist that you receive after doing Stage One to Stage Two.
- **Stage Two:** you will do this at the University in person. We will check that we have all your details, confirm that you have paid the necessary tuition fees that are due, and how the balance of your fees are going to be paid (where applicable) as well as issuing you with a Kingston University student ID card. Please remember to bring your original qualification documents (if you are studying on a Tier 4 visa).

Please note that it is in addition to the Essential Welcome and Orientation Day and is compulsory for all visiting students.

What must I bring?

- Your passport
- Enrolment checklist (if you have already completed enrolment Stage One)
- Your visa or biometric residence permit (if you entered the UK with one)
- Your original qualification documents (if you are studying on a Tier 4 visa)

Additional information on what you need to bring will be emailed to you closer to your enrolment appointment.

3.3 ESSENTIAL WELCOME AND ORIENTATION DAY / VISITING STUDENTS' ORIENTATION

We highly recommend that all new international students attend this day. It's designed to help you learn about Kingston University, the services on offer, the local area and what studying in the UK is like.

- **When:** Thursday 12 September, 9.30am–5.00pm
- **Where:** meet in Kingston town centre at the Rose Theatre. Staff in bright green t-shirts will be at Penrhyn Road campus to guide you.
- **What to wear:** warm casual clothes and comfortable shoes for walking
- **What to bring:** some spending money for the day (we will provide lunch) and a pen and paper (to take notes during the afternoon seminars)
- **To book:** <http://studyabroad.kingston.ac.uk/studyabroad/airport-pickup/seminar.php>.

Please note: you must book for this day in advance. If you fail to book, this does not mean you cannot attend. However, we may not have space for you at some of these events.

4 Programme of the day

- An official welcome from senior staff and an introduction to important services at the university;
- guided tours of Kingston town centre;
- a free lunch;
- Adjusting to Learning and Teaching in the UK seminar;
- Introduction to KU Talent seminar; and
- Realising your Enterprising Potential seminar

See our International website for more information:

<http://www.kingston.ac.uk/international/guidance-and-advice/pre-arrival-information/welcome-events/orientation-days/>.

Visiting students' orientation

This orientation is in addition to the other activities taking place during Essential Welcome and Orientation Day and is **compulsory** for all visiting students.

Please note: this session is for visiting students only; international students on full time programmes should attend the appropriate Adjusting to Learning and Teaching in the UK seminar.

- **When:** Thursday 12 September, 14:00–17:00
- **Where:** Penrhyn Road campus, main building, first floor, Jacqueline Wilson Hall
- **What to bring:** your passport

Topics covered include:

- meeting the ESAO team, including contact details and office hours;
- adjusting to successful learning and teaching in the UK/Kingston system;
- introduction to the IT and library services;
- using public transport; and
- distributing timetables for your pre-agreed module study plan (for Study Abroad and international exchange students only). Erasmus students obtain this information from their faculty Erasmus co-ordinator or administrator.

4 GETTING TO YOUR DESTINATION

4.1 AIRPORT PICK-UP SERVICE

We understand that arriving in a new country can be both exciting and a bit scary! That's why we offer an airport pick-up service for new visiting students living in the local area.

Simply book your flight for the pick-up date and register online. We'll meet you at the airport and take you to your accommodation in the local area. Bookings for the airport pick-up service will open a few weeks before the term starts. Check our website for more information:

www.kingston.ac.uk/international/guidance-and-advice/pre-arrival-information/: arrival in the UK > airport pick-up service.

If you are landing on a date other than 10th September, see our website for details on how to get to the university from Heathrow or Gatwick:

<http://www.kingston.ac.uk/international/guidance-and-advice/pre-arrival-information/>: getting to Kingston University. If you are arriving at an airport other than Heathrow or Gatwick, you can use the journey planner at www.tfl.gov.uk to show you how to get to Kingston.

Please note: if your accommodation is in lodgings or private accommodation we will collect you from the airport, but we will take you to our International Welcome Centre first and, from there, arrange a taxi to take you directly to your accommodation.

4.2 PERSONAL SAFETY

Kingston-upon-Thames has been voted the happiest place to live in and around London. The university has also recently been voted the safest university in London, according to the London Evening Standard online publication.

We are mindful of your wellbeing and we advise you to take note of the following suggestions to enhance your safety while studying and travelling abroad. The likelihood of encountering problems in Kingston is low but you will no doubt be travelling in London and possibly in Europe. Please be reassured that Kingston is a very safe environment.

- Maintain a low profile.
- Keep up with local and international news through newspapers, radio, TV.
- In the event of disturbances or protests, DO NOT get involved.
- Stay clear of any unattended packages in public places and of unattended luggage in train stations, airports, hotels/hostels. Report any suspicious packages to the police or a person in authority.
- Use common sense and caution when divulging information to strangers about yourself, your program and your fellow students.

If you plan to travel outside Kingston make sure that you give someone, friends or parents or a member of the ESAO detailed information about your itinerary and contact phone numbers.

If you are travelling on a US Passport please follow the guidelines for registering with the US Embassy in London at <https://travelregistration.state.gov/ibrs/ui>. If you are travelling on any other passport please check with your embassy in London to see whether you can/should register with them.

5 WHAT TO TAKE WITH YOU

5.1 PACKING

Take only essential items with you – you will buy clothes while abroad whether they are cheaper than in your home country or not! Check the baggage allowance on the airlines that you are likely to fly with. (Trans-Atlantic flights now only allow one bag for free; you will have to pay for your second bag if you have one).

Do not take bedding, cooking utensils etc. as these are bulky and heavy and should be purchased when you arrive. Also, the beds are different dimensions here than in most countries so your bedding may not fit if you bring your own!

Pack a week before you are due to leave home. Two days before you leave unpack and decide what you can live without - this should be about half of it! Repack only the things you really need.

If you cannot lift and carry your own bag you have packed too much.



You should take all expensive items such as cameras, jewellery and money in your carry-on bag. Due to increased security please be aware that if you lock your checked bags they may be opened by the authorities. You can now buy special locks which security staff can open without breaking the lock. If you wish to buy one of these take a look at the following website, which gives some options you need TSA Certified locks.





**PLEASE REMEMBER
KEEP IMPORTANT DOCUMENTATION
IN YOUR HAND LUGGAGE WHEN YOU TRAVEL**

5.2 ELECTRICAL ITEMS

The table below summarizes information on the electrical systems in use in the countries that you are from as well as the UK: www.kropla.com/electric2.htm

The voltages listed here are the "nominal" figures reported to be in use at most residential or commercial sites in the country or area named. Most electrical power systems are prone to slight variations in voltage due to demand or other factors. Many former 220 V countries have converted or are in the process of converting to the EU standard of 230 V. Generally, this difference is inconsequential, as most appliances are built to tolerate current a certain percentage above or below the rated voltage. However, severe variations in current can damage electrical equipment.

COUNTRY	VOLTAGE	FREQUENCY	PLUG	PICTURES
Australia and New Zealand	240 V / 230 V	50 Hz	I	
Brazil	110/220 V	60 Hz	C & N	

Canada and USA	120 V	60 Hz	A & B	
Hong Kong	220 V	50 Hz	G & M	
South Korea	220 V	60 Hz	A, B, C, F	
UK	230 V	50 Hz	G	

Mains electrical power in the UK is 230v so do not take any electrical items that need mains power unless they are clearly marked as **dual voltage 110-120/220-240v**. Buying small electrical items once you are there will save you the cost of a transformer, which could burn out and destroy your possessions.

If you already own a laptop it is worth taking to use as a word processor, CD player and for games. You should double check that your laptop is dual voltage compatible (110-120/220-240v) if you are coming from the USA or Canada.

It is definitely worth bringing an adaptor for items you will not be buying in the UK. It may also be worth buying a new power lead once you are abroad so that you can connect to the electrical outlet without using an adaptor/converter. You can buy these at shops like Argos, Maplin, Clas Ohlson, etc.

6 LIVING IN ANOTHER COUNTRY

6.1 WEATHER, CLIMATE AND CLOTHING

The English climate can be very changeable:

- in September the average temperature will be about 15°C (59°F)
- by December/January it can fall as low as 1°–3°C (33.8–37.4°F)
- in summer months temperatures in the South of England can be quite hot at around 25°C (77°F) or higher

It can often rain in short bursts, so we recommend bringing an umbrella and a waterproof jacket.

Check out information on local weather at www.metoffice.gov.uk.

England's weather is changeable. The summers are warm and mild, (shorts and t-shirts), but the winters are cold. It can often rain in short bursts, so we recommend bringing an umbrella and a waterproof jacket. One or two pairs of shorts are necessary, if that. You will definitely need to bring trousers. As for skirts, it seems that girls wear skirts when going out regardless of the weather. Guys, if you plan on going to any clubs, you will have to have a pair of nice shoes and will not be allowed in wearing trainers (see section 6.11).

6.2 THE 24-HOUR CLOCK



Some of you may already be familiar with the 24-hour clock or "military time", some of you will not. Many of the times shown in this handbook are shown using the 24-hour clock.

Midnight is 0000. Noon is 1200.

Between 0000 and 1200 there is no difference with the normal way of telling the time. So for times in the morning: 0800 is 8.00am, 1130 is 11.30am etc.

For times after mid-day: 1500 is 3.00pm, 1800 is 6.00pm etc.

6.3 ACCOMMODATION

We have different accommodation options depending on whether you are studying at Kingston University for:

- a complete academic year; or
- one semester only.

All accommodation is offered on a self-catering basis as there are no meal plans at Kingston University. However, there are student cafeterias across our campuses.

Please note, room sizes may be very different from what you are used to in your home country.

Find out more from our Accommodation website: www.kingston.ac.uk/accommodation.

6.3.1 Academic year student accommodation

If you are studying at Kingston for a complete academic year, you can apply for a room in our halls of residence.

You will share a flat with between 2 and 9 other students, dependent upon which hall you choose. Flats are normally composed of both male and female students from a range of different backgrounds and courses.

All our halls:

- have a range of rooms, some with en-suite facilities and others with shared bathrooms;
- are self-catering;
- have internet access; and
- do not include bed linen, crockery, cutlery or cooking equipment. However, you can purchase these quite cheaply in the local shopping centre.

When you take a hall room, you sign a legal contract for the 40-week academic year (14 weeks for semester only students in halls), so benefit from keeping your room during the Christmas and Easter vacations. However, if you decide to move out, you will be liable for rent until we can find a new tenant.

6.3.2 Semester student accommodation

If you are studying at Kingston for a semester only, and are living in lodgings, you will live with the owner in their house. You'll have:

- a single furnished bedroom, including a desk, chair and storage;
- access to the kitchen to prepare your meals;
- access to the bathroom; and
- bedding and cooking utensils/equipment.

Please remember that this is not the same as being placed with a host family, as you will live separately from the householder.

Each household is slightly different so it is important to clarify with the householder exactly what is available – such as use of washing machine, availability/cost of internet, use of family rooms, pets, smoking etc.

If you wish to send any items to your lodgings before your arrival, please confirm first with your landlord/landlady that this is acceptable.

Paying your rent

On arrival you must:

- make a deposit payment of one week's rent to the landlord/lady on arrival together with one week's rent in advance; and
- pay your rent weekly on the same day.

Your landlord/lady will refund your deposit when you leave, less any charges, such as covering the cost of breakages.

Note: Semester students in halls, see section 6.3.1.

6.3.3 Accommodation costs

Period of study	Room cost per week	No. of weeks	Total room cost (UK £)
Fall semester only (Lodgings)	£85 - £110	14	£1,190 - £1,540
Spring semester only (Lodgings)	£85 - £110	19	£1,615 - £2,090
Halls of residence	£103.25 - £244*	40 / 14	£4,130 - £12,200*

*This rate is for the iQ Wave halls of residence. Please note that iQ Wave is a privately-owned hall managed by iQ Wave and leased to Kingston University. Your hall licence will be with the University and you will pay rent to the University. However, your day-to-day relationship whilst living in this hall will be with iQ Wave directly.

Because of this unique structure, **your hall licence is slightly different from our standard licence** (especially if you are taking a double or twin room). It will commit you to rent your room for the entire 50-week contract until August 2014. To be released from this contract, a suitable replacement would need to be found to take over your room.

Academic year students: you pay the fees in three instalments, plus a deposit on acceptance of the room. Meals are not included.

Students in Lodgings: you pay the rent on a weekly basis, one week in advance. You also pay a deposit on arrival of one week's rent. Meals are not included, but all utility bills, except for the telephone, are. Your landlady/lord will refund your deposit when you leave (subject to no damages).

6.4 TELEPHONES

Mobile phones may work differently here than in your country. The person who makes the call pays for the call (unlike the US where the owner of the cell phone also pays for the charges). So, if your parents call you, it would cost them the same to call a pay phone here as it would to call a mobile phone and it would cost you, the student, nothing. In England you can buy phones that are "pay as you go" where you do not have a contract and you pay for your calls in advance had. These phones cost £13 and up. You will need to research the best phone options for your time abroad. The following website gives some 'best buys': <http://www.moneysavingexpert.com/phones/mobile-phone-cost-cutting>. We will also provide information about mobile phone options at the International Welcome Centre on Wednesday 11 September 10:00 – 15:00.

If you are living in a lodging or private accommodation, your landlord/lady may or may not let you use their phone. All halls have emergency telephones that will accept incoming calls. You may not accept transfer charge calls – any charge incurred in this way will be deducted from your hall deposit.

There are payphones around town. Some payphones accept coins only, some phone-cards only and some both. You can also purchase a phone-card from most newsagents.

Using the telephone

- Landlines start with '01', '02', '03' – e.g. **0208 417 9000**
- Mobile numbers start with '07' – e.g. **0754 552 0079**
- When calling local numbers include the '0' at the front
- When calling your home country, either dial '00' or '+':
00[country code][phone number] - e.g. 00-1-9099813210 or +19099813210

To get operator assistance for reaching an international number dial: 155
 To get operator assistance for reaching a UK number dial: 100
 To obtain a UK telephone number from Directory Enquiries dial: 118 500 / 118 118
 To obtain an international number dial: 153

6.5 EMPLOYMENT

Tier 4 students

Check what your passport sticker (entry clearance or residence permit) or biometric residence permit (identity card) says. You can work in the UK if your passport sticker or identity card says one of the following:

- Work (and any changes) must be authorised
- Able to work as authorised by the Secretary of State
- Work as in Tier 4 Rules
- Restricted Work. P/T term time. F/T vacations
- Restricted work term time
- Work limited to max 20 hrs per week during term-time
- Work limited to max 10 hrs per week during term-time.

You must not work if your passport sticker or identity card says "No work" or "Work prohibited" because this would be a breach of your immigration conditions and a criminal offence.

You can see examples of passport stamps that allow and prohibit work here:

http://www.ukcisa.org.uk/file_download.aspx?id=16407.

Student Visitors

If you are in the UK as a student visitor, your passport sticker or the stamp in your passport will say "No work" or "Work prohibited". This means that you are not allowed to:

- take paid employment
- take unpaid employment
- do a work placement, even if it is part of your course.

If you want to be able to work, you must check that you meet all the requirements of the Tier 4 student Immigration Rules and must return to the country where you usually live and make an entry clearance application there.

EEA students

All EEA and Swiss national students can work in the UK. If you are a national of the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia or Slovenia, you no longer need to register your work under the Worker Registration and are free to take up employment without being subject to any special requirements.

The national minimum wage is:

Year	21 and over	18 to 20	Under 18
2013 (from 1 October)	£6.31	£5.03	£3.72
2012 (current rate)	£6.19	£4.98	

However, the London Living Wage was set at £8.55 for the coming year (November 2012).

6.6 MEDICAL CARE

6.6.1 Insurance

Most students undertaking a course of study at Kingston University will be entitled to free medical care from the National Health Service (NHS). You are **not** entitled to this free care if:

- you are a non-European student studying in the UK **for less than six months**; or
- you come from a country that does not have reciprocal health arrangements with the UK.

If you are unsure of your entitlement, please ask the British Embassy, High Commission or British Council for advice before you arrive in the UK.

If you are not entitled to free National Health Service (NHS) care, we strongly recommend that you obtain medical health insurance before starting your course of study. Unfortunately private health care is expensive in the UK.

All students should register with a General Health Practitioner (GP) as soon as possible after arriving in Kingston. Most medical care is provided by GPs. However, you may be referred for a specialist opinion at a hospital.

If you choose to arrange your own housing and live outside of the immediate area, you may encounter problems registering with a GP where you live.

6.6.2 University Health Centre

Students living in the Kingston area, including all students in halls of residence, may register with the University's on-site Health Centre, located at the Penrhyn Road campus. Registration is free and only takes a few minutes.

The University Medical Centre at Penrhyn Road campus is located at 12 Grove Crescent, and 81 Kingston Hill, which is near Kingston Hill campus. As a Kingston University student you are able to use the services provided at either centre. During your first week at Kingston it is important that you take the time to visit a Medical Centre to register.

To make an appointment with a doctor or nurse telephone 020 8417 2204, or the main university switchboard on 020 8417 9000 and ask for extension 62204. If the Health Centre at Penrhyn Road is closed during term-time before 8.00am or after 5.00pm, Monday to Friday, you should telephone 020 8546 1771.

In addition to a General Medical Practitioner (GP), the Health Centre also provides other services:

- Daily drop-in sessions across sites for personal problems
- Individual and group counselling
- Well Person and Sexual Health Clinics
- Drug and alcohol information including smoking cessation advice
- Stress Management workshops
- Range of complementary therapies, including Homeopathy, Osteopathy, Acupuncture, Aromatherapy, Alexander Technique, Indian Head Massage, Reiki and Hypnotherapy.

6.6.3 Emergency Treatment

If you need emergency treatment you should go directly to the Accident and Emergency Department at Kingston Hospital. The hospital is located in Galsworthy Road, off Kingston Hill. The telephone number is **(020) 8546 7711**. Please make sure that you notify someone from your flat or your landlady that you are going - if possible take someone with you. Make sure the ESAO knows what has happened to you - especially if you have to stay in hospital for a while.

There is also a walk-in centre at Teddington Memorial Hospital, not far from Kingston, if it's not a life-threatening emergency.

- Monday to Friday: 8am – 10pm
- Saturday, Sunday and bank holidays: 8am – 9pm

Teddington Memorial Hospital
Hampton Road
Teddington
TW11 0JL
020 8714 4004

6.6.4 Accidents

In the case of accidents that you either witness or are involved in, or when you are too ill to make your own way to the hospital, **dial 999**. You can make this call for free from any phone.

If you request an ambulance to be sent to one of the halls of residence, please notify the relevant reception as soon as possible so that they know where to direct the ambulance when it arrives.

If you are taking any regular medication it is advisable to have a note of this with you at all times. This will save time and prevent possible complications in the unfortunate circumstance that you are unable to respond to doctors/medical staff following an accident or emergency situation.

For immediate, confidential health advice and information without seeing a doctor, call 'NHS 111' on 111. This service is available 24 hours a day, seven days a week. Calls are free from landlines and mobile phones.

6.6.5 Health Related Advice & Information Service

Qualified Health & Counselling staff hold drop-in sessions most days on each campus of the University. The sessions may be used for advice on health and personal matters and are a useful point of referral to other sources of help. A timetable of the drop-in sessions is displayed in the Health Centre, Halls of Residence, Student Offices and main receptions at each campus. www.kingston.ac.uk/health

6.6.6 The Disability Support Service

This service is for students with disabilities, special needs, and mental health difficulties. Services include:

- advice and guidance on support available;
- access to additional funding;
- support when applying for the Disabled Students' Allowance;
- adjustments to examination and assessment arrangements;
- extended library services;
- assessment for specific learning differences (like dyslexia);
- equipment loans;
- support workers, non-subject specific tutoring or mentoring;
- adapted accommodation for disabled students; and
- disabled-parking permits.

For further information contact the Disability Support Service:
Telephone: 020 8417 7314
Email: disability@kingston.ac.uk

Kingston provides a number of elements of support for dyslexic students. In order to access this support you will need to provide a recent diagnostic assessment, i.e. one that has been done within three years prior to course entry. Support offered includes:

- extra time in examinations
- special consideration from tutors for written work
- free attendance of workshops offered by the Dyslexia Support Service

For further information about support available to students with dyslexia, contact our Disability Support Service above:

6.6.7 Counselling

Counselling could offer you the opportunity to share and think about emotional difficulties in your life. You may have a clear idea of what these are or you may need time to identify feelings. Problems may be past or present and may involve family, social or intimate relationships. Counselling provides a confidential, non-judgemental service.

If you think that counselling may be helpful to you, you need to book an assessment by calling 020 8547 7206. This is something you need to do, even if you have had counselling before or have attended drop-in sessions. The initial meeting will be used to discuss your needs and to assess whether counselling would be appropriate. There is no charge to students for the use of the Counselling Service.

Counselling is offered at Kingston Hill and Penrhyn Road. ***ALL COUNSELLING IS CONFIDENTIAL***

6.7 TRAVEL AND TRANSPORTATION

6.7.1 Travelling outside the UK

Closest airports: **Heathrow** (LHR) and **Gatwick** (LGW). Luton and Stansted over an hour away! Airport website: www.baa.co.uk

Pricing is very competitive and it is worth shopping around and checking websites regularly. You should carefully check the costs of amending your flight dates – some fares, particularly ones you buy over the internet, are non-changeable and non-refundable.

The following companies are worth checking (but there are many more):

STA Travel	www.statravel.co.uk/
Student Universe	www.studentuniverse.com/
Ebookers.com	www.ebookers.com/
Lastminute.com	www.lastminute.com/

You should also check airlines web sites for flight prices – they can be competitive sometimes.

Please make sure that you notify friends, landlords, flatmates and your parents of the dates that you will be travelling and when you are expected back. You can send an email with your travel plans to the ESAO so that we know when you are away.

Before you travel to any country please make sure that you have checked all immigration rules. You can do this by checking with the embassy page for your chosen destination in the UK.

You should also check for warnings about the advisability of travelling to your chosen destinations – this can be done by checking the following websites:

- US State Department's Worldwide Caution announcements:
http://travel.state.gov/travel/cis_pa_tw/pa/pa_4787.html
- US State Department's Travel Warnings:
http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html.

- UK Foreign Office announcements: <https://www.gov.uk/browse/abroad/travel-abroad>.

If you are travelling on a US passport please make yourself familiar with the following website BEFORE you travel – <http://travel.state.gov>

6.7.2 Local Transportation



Types of transportation:

- **Underground rail services:** commonly known as the "Tube". Although it should be noted that the majority of London Underground's route length is actually on the surface rather than in tunnel.
- **London Buses**
- **Tramlink:** goes between Wimbledon and Croydon (southern edge of London).
- **Docklands Light Railway (DLR):** only serving the Docklands area of east London
- **Overground rail services;** an overground, suburban rail network. South London is served primarily by these surface railways.
- **Network Rail services:** operates within London and connects to cities outside of the greater London area.

The nearest underground connection is at Wimbledon and can be reached by train from Surbiton and Kingston. Night buses run from Central London to the Kingston area. You can obtain an application form for student discounts on London Transport from www.tfl.gov.uk.

- **Train Stations**
Closest stations are: Kingston, Surbiton, Norbiton. Check the main departure boards (and above the entrances to the platforms) at Waterloo Station for trains going to Surbiton, Kingston or Norbiton. If you need to go to Victoria Station, change trains at Clapham Junction Station or get the tube from Vauxhall.

If you are travelling outside the area covered by a travelcard always check to see if your international student identity card will get you a discount.

Note: Kingston and Surbiton train stations are on different train lines, so be sure to check your destination board before departing.

- **Bus Stations**
There are two main bus stations in Kingston - the central station on Cromwell Road and one at Fairfield.
- **Taxis**

<u>Crown Cars</u>	<u>Mogul</u>	There are many other taxi services. (Drivers expect a small tip, about 10% of total bill). Make sure you ask how much the fare is likely to be. Ask around to see if the price is fair.
020 8547 1212	020 8541 4444	
020 8546 4444		
- **Oyster Cards**
An Oyster card is a smartcard alternative to paper tickets that allows you to travel using the London Underground, London Overground, bus services, DLR, trams and National Rail services within London. It works like a debit card, so you top up money on it whenever you need it and use that credit to travel on a pay as you go basis. Travelcards can also be purchased on it and you can get your Oyster protected in case of loss or theft.
 - Information at www.tfl.gov.uk/
 - Journey Planner <http://journeyplanner.tfl.gov.uk/>
 - Oyster Pre-Pay Card: single bus journey: £1.40 (Cash single bus journey: £2.40)

- **University Inter-Site Bus Services**

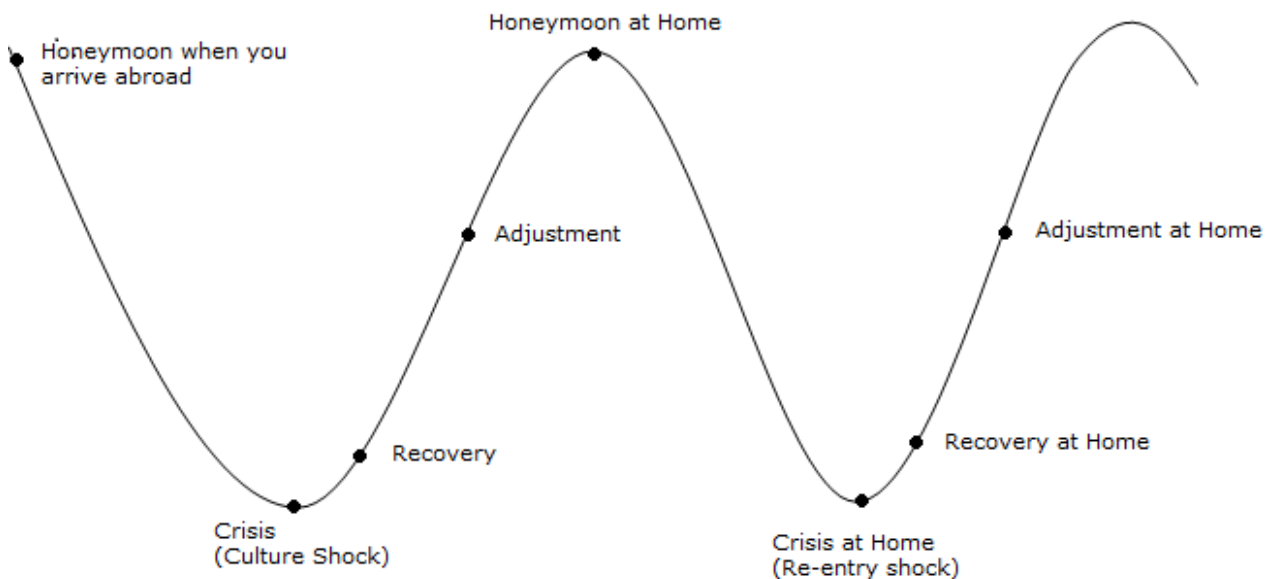
There is a free Inter-Site Bus Service; copies of the timetable will be on display at receptions at all campus locations and Halls. The timetable and map can be found here: <http://www.kingston.ac.uk/aboutkingstonuniversity/location/intersitebusservice/>.

6.8 CULTURE SHOCK

All international students can expect to encounter some degree of culture shock, even if you are already familiar with the UK. Give yourself some time to accept and appreciate (and even enjoy) the differences between life here in Kingston and life at home.

You may feel homesick from time-to-time, as all students do, but you will have so much to do (studying, new friends to meet and new places to explore) that you probably will not have the time to feel lonely or bored. However, if you do feel anxious or insecure about your new surroundings and life, dedicated counselling and advisory staff are here to help you, in addition to the European and Study Abroad Office. Read more: <http://www.kingston.ac.uk/visitingstudents/studyabroad/support/>.

We have included a copy of a leaflet entitled **“International Students and Culture Shock”** in your Welcome Pack. Please read this leaflet so that you know what to expect and that you are not alone in reacting to being somewhere new. This is a helpful guide to the “rollercoaster” you may experience with study abroad:



6.9 SERVICES

6.9.1 Shopping

Kingston has one of the largest and most comprehensive shopping centres in the UK. There is a wide range of all types of shops and as a result prices are very competitive. In addition to all the major shops and supermarkets, Kingston has the added advantage of a market selling fresh, inexpensive fruit, fish and vegetables. The market is open every day except Sunday. We will do guided tours of Kingston during the Essential Welcome and Orientation Day.

6.9.2 Pharmacies

Medicine can be bought in Boots the Chemist shops (Kingston or Surbiton) or local chemist/pharmacy shops.

6.9.3 Hairdressers and Barbers

Most hairdressers are unisex. Barbers usually cut men's hair only. Expect to tip about 10% of the total price and give it separately to the person who does your hair.

6.9.4 Post Offices

The central Post Office in Kingston is located in CostCutter - a general food store and newsagent at 22-25 Eden Street, Kingston:

Mon-Fri	8.30am – 6.00pm
Sat	8.30am - 5.30pm

The Post Office in Surbiton is located in Martin's newsagent shop opposite Surbiton Railway Station, 2-3 Victoria Road, Surbiton:

Mon - Fri	8.30am - 5.30pm
Sat	9.00am – 5.30pm
Tel:	020 8399 5332

6.9.5 Kingston University More Energy Fitness Centre

Once you have your University ID card you are eligible to join the More Energy Fitness Centre, located at the Penrhyn Road campus.

More Energy Memberships offer an extensive range of Fitness and Health related services:

- State of the Art Cardiovascular and Resistance Equipment
- Professionally qualified Fitness Team
- Fully air conditioned Fitness Centre
- Health checks including Cholesterol Screening and CHD Risk Analysis, Body Composition Tests.
- Fitness Assessments & Nutrition Analysis
- Weight Management Programmes
- Personal Programmes
- Personal Training
- Full Studio Programme
- Specialist Classes
- Reward Schemes and incentives
- Motivating Fitness Centre challenges
- Changing facilities and showers

Prices range from £20-50 depending on membership type. Please contact the relevant site for more details on joining.

Email: fitness@kingston.ac.uk

Website: www.more-energy.co.uk

6.10 MISCELLANEOUS INFORMATION

- Antibiotics are not sold over the counter.
- Laundry can be expensive: £2 to wash a load, and around 60p to dry. Remember to save your 20p coins for drying, and the pound coins for washing; that is all the machine will take.
- Don't buy DVDs or video games here, they are region 1 and PAL compliant and may not work when you get back home:

Region code	Area
0	Informal term meaning "worldwide". Region 0 is not an official setting; discs that bear the region 0 symbol either have no flag set or have regions 1–6 flags set. Region 0 is commonly referred to as "Region Free", especially when talking about DVD and Blu-ray Disc players.
1	United States, Canada, Bermuda, Caribbean, U.S. territories
2	Europe, Middle East, Egypt, Japan, South Africa, Swaziland, Lesotho, Greenland, French Overseas departments and territories
3	Southeast Asia, Philippines South Korea, Taiwan, Hong Kong, Macau
4	South America, Central America, Mexico, New Zealand, Australia, Papua New Guinea and much of Oceania
5	Bangladesh, India, Nepal, Afghanistan, Sri Lanka, Ukraine, Belarus, Russia, Kazakhstan, Pakistan, Africa (except Egypt, South Africa, Swaziland, and Lesotho), Central and South Asia, Mongolia, North Korea
6	China
7	Reserved for future use, MPAA-related DVDs and "media copies" of pre-releases in Asia
8	International venues such as aircraft, cruise ships, etc.
ALL	Region ALL discs have all eight flags set, allowing the disc to be played in any location, on any player.

6.11 WORD DIFFERENCES – UK/US

The following words, with sometimes startling differences in meaning, have been given to us over the years by American students studying at Kingston. They are words that they "wish they had known". Please tell us if you come across others.

What the Brits say	What Americans say	What the Brits say	What Americans say
Alright?	Hey! / what's up?	Lounge	Living room
Assessments	Class papers	Mate	Friend
Baguette	French bread	Mind the gap	Watch your step
Bap	Burger bun	Motorbike	Motorcycle
Biscuits	Cookies	Mousse	Pudding
Bloke	Guy	Pavement	Sidewalk
Brilliant	Cool	Petrol	Gasoline/gas
Car park	Parking lot	Pissed	Drunk
Chat up / pull	Hit on / flirt with someone	Post box	Mail box
Cheeky	Smart ass/sarcastic	Prawns	Shrimp
Cheers!	Thanks!	Primary school	Elementary school
Chemist	Pharmacist / pharmacy	Pub	Bar
Chips	French fries	Queue up	Line up
Chuffed	Pleased	Quid (£)	Bucks (\$)
Cinema	Movie theatre	Return ticket	Round trip ticket
Crisps	Potato chips	Road	Pavement
Disco	Club	Rubber	Eraser
Dodgy	Sketchy	Rubbish	Trash/garbage
Dungarees	Overalls	Scones	Biscuits
Duvet	Comforter	Secondary school	High school
Egg mayonnaise	Egg salad	Serviettes	Napkins
Fag	Cigarette	Soft drink	Soda / Pop
Fanny	Female genitalia	Spade	Shovel
Father Christmas	Santa Claus	Sultanas	Golden Raisins
Flake	Chocolate wafer	Sweets	Candy
Flat	Apartment	Ta/thanks	Thank you / appreciate it
Football	Soccer	Taking the piss out of	Mocking / making fun
Garage music	Techno music	Take away food	Food to go
Garden	Backyard	Telly	TV / television
Going mad	Going crazy	Term	Semester
Hamper	Picnic basket	The tube	Subway
Hire	Rent	Tights	Pantyhose / nylons
Hoover	Vacuum	To fancy	To like
Injections	Shots/jabs	To let	To rent
Jacket potato	Baked potato	To lie in	To sleep in
Jam	Jelly	To ring or phone	To call
Jelly	Gelatin (Jello)	To shag	To have sex
Jumper	Sweater	To snog	To kiss
Knickers	Panties	Trainers	Sneakers / tennis shoes
Knob	Male genitalia	Trolley	Grocery cart
Lad	Boy	Trollied	Very drunk
Lecturers	Professors	Trousers	Pants
Lectures	Classes	Tuck in	Dive in
Lift	Elevator	University	College
Loo / bog / toilet	Restroom / john / bathroom	Washing	Laundry
Lorry	Truck	Way out	Exit

7 BEFORE YOU LEAVE HOME CHECKLIST

Things To Do:

- Obtain your visa, if required
- Book your flights as soon as you have your visa / acceptance
- Check with your bank about opening an account in the UK (for yearlong students) and transferring money
- Get some pounds (£)
- Book the airport pick-up service as soon as possible but before 9:00am British Standard Time (GMT+1) on Tuesday 27 August.
- Get a record of you vaccinations and immunisations

Things To Go In Hand Luggage:

- Valid Passport with visa or student visitor letter
- Letter of Acceptance from Kingston University (your emailed offer of acceptance)
- Evidence that you will be able to support yourself financially (bank statement or loan letter) throughout your course, in case you are asked at Customs.
- Cash and/or debit card for immediate needs on arrival
- Credit cards
- Valuables such as jewellery and cameras
- A jacket or jumper (sweater) - it may be cold on the plane or when you land
- The contact name and phone number of the European and Study Abroad office in case you need to call us about delayed arrival or if you can't find the person who is meeting you
- This booklet

AT KINGSTON

8 LOCATION



- | University sites | Kingston landmarks | Shops, banks, post office etc. | Entertainment |
|----------------------|----------------------------|--------------------------------|---|
| iQ Wave | Kingston train station | John Lewis, Waitrose | The Rotunda (cinema, bowling & restaurants) |
| Millennium House | Cromwell Road bus station | The Bentall Centre | Oceana |
| International Centre | Fairfield Road bus station | M&S | McClusky's |
| Swan House | Kingston Bridge | Main banks | Charter Quay |
| River House | Rose Theatre | Wilkinson's | Hippodrome |
| Knights Park campus | Police station | Sainsbury's | |
| Reg Bailey Building | County Hall | Boots | |
| Penrhyn Road campus | Kingston Museum | Market place | |
| Cooper House | Kingston Public Library | Post office | |
| Halls of residence | Kingfisher Leisure Centre | | |
| University bus stops | Surrey County Council | | |

European and Study Abroad Office
 River House, Swan Wing
 53-57 High Street
 Kingston upon Thames, KT1 1LQ

8.1 CAMPUSES AND FACULTIES

Kingston University has four separate campus sites:

Penrhyn Road (PR)
Knight's Park (KP)
Kingston Hill (KH)
Roehampton Vale (RV)
St George's (SG)

Maps for these can be found on the main University website.

The University is organised into five faculties (departmental groupings) and each has its own student office:

<u>Faculty</u>	<u>Student Office</u>
Business and Law	KH 301
Art, Design and Architecture (FADA)	KP 35
Arts and Social Sciences (FASS)	PR MB43/44
Science, Engineering and Computing (SEC)	PR SB034 (Science and Computing) Hawker Wing (Engineering)
Health, Social Care and Education – Not available to Study Abroad and Exchange students	

Make sure you know where these offices are as you will be required to hand in assignments there, and you can also check timetables and seminar groups.

8.2 STAFF CONTACT DETAILS

Joan-Anton Carbonell <i>ESAO Manager</i> 0208 417 3220 Ja.Carbonell@kingston.ac.uk	Paul Wilkinson <i>ESAO Officer (Inbound)</i> 0208 417 3650 P.Wilkinson@kingston.ac.uk	Amanda Lunberg <i>ESAO Administrator (Inbound)</i> 0208 417 3629 A.Lunberg@kingston.ac.uk	Dr Elly Bavidge <i>Academic Advisor</i> 0208 417 3644 E.Bavidge@kingston.ac.uk
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Emergency Number to call police, fire service or for an ambulance **dial 999** (this is a free number at all payphones). For a personal emergency call **07825052941**.

8.3 OFFICE HOURS

ESAO Staff
Monday – Friday: 10am – 12pm and 3pm – 5pm

British Life and Culture – Dr Elly Bavidge Tuesday: 10am – 5:30pm
Wednesday: 10am – 1pm

We recommend calling or emailing in advance as we do get called away for meetings. You can make an appointment outside these times.

8.4 IMPORTANT DATES

Fall (Autumn) semester 2013

Airport pick up	Tuesday 10 September 2013
Enrolment	Tuesday 10/Wednesday 11 September 2013 (TBC)
Orientation	Thursday 12 September 2013
Study Abroad day trip	Wednesday 18 September 2013
Teaching begins	Monday 23 September 2012
Enrichment week	Week commencing Monday 28 October 2013
Teaching finishes	Friday 13 December 2013

Spring semester 2014

Teaching begins	Monday 06 January 2014
Enrichment week	Week commencing Monday 24 March 2014
Teaching finishes	Friday 04 April 2014
Easter Vacation begins	Saturday 05 April 2014
Easter vacation finishes	Sunday 27 April 2014
Spring semester exams start	Monday 28 April 2014
Spring semester exams finish	Friday 23 May 2014
Residence hall accommodation end date	Saturday 21 June 2014

8.5 ACADEMIC ISSUES

8.5.1 My Kingston

'My Kingston' is the University's comprehensive, user-friendly intranet site. It will provide you with everything you need to know about student life here. It will also help you get your bearings in your first few weeks here and keep you plugged into the University community throughout your time here.

There are sections on the site entitled Money, Get Around, Accommodation, Your Studies, Kingston Life, International, Get Support and Your Uni.

'My Kingston' will automatically pop up whenever you log on to a University computer, but can be accessed externally by visiting <https://mykingston.kingston.ac.uk>. To log on you will need to have registered on the University system and enter your username (Kingston ID) and password.

The screenshot shows the 'My Kingston' intranet homepage. At the top right, it says 'Hello Lunberg, Amanda N'. There is a search bar with the text 'Search this site...' and a 'GO' button. Below the search bar, it says 'Advanced Search' and 'Friday 9 August 2013'. The main navigation menu includes: Home, StudySpace, My Faculty, My University, My Support, Library, Tools, and StudentHUB. A 'Latest' section features the headline 'Putting your best foot forward for wellbeing' with a '5/9' indicator. The main content area has three featured items: 1. 'Don't miss Kingston University on Celebrity MasterChef tonight at 8.00pm' with a photo of four people in white aprons and a 'Posted on 06 August 2013' timestamp. 2. 'Student paramedic conference hailed as inspiration' with a photo of two students. 3. 'Develop your enterprising skills with Bright Futures' with the 'Bright Futures Get yours!' logo. The bottom section is a blue sidebar with 'News' and 'Essentials' categories. 'News' includes: 'New student complaints and disciplinary procedures' (with a 'Read more' button), 'Money Matters 2013/14 now available' (with a 'Read more' button), and 'Retake timetable and...'. 'Essentials' includes: 'Careers & Employability' (Your perfect guide to kick-start your career), 'My money' (Find out more about fees, finance and more), 'Academic skills' (Find out more about the ways), 'Key Dates & Times', 'JobShop', 'Past Exam Papers', 'Plagiarism & Referencing', 'Timetables', and 'University Bus'.

8.5.2 OSIS

The Online Student Information System enables you to update essential information the University holds about you (such as emergency contact details) and it also allows you to view your timetable. You'll be using it very frequently. This can be accessed through 'My Kingston' (My Kingston > Tools > OSIS) or externally by visiting <https://osis.kingston.ac.uk>.

Kingston University London
Online Student Information System

Logged in as:
Nadir (0803440)
[Logout](#)

OSIS Menu
[OSIS Home](#)
[Your Personal Details](#)
[Your Course](#)
[Your Money](#)
[Your Visa](#)
[Logout](#)

Your Course

Your current course details

According to the University's records, you are currently studying on the details below. If you don't think this is correct, please [click here](#) to send an email to your faculty.

Course:	Dance
Faculty:	Faculty Of Business And Law
Mode of attendance:	Full Time
Level:	Level 6
Start date:	22 September 2008
Expected end date:	7 July 2011
Intended award:	Bachelor of Arts with Honours
Personal Tutor:	

Need a letter?

Do you need a letter confirming your course details?

[Click here](#) to get a printable summary of your course details.

Note: If you require a letter specifically for a Bank or Building Society, you will need to obtain this either from your Student Office, or from any Information Point located in an LRC. Please ensure you take your University ID card with you.

Contact Us

Kingston University
Tel: +44 (0)20 8417 9000

[Contact Kingston University](#)

Your results

Your agreed results are available by clicking the link below

Important: Your results are released in accordance to dates provided by your faculty, and may be unavailable at certain times of year. If you have any queries, please contact your Student Office.

[Click here to view your module results / record of progress](#)

View modules →

8.5.3 StudySpace

Kingston University uses StudySpace (Blackboard), a web-based Learning Management System, which allows a wide range of teaching resources to be available online. You should check with your lecturers to see whether your classes use Blackboard. Log-in regularly for announcements from the ESAO.

8.5.4 Email

Once registered your email address will be k<your ID>@kingston.ac.uk. **CHECK YOUR UNIVERSITY EMAIL ACCOUNT REGULARLY** - this is how we contact you. We do not use hotmail / yahoo / other provider addresses.

8.5.5 Timetables / Adding and Dropping classes

Your modules/classes have hopefully been pre-approved by your home college. If not we suggest that once you know your modules/classes are not going to change you contact your academic advisor at home to get approval as soon as possible. If needed, we can usually email you a syllabus so that you can forward a copy to your advisor. Getting things sorted

out now will save you time and effort later in the year. You should keep all module guides and returned marked work to take back to your home college.

We will distribute all timetables for your pre-agreed module study plan at the **Visiting students' orientation**.

If you wish to make a minor module change, there is a DROP/ADD Period during your first two weeks of teaching at Kingston. We need time to confirm the changes you have requested, so please stick to the deadlines given to you at orientation as strictly as possible.

To add a module/class:

1. Check OSIS for your timetable information
2. Go to the ESAO website, www.kingston.ac.uk/studyabroad, then "Module Directory"
3. Check the module timetable on OSIS to make sure it won't clash with lectures OR seminars.
4. Email your selections to P.Wilkinson@kingston.ac.uk
5. Once the module/class is approved, you will be contacted at your KU email

To drop a module/class:

1. Make sure you will still have the required minimum of credits required by your institution (i.e. 12 US credits)
2. Email the course code of the class you want to drop to P.Wilkinson@kingston.ac.uk

Please note changes may take some time to appear on your schedule.

8.5.6 Learning Environment

Teaching methods vary from subject to subject, although most involve a mixture of formal lectures and smaller seminars, which provide the foundation for further independent study. Independent study is a major component of the British education system and you may find this both challenging and rewarding. Other teaching methods include:

- online references and teaching;
- language suite work;
- laboratory work;
- engineering workshops;
- computer workshops; and
- art and design studio work.

You will spend a minimum of 6 hours, but more like 12 hours a week in classes. The usual format is eight hours of lectures and four hours of seminars, although this will vary between courses. In addition you will need to complete coursework and carry out private study. You should expect to spend a substantial part of that private study time in the Learning Resource Centre (Library).

Remember that teaching and learning methods may differ greatly in the UK from those in your home country:

- you will have to carry out a great deal of independent study and reading to supplement seminars, lectures and tutorials; and
- class contact hours may be less than you are used to.

8.5.7 Assessment Deadlines

Generally speaking, you must adhere to the assessment deadlines for your modules or you face automatic penalties- you can only achieve a maximum of 40% (a bare pass) for work that is up to one week late, and there is a zero mark for work handed in later than one week after the deadline (and the maximum mark for the module will be capped at 40%). There is no second opportunity to hand in an assessment.

8.5.8 Extensions for Assignments

In cases of serious and provable illness or social problem, Kingston University has allowances for students to request extensions for their work. It must be stressed that such extensions are not given by right, and are only granted for circumstances that could not have been avoided with reasonable forethought. They also must normally be applied for in advance of the deadline not after it. Pressure of work, bad planning, holidays etc. are not justifiable reasons for extensions.

Below are the main reasons that are normally allowed extensions:

- Serious illness, i.e. lasting for at least 7 days prior to the assessment deadline (medical certificate required)
- Bereavement, family, friend or someone of particular importance to the student (written evidence required)
- Domestic crisis such as burglary, flood or fire (written evidence required)
- Serious unforeseen circumstances (written evidence required)

The standard length of an extension is normally up to one week from the submission deadline. Extensions are only granted by the Module Leader.

8.5.9 Mitigating Circumstances

If you are not able to meet the extended deadline, you will need to make a claim for mitigating circumstances using the Mitigating Circumstances procedure. The full details of the University's rules on Mitigating Circumstances will be found on MyKingston > Your Studies > Assessments and Examinations

There are deadlines at the end of each semester and the Retake Period by which date forms (and supporting evidence) must be handed in. Whereas Kingston University students will probably have new deadlines set for their assignments, which will be in August, this date would be problematic for Study Abroad and International Exchange students, who will require evidence of progression on their courses from their home universities, possibly for financial aid purposes. Our advice is that Study Abroad students should agree an earlier hand-in date with the ESAO team, who will liaise with the tutors concerned. The aim will be to set a fair and manageable new deadline for work. Students should be aware however, that any work handed in will be regarded as their one and final opportunity to present this work.

8.5.10 Exams

Students studying at Kingston University for Spring semester/full year are required to sit all exams at the end of the semester. Your individual exam schedule will be available in March.

If you require additional support for exams due to disability/dyslexia please contact Paul Wilkinson by 1st February.

If for some reason you fail a class and would like to re-sit the exam, please contact us in the ESAO so that we can arrange this for you. Kingston's re-sit period is in mid-August, so if you are still in the country at this time you will be required to sit the exam with other Kingston students. As the majority of Study Abroad students go home well before then, we will do our best to arrange for you to take this at your home university.

8.5.11 Handing in Essays

Each Faculty has different requirements for the actual handing in of your essays, and you should be sure to check these with your Student Office if you are not certain.

8.5.12 Printing

Students have the ability to print over the network at a cost:

Standard (A4)	B&W	5p per sheet (2.5p per side)
Standard (A4)	Colour	40p per side
Large (A3)	B&W	5p per side
Large (A3)	Colour	60p per side

You can find more information about this on 'My Kingston' (My Kingston > My Support > My IT support > Printing): <https://mykingston.kingston.ac.uk/mysupport/itsupport/Pages/printing.aspx>.

AFTER YOU LEAVE

9 GRADES, TRANSFERRING CREDIT AND TRANSCRIPTS

9.1 GRADING SYSTEM

Unlike the grading system in some international countries, marks in UK universities generally range between 40% (pass mark) and 70%. Consequently, a grade of 60-69% is considered very good.

US letter grade	Kingston (percentage)	Qualitative grade
A+	80+	Equivalent to UK first class
A	70–79	Equivalent to UK first class
A-	65–69	Equivalent to UK upper second class
B+	60–64	Equivalent to UK lower second class
B	55–59	Equivalent to UK lower second class
B-	50–54	Equivalent to UK lower second class
C+	47–49	Equivalent to UK third class
C	43–46	Equivalent to UK third class
C-	40–42	Equivalent to UK third class
D	35–39	Unclassified pass
F	Below 35	Fail
I	Incomplete	Incomplete
W	Withdrawn	Withdrawn

9.2 CREDIT EQUIVALENTS

The table below shows how our credits correlate with US semester credit hours and the European Credit Transfer System (ECTS).

Note that some modules have different credit values, dependent upon the length of the module and the intensity of delivery. One credit is equivalent to approximately 15 hours class contact time.

UK CREDITS	US CREDITS	EUROPEAN CREDITS (ECTS)
7.5	2	3.75
15	4	7.5
22.5	6	11.25
30	8	15
60	16	30

9.3 TRANSCRIPTS

At the end of the semester we will issue your Certificate of Credits Earned – example below. This is sent once we have received all of your grades – usually by mid-February for semester 1 students and mid-July for semester and yearlong students. If you are an Independent applicant, your Certificate will be sent directly to your home address. All other Certificates will be sent to your University or the appropriate representative (for forwarding to your home college).

This Certificate confirms the classes taken, the credit hours and your grade. There is an explanation of the grading system on the Certificate for US institutions. If you are from a European college/university we will issue you a Certificate showing ECTS values, not US credits.

Certificate of Credits Earned				
<i>Name</i>	<i>DOE</i>	<i>John</i>	<i>Joseph</i>	
<i>Kingston ID</i>	<i>0999999</i>			
<i>Date of Birth</i>	<i>01-Apr-1980</i>			
<i>Social Security #</i>	<i>123-45-678</i>			
<i>Address</i>	<i>1 Main Street Smalltown, AB 12345</i>			
<i>US College</i>	<i>XYZ College</i>			
<i>Period at Kingston</i>	<i>Spring Semester 2012</i>			
<i>COURSES TAKEN</i>				
<i>Code</i>	<i>Title</i>		<i>Grade</i>	<i>Credit</i>
BC1066	British Life & Culture		A	4
EL2148	19 th Century English Novel		B	4
SO2358	Urban Cultures, Contested Spaces		C	4
SO2328	Social Issues		F	4
<i>NO FURTHER ENTRIES</i>				
Notes:	1. Courses codes are those used in the 2011/13 Academic Year			
	2. One credit is equivalent to approximately 15 hours class contact.			
	3. Grades are awarded as follows			
	A+	=	Equivalent to UK 1 st Class (80+%)	
	A	=	Equivalent to UK 1st Class (70 -79%)	
	A-	=	Equivalent to UK Upper Second Class (65 - 69%)	
	B+	=	Equivalent to UK Lower Second Class (60- 64%)	
	B	=	Equivalent to UK Lower Second Class (55 - 59%)	
	B-	=	Equivalent to UK Lower Second Class (50 - 54%)	
	C+	=	Equivalent to UK Third Class (47 - 49%)	
	C	=	Equivalent to UK Third Class (43 - 46%)	
	C-	=	Equivalent to UK Third Class (40-42%)	
	D	=	Unclassified Pass (35 - 39%)	
	F	=	Fail (below 35%)	
	I	=	Incomplete	
	W	=	Withdrawn	
<hr/> Dr Eleanor Bavidge Academic Advisor, Study Abroad				
THIS CERTIFICATE IS OFFICIAL ONLY IF SIGNED OVER THE STAMP OF THE KINGSTON UNIVERSITY VISITING STUDENT PROGRAMME				
<i>Date of printout: 23 January 2012</i>				