The Essentials:
Your guide to services for students

Academic year 2018–19
Get Online
Set up your own internet access

1. Get your username and password
Your Brunel Network Account details are issued in e-Vision as part of online enrolment

2. Log in to the Connect Portal and sign up all your devices

3. Follow the instructions to connect up

Connect Portal
http://connect.brunel.ac.uk
Use Signup4Wifi@Brunel first

Need help?
Check the Connect Portal first
Search the Knowledge Base for answers and instructions
Use the self-diagnostic Troubleshooter
Send a message to the Connect Team
Drop in to the Tech Zone or book an appointment
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Term dates

Autumn term
Welcome Week
17 September – 21 September 2018

Term dates
24 September – 14 December 2018

Spring term
14 January – 5 April 2019

Summer term
29 April – 5 July 2019

To find out about upcoming events and news, join us on social media:

Campus Life
@BrunelCampus  Brunel Campus Life  #teambrunel
Brunel Campus Life  Brunel Campus

Brunel University London
@bruneluni  bruneluni  #goingtobrunel
bruneluniversity  BrunelUniversity

Created by Campus Communications
communications@brunel.ac.uk
All of the services are free to access

If you need help and you are unsure who to speak to visit the Student Centre on the ground floor of the Howell Building

Crime and Emergencies

Emergency Services
Fire, Police and Ambulance
Tel: 999

Campus Police Officer
Tel: 07825 691674
Search for ‘Brunel Bobby’ on Facebook

On Campus Security
Tel: 01895 255786
security-operations@brunel.ac.uk
Open 24 hours

Student Support & Welfare

Provide a wide range of individual, personal and welfare support to students at Brunel.

This team is located in the Student Centre (Howell Building). You can access support from the Disability and Dyslexia Service and the Counselling and Mental Wellbeing Service via this team.

Tel: 01895 0267045
studentsupport@brunel.ac.uk
www.brunel.ac.uk/supporting-you

Other services on-campus

Advice and Representation Centre
Independent advice & guidance for Brunel students
advice@brunel.ac.uk

ASK
Academic Skills Service
ask@brunel.ac.uk
Support to develop essential skills for University study

Brunel Language Centre
Develop your English skills
languagecentre@brunel.ac.uk

Brunel Medical Centre
Tel: 01895 234426
Open 08:30-18:30 Mon-Fri

Chaplaincy
Tel: 01895 265213
Open 09:00-16:00 Mon-Fri
meeting-house@brunel.ac.uk

International Student Support
Advice for International students studying at Brunel
studentsupport@brunel.ac.uk

Student Centre
Tel: 0189 5268268
For student administrative needs
studentcentre@brunel.ac.uk

Other services off-campus

Big White Wall
Online peer support community for anyone that feels stressed, anxious or down
www.bigwhitewall.com

Nightline
Tel: 0207 6310101
Open 18:00-08:00 term time only

Non-Emergency NHS Helpline
Tel: 111

Samaritans
Open 24 hours
Tel: 116 123
We are proud to have you join our diverse, vibrant and inspiring community.

This guide tells you about the great services we provide, which will support you during your time at Brunel.

Keep up to date on all the latest campus news, events and competitions by following our Brunel Campus Life social media via Facebook (Brunel Campus Life), Twitter (@BrunelCampus), Instagram (Brunel Campus Life) and Snapchat (Brunel Campus).

I hope you take advantage of all the support available and enjoy your time here at Brunel.

Lesley O’Keeffe
Assistant Director, Student Services
Spotlight on...

Your Academic Liaison Librarian

Your subject’s Academic Liaison Librarian provides help and support throughout your time at university.

The LibSmart programme is a dedicated study skills package run by the Subject Liaison Librarians (SLLs) designed to help you get the best out of your time at university and beyond. See libguides.brunel.ac.uk/libsmart for more information about events and workshops running throughout the year.

We work with academic departments to decide which online academic resources are needed for students and researchers, and have expertise in using these resources. These include:

• e-books
• scholarly peer reviewed journals and conference papers
• newspapers and magazines
• market research and financial data
• patents and standards

Special Collections is home to a number of rare or unique collections covering a wide range of subject areas, including transport history, the Channel Tunnel, working class autobiographies, poetry and dialect, equality and advocacy. Access is by appointment only. For appointments and enquiries please contact special.collections@brunel.ac.uk

Teaching and help we provide

We produce and update LibGuides for students. These are handy online introductions to subject specific information resources, as well as general guides on topics like “Data and Statistics” and “Using the Library”, all accessible via the Library homepage.

SLLs work with students within their degree programmes to provide embedded training and support when it is most needed – often linked with coursework and dissertations. Look out for a lecture, seminar or workshop, in your modules, or let your module leader or student rep know if you think something should be arranged.

Students can come and get help with using resources and referencing from the LibSmart point which is in the Learning Commons (Floor 1, Library). ALLs are there at scheduled times on weekdays if you want to drop by.

Please feel free to get in touch with your SLL or follow us on Twitter. We look forward to hearing from you!

Make sure you balance your social life with your studies. Don’t leave assignments and exam revision to the last minute. Enjoy Brunel, as the time flies!

George Peace, BEng Aerospace Engineering, graduated in July 2015
Your Learning

**Academic Skills Service (ASK)**

ASK is part of the Brunel Educational Excellence Centre (BEEC). They can help you develop the academic skills you need to learn independently and thrive, whatever your level or subject. This can be through one-to-one appointments or workshops. They can advise on:

- Writing and essay structure
- Statistics and SPSS
- Maths

E: ask@brunel.ac.uk

For more details, take a look at

W: www.brunel.ac.uk/ask

**Zone C, Bannerman Centre, Ground Floor**

**Blackboard Learn**

Blackboard Learn is Brunel’s virtual learning environment. Staff will use this online platform to communicate with you, make module-related materials available and set assignments. You can login at blackboard.brunel.co.uk using your Brunel network username and password (within 24 hours of receiving them). You can also access Blackboard Learn directly through the link on IntraBrunel.

W: blackboard.brunel.ac.uk

**IT Support, Microsoft Office 365 & other software downloads**

We’ve made it as easy as possible to connect your devices and get on-line (see page 2), but if you have problems, then our friendly IT support staff in the Tech Zone will be able to help you. The Tech Zone is on the Ground Floor of the Library, in the Bannerman Centre.

You can also download Microsoft Office 365, Nvivo and SPSS for free while you are a Brunel student.

For more details visit the Connect Portal at connect.brunel.ac.uk or visit us in person at the Tech Zone. You can either book an appointment to see us via the Connect Portal, or just drop in.

**Zone C, Bannerman Centre**

**Library**

Whether you’re looking for somewhere quiet to study on your own or a space to work as a group, you’ll find it in the Library. The Learning Commons is a flexible space on Floor One where you’ll find a regular calendar of activities supporting your studies. Come along to your Library induction to find out more about the support available from your Subject Liaison Librarian (SLL), as well as how to get the most from our services - and remember, the Library is open 24/7 in term time.

If you’re a Postgraduate, we provide dedicated out of hours space for you. Our Postgraduate research students can access Library Research Support for help with Scholarly communication. They provide support with Research Data Management (data management planning & data sharing) and making research outputs Open Access for maximum visibility and discoverability.

You’ll find a general overview of using the Library including borrowing and managing your account, as well as the services offered relating to academic and research support on our website www.brunel.ac.uk/life/library.

As well as the physical resources available in the library, we also provide access to a wealth of electronic resources. These include databases, journals and e-books.

Facebook: BrunelUniversityLibrary
Twitter: Brunel_Library
Blog: bookmarkdaily.wordpress.com
Check the current opening hours online Libguides.brunel.ac.uk/openinghours

**Zone C, Bannerman Centre**

**Media Services**

Media Services provides a range of services and facilities to support teaching, learning, research and events. Find out more about them here: intra.brunel.ac.uk/s/mediaservices/Pages/default.aspx

**Audio Visual Services (AV):** Our AV team provides technical support, maintaining a large number of permanent AV installations, a stock of mobile and loan equipment for the presentation of audio visual media and support for Panopto, our lecture capture system.

For help and advice, please contact the AV team here:

T: +44 (0)1895 265507
E: av-booking@brunel.ac.uk

**Off-air recording service:** Provided by BoB (Box of Broadcasts), is an innovative shared online off-air TV and radio recording service for UK higher and further education institutions available to staff and students.

W: bobnational.net

**Media Production Centre:** Offering creative and technical expertise to produce photographic, video and multimedia projects.

**Videography:**

E: video-enquiry@brunel.ac.uk

**Photography:**

E: photo-enquiry@brunel.ac.uk

**Media Teaching Centre**

Technical training and equipment loan service for film and video projects for all staff and students.

E: media-user@brunel.ac.uk

**University Press**

The University Press (or Print Room as it’s commonly known) provides dissertation binding.

Opening hours: between 9am-1pm and 2-5pm Monday to Friday.

E: print-room@brunel.ac.uk

**Zone B, next to the Heinz Wolff building, behind the Students’ Union offices**
Student Support and Welfare

Our Student Support and Welfare team can help you with a variety of issues to ensure you get the support that works best for you.

Get in touch with the Student Support and Welfare team about any of the following:

• Welfare matters
• Mental health difficulties
• Disability and dyslexia queries
• Counselling services
• Bullying and harassment issues
• Budgeting advice
• International student support
• And anything else that may be going on with you.

The team can help with practical advice, putting in place support, and generally help improve your student experience. If we don’t know – we will find out!

E: studentsupport@brunel.ac.uk
Student Centre, Howell Building
Your Wellbeing

**Big White Wall**

The Big White Wall is a safe online community of people who are anxious, down or not coping, who support and help each other by sharing what’s troubling them, guided by trained professionals.

We are all too aware that university life can be a big culture change from what you are used to. If you need support, you can join www.bigwhitewall.com for free.

Available 24/7, the Big White Wall is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides ensure the safety and anonymity of all members.

To register, simply sign-up using your Brunel University email address. This is only for you to be identified for free access, you are 100% anonymous when you use the service.

**Disability and Dyslexia Service**

Our Disability and Dyslexia Team is on hand to give expert advice and support to all disabled students, enabling them to fulfil their potential to become confident, talented and versatile graduates.

You can access support from the Disability and Dyslexia Team through the Student Support and Welfare team based in the Student Centre who will be able to ensure that you receive the correct support.

E: disability@brunel.ac.uk

**Medical Centre**

The Medical Centre provides general medical services for students, staff and non-students living within the catchment area. General contraceptive services are provided with absolute confidentiality. No medical or personal details are given to the University or your parents without your consent unless there is a public health issue.

Students living in halls are advised to register with the Medical Centre as their local GP for convenience.

T: +44 (0)1895 266904
E: docman.e86030@nhs.net
W: sites.brunel.ac.uk/medicalcentre

**International Student Support**

Did you know that we have 15,000 students from over 110 different countries on campus?

The Student Support and Welfare team provides pre-arrival information and non-academic support to all international and EU students whilst living and studying in the UK. They are here to help you have the best possible experience at Brunel. If you have any worries, questions, or you need some help and are not sure where to turn, please get in touch with them.

They also offer a fun social programme throughout the year, including informative workshops on cultural adjustments and day trips to historic cities across the country.

For more information please visit
W: www.brunel.ac.uk/life/supporting-you/International-Student-Support/
E: studentsupport@brunel.ac.uk

Zone F, next to the Howell Building

**Meeting House**

Brunel students come from a variety of religious and non-religious backgrounds. The Meeting House celebrates the diversity of our students and provides a place where you can relax, meet new friends and find a quiet space.

T: +44 (0)1895 266459
E: meeting-house@brunel.ac.uk

Walk across Cleveland Road (next to the pond), and the Meeting House is next to the Gaskell building. Open 9am-4pm Monday to Friday in Zone A

**Counselling and Mental Wellbeing service**

The Counselling and Mental Wellbeing service is available to all students at Brunel throughout the year, offering practical and therapeutic support to students.

You can make an appointment for a Counsellor or Mental Health Advisor through the Student Support and Welfare Team based in the Student Centre, Howell Building.

To get in touch:
T: +44 (0)1895 265213
E: wellbeing@brunel.ac.uk

For further details see the intranet. brunel.ac.uk/counselling

**Zone D, Student Centre**

If you find yourself struggling with anything, talk to someone. Brunel has lots of places that offer all kinds of assistance across a range of issues. They really do help, so familiarise yourself with them as soon as you can, just in case.

Adebola Nadi, BSc International Politics, 3rd year
Sport facilities

Sports Centre (indoor sports)
Both the Sports Hall and Netball Hall are based inside the centre and available for basketball, volleyball, badminton and netball with seating for 300 spectators, an integrated scoreboard and timing systems with good lighting.

The climbing wall is located in the Sports Hall and lessons and courses are run weekly to give everyone the ultimate experience. The wall has a number of different sections catering for all techniques, ages and abilities. Indoor cricket and archery nets are also available in the Sports Hall. Four squash courts with a viewing gallery are available for casual or club use.

The exercise studio provides the perfect space for any fitness class and the floor surface with mirrored walls is the ideal environment for boxing, cheerleading or martial arts clubs to training. For more information on how to get involved visit brunel.ac.uk/services/sport where you can also download the Brunel Sport app, giving you access to book any of the facilities online.

Sports Centre opening hours:
- Monday – Friday 7am-11pm and
- Saturday – Sunday 9am-7pm

More Energy gym opening hours:
- Monday – Fri 7am-10pm and
- Saturday – Sunday 9am-7pm

Zone E, near to the Eastern Gateway Building and the Indoor Athletics Centre

- Sport at Brunel is defined by our vision to inspire people to fulfil their potential through sport.
- One of the UK’s top institutions for sport, from grass root recreation to elite performers. World class sports facilities on campus – state of the art gym, Indoor Athletics Centre and fantastic outdoor Sports Park.
- Offering fantastic sports programmes; Sports Scholarships & Sport Performance Programme all with a view to supporting performance.
- Easy access and booking through the Brunel Sport app.
- TeamBrunel represents the student sports clubs at Brunel, ranging from team sports such as hockey and lacrosse, through to individual sports including judo and kayaking and membership to all sport clubs will be free in the 2018/19 academic year.
Sports Park (outdoor sports)

The Sports Park offers two synthetic turf pitches with floodlighting, making these facilities available all year round. The Athletics track has an international standard 400m 6-lane track with full field event facilities. The dual use centre pitch with a quality surface caters for first team football matches as well as infield during the athletics season. We also boast a separate international standard, floodlit pitch for first team rugby known as the ‘Cemetery Pitch’.

Our six tennis courts and four netball courts provide excellent training facilities. We have four football pitches, two rugby pitches and a lacrosse pitch. We also provide evening training with portable floodlights.

Keep your eyes peeled on campus for details about the Union of Brunel Students’ new social sport programme, an informal way to take part in a range of activities across campus. Membership of a Team Brunel sports club is also free to all students in 2017/18.

Just off Kingston Lane, before you reach the main University campus (near Hillingdon Hospital)

Indoor Athletics Centre (IAC)

Boasting regular use from top-level athletes such as Usain Bolt, the IAC is the centrepiece of our sports facilities and a UK Athletics Regional Performance Centre.

The facilities inside include:
- 132m, 6-lane sprints and hurdles straight
- two long jump/triple jump pits
- pole vault area
- high jump area
- 25 metre plyometric surface
- strength and conditioning area
- lifting platforms
- medical and rehabilitation facilities
- meeting room
- lecture room with full media facilities

If you’re competitive in nature and want to improve your ability in athletics, basketball, football, futsal, rugby or netball, then visit the Indoor Athletics Centre for a Sports Performance Programme membership.

Zone E, near to the Eastern Gateway Building and the Sports Centre.

Brunel by bicycle

Making the change to travel by bicycle can improve your mental, physical and financial wellbeing. The University is dedicated to supporting cyclists in anyway it can, with brand new cycle facilities being installed across campus in 2017. We’re also hosting a series of FREE cycle events throughout the year: offering free route advice, free cycle repairs and second hand bike sales.

E: bicycle@brunel.ac.uk.
The Student Centre is here to help all students. We can help you in many ways including but not limited to:

- Student funding e.g. bursaries, scholarships
- Financial support e.g. tuition fee enquiries
- Letters e.g. council tax letter, confirmation of study
- Your Student Record e.g. changes to personal information, visa applications
- Student parking
- eVision support
- Student Support and Welfare
- Budgeting Advice
- Immigration Service

Opening hours:
Monday - Thursday: 9.00am – 4.30pm
Friday 10am – 4.30pm
T: 01895 268268
E: student.centre@brunel.ac.uk
W: intra.brunel.ac.uk/s/studentcentre
twitter.com/Brunel-Uni_SC
Howell Building

FAQs:

How do I find my timetable?
Please refer to the Timetabling web pages: www.brunel.ac.uk/about/administration/timetabling

I've forgotten my network account password. If you registered for Password SelfService reset when you completed your Registration task, please reset your password via www.brunel.ac.uk/password. If you did not register for password reset please visit the Tech Zone (Ground Floor, Library, Bannerman Centre) with your ID card.

What do I do if I have a problem with my ID Card? Your ID card is issued when you complete your Registration on campus and is valid for the duration of your course. If you have a problem with your ID card please visit the Student Centre.

What do I do with my Halls Visitor card? If you have a halls visitor card please visit your Halls office with both your ID and Visitor cards to get your halls access updated onto your ID card.

How do I pay my accommodation or tuition fees? Pay online via eVision > myMoney; visit the Cash Office to pay in person; call the Cash Office on 01895 265264; or set up a Direct Debit via www.brunel.ac.uk/study/online-payment-facilities-for-students

When do I get my student loan / grant? If your application has been processed by the Student Loans Company (SLC), you should receive your loan or grant 5 days after you are fully registered.

How do I pay by Direct Debit? If you have chosen to pay your tuition fees by Direct Debit you must enter your details online by 5 October 2018. Please note: the first instalment cannot be made by Direct Debit, please visit or call the Cash Office (details above).

How do I get an Oyster Card? If you wish to apply for a Transport for London student discount card and are eligible, applications are available online at www.tfl.gov.uk/18plus

How do I get a parking permit? Enrolled students who are eligible for a parking permit can apply online via eVision. For information about parking on campus before you apply refer to our web page intra.brunel.ac.uk/s/studentcentre/campus-life/Pages/Parking-on-campus.aspx

How do I keep up to date with tasks? Log into eVision to check your Tasks and Messages on a regular basis. The tasks and information within eVision are specific to each student; additional tasks and information will be available from time to time.

What do I do if my contact details change? Please ensure that your contact details remain up to date at all times so that we can contact you if necessary. Update your details via eVision > my Profile

Immigration service
Our immigration team located in the Student Centre offers a free tier 4 visa check and send service which will:

- Help you make your new tier 4 visa application in the UK
- Check your documents
- Post your application
- Offer individual appointments to ensure your visa application is correct
- Liaise with UKVI on your behalf

This service is only available for ‘in time’ tier 4 visa applications/extensions in the UK.

The immigration team also offers advice and support for:

- Tier 4 (general) students
- Doctorate Extension scheme
- Tier 1 (Graduate Entrepreneur scheme)
- Dependent visa applications
- Short-term study visas
- Schengen visas
- Working during studies
- Registering with the Police
- Lost passport

Contact the immigration team:
T: 01895 268092
E: immigration@brunel.ac.uk
Howell Building
Your Campus Life

Security
Brunel University London prides itself on having a safe and secure campus where students and staff enjoy living, learning and working in a community environment. The University has security measures in place to keep crime to a minimum and boasts some of the lowest crime figures in the London Borough of Hillingdon.

The Security Control Room is located at the side of the Wilfred Brown Building. This is occupied 24/7 by uniformed security officers. Students may well see the security vehicle around the campus and the Security Officers also use bicycles to get around.

Security are available 24/7 and should be your first port of call for all issues outside of normal working hours. They can help with a variety of issues from reporting urgent maintenance problems to helping in welfare cases.

T: 01895 255786
E: security-operations@brunel.ac.uk
Zone C

Widening Participation Office
The Widening Participation Office supports underrepresented undergraduate (Home and EU) students from a diverse range of backgrounds to prepare for university and during your time at Brunel. The service provides a variety of support to care leavers, estranged students, mature students and young carers. Individual support is available as well as social events.

To find out more please contact the Widening Participation Office.

T: 01895 268452
E: karen.western@brunel.ac.uk
Zone E, Eastern Gateway Building, Third Floor

Brunel Arts
An ideal way to relax from a fast paced university life, Brunel Arts offers a vibrant weekly activity programme for all students including pottery, art classes, creative writing, photography, a drama production (requiring both actors and backstage crew), singing and various instrumental groups. There is a bursary scheme (called the Music Awards) for talented singers and musicians irrespective of their area of academic study.

If you admire the Arts but aren’t a keen performer, there are plenty of drama and musical performances available to watch throughout the year as an audience member. To find out more, pop in to their reception area in the Arts Centre building on the main concourse, next to the Lecture Centre.

T: +44 (0)1895 266074
E: brunelarts@brunel.ac.uk
W: brunel.ac.uk/brunelarts
Zone B, Arts Centre

Shops
Costcutter is the local shop, with a wide range of everyday products. With a focus on fresh products the store is tailored to local needs, providing great value to our customers.

The Students’ Union also runs The Student Store in the Isambard complex, offering a selection of snacks and fresh hot drinks.

Zone C, Hamilton Centre
Zone A, Isambard Complex

Solving issues
We hope you will have the experience of a lifetime with us, but we do understand that there might be occasions where you don’t feel happy with the way things are going.

We want to handle any concerns in a fair and transparent way that respects the rights of all individuals involved.

If you have a complaint, please contact student-complaints@brunel.ac.uk.

For more information about issues including mediation, academic appeals and conflict coaching, take a look at intra.brunel.ac.uk/Pages/Making-your-views-known.aspx

(Please note that this is an internal link)

Whistlestop
For all you healthy eaters and keep fit fanatics Whistle Stop is the ideal place to refuel after a workout with great healthy food. Located above the MoreEnergy gym in the Sports Centre you can grab everything from smoothies and salads to carbs and protein with pastas and burgers.

Zone E, Sports Centre 1st Floor

The Beldam
The Beldam is the ideal place to entertain visitors, hold an important lunch meeting or simply treat a friend or colleague. A bright, table service restaurant with a fresh and classy à la carte menu.

Zone E, Eastern Gateway Ground Floor
Loco’s
In partnership with the students’ union at Loco’s your team at Taste Kingdom will be serving up an exciting pub style menu with all day breakfasts at reasonable prices!
Zone C, Hamilton Centre, Ground Floor

Lancaster Hotel Restaurant
Whether it’s a quiet coffee in our hotel bar or a fully catered event that you are looking for, they are able to deliver for your needs. They offer a hot and continental breakfast, lunch and dinner service as well as a venue for large parties with set menus.
W: brunelcommercial.london/hotel
Zone E, Lancaster Complex

Bite
Bite is a small contemporary coffee outlet that serves Starbucks products alongside a premium range of bagels, sandwiches, salads, pastries, cakes and other light lunch and snack options.
Zone E, Eastern Gateway Ground Floor

1966
Your Proud to serve Costa Coffee outlet was dramatically transformed and extended in the Bannerman Centre over the summertime. 1966 is an amazing new place to eat, drink and socialise and is open 24 hours during term time.
Zone C, Bannerman Centre

Izzi’s
This exciting new pizza outlet on campus offers unique and great quality food from personal pan pizzas and your own unique on demand pizza. You can also get your pizza ordered for collection or delivered on campus.
Zone C, Hamilton Centre, First Floor

The Pod
Situated within the Hamilton Centre, the Pod offers a range of grab and go meals and drinks from hot dogs, to milkshakes and pancakes. There’s comfortable seating so you can watch what’s going on in the Quad from your vantage point and enjoy the latest sport or news on the TV.
Zone C, Hamilton Centre, First Floor

Subway
However you choose to build your sandwich or salad, you know what you’re getting with Subway; one of the world’s largest food chains. Ours at Brunel is no exception.
Zone C, Hamilton Centre, Ground Floor

Broosters
Broosters is your home for all things chicken at Brunel! It specialises in tasty marinated grilled and fried halal chicken in a variety of options including burgers, wings, salads and wraps with a great selection of soft drinks, milkshakes and a fully licensed bar.
Zone C, Hamilton Centre, First Floor

Health Shop
The Health Shop offers a range of medicines, first aid items and natural health products and some everyday items like hats, scarves and socks. During the winter you can find over the counter colds and flu remedies, and if you are sporty then they stock a large range of bandages, anti-inflammation gels and plenty of energy supplements including diet bars.
For sexual health they offer free chlamydia and gonorrhoea screening, and also run the C-Card scheme. This service is run in conjunction with the Pharmacy based at the Medical Centre (see page 9).
Zone C, front of Hamilton Centre next to the bank

Bank
Santander is available for students on campus. They provide a variety of banking services to all students.

Lancaster Hotel and Spa
If you would like to invite family or friends to stay at Brunel but don’t have the space in your Halls, you can book them a room in the Lancaster Hotel on campus. Every room comes with an en-suite, LCD television, tea and coffee making facilities, mini fridge and internet access. Guests also have access to the hotel spa facilities.
Further information is available on their website brunelcommercial.london/hotel
To book a room:
T: +44 (0)1895 268006
E: lancaster-suite@brunel.ac.uk
Zone E, Lancaster Complex
Market Stalls
Fruit and vegetable market stalls can be found on campus every Tuesday in term time.

Pharmacy
Near to the Medical Centre and Saltash Hall, the Pharmacy can provide:
+ prescriptions and pharmacy-only medicines (not available over the counter in regular shops)
+ flu vaccination
+ hepatitis B vaccination
+ help and supply of free products for smoking cessation
+ anti-malaria tablets
+ free advice on any medical matter
Zone F, next to Saltash Hall

Residences
We have 30 halls of residence with two Residences Offices, one located in Bishop Hall and the other in Concourse Hall. If you need to contact your residence team, take a look at our website: brunel.ac.uk/services/accommodation/residences

We also have a team of 30 Residences Student Mentors. These are students employed by the University to help support and guide you. When you arrive ask your Residence Manager about the mentors for your hall.

To arrange accommodation, please follow the instructions in the welcome pre-arrival booklet that was sent to you in the post before starting at Brunel.

If you don’t have a copy of this booklet, a digital version is available on our website www.brunel.ac.uk/life/student-guide

Living off Campus
During your time at Brunel University London you may decide to live off-campus. In order to make this as easy as possible for you the University manages a number of properties in the local area which we then rent to our students. As the University will be your landlord you pay your rent and report any maintenance issues to the University.

There is a wide choice of housing near Brunel which can be reasonably priced for the London area. In 2018 you can expect to pay between £90 and £130 per week for a room, not including utilities. To secure a property you will need to pay a £350 deposit per person, so please remember to budget for this during the year. You can begin viewing and bookings properties from as early as January ready for your return in September.

Whatever you’re looking for your first port of call should be Brunel Student Lettings in the Accommodation Centre. This team is dedicated to students’ needs and does not charge for its services, unlike most agencies.

We can help you find a great place to live! For more information please visit our website brunel.ac.uk/lettings or email us on bac@brunel.ac.uk.

The Coffee Room:
An exciting new destination for the coffee lovers on campus known simply as The Coffee Room it is the home of artisan coffee at Brunel. Putting the coffee to one side there is also an abundance of homemade, fresh, rustic deli food and the ambiance in The Coffee Room is perfect for relaxing, catching up with friends and studying.
Zone C, Lecture Centre, Ground Floor

The Junction:
Look out for the jewel in Taste Kingdom’s crown The Junction. It’s is based on the first floor of the Hamilton Centre. This is your main dining area on campus and includes a cinema screen; pop up stage; TV screens; a pool table and much more to keep you entertained between classes. But that’s not all folks... Look out for an incredible food offering with a menu that will feature delicacies from around the world!
Zone C, Lecture Centre, Ground Floor

If you’re planning on living off-campus, don’t fall in to the trap of believing available student housing gets snapped up quickly. Housing becomes available all year round. Take the time to find the right place with the right people. I advise using Brunel Student Homes, as they will work for your interests, not just the landlord’s.

Jayke Harrison, BSc Mathematics, graduated in July 2015
Professional Development Centre (PDC)

The Professional Development Centre is here to increase your employability by helping you develop the skills and experience needed to stand out in the job market.

The opportunities we have on offer include:

- Practical work placements
- Exciting internships abroad
- Support in developing entrepreneurial ideas
- Free modern languages courses
- Tailored careers advice
- Help with finding work during and after studies

We also have lots of programmes and initiatives on offer, such as Brunel + which recognises the activities you take part in alongside your studies, and the Ready Programme which helps you develop transferable project skills.

For more information on these schemes and the PDC services please visit: brunel.ac.uk/pdc

Bannerman Centre, First Floor
Your Development

Brunel+

The Brunel+ Award gives you recognition for the non-academic activities that you participate in during your time at Brunel, both on and off campus.

Simply record what you do in three of the four categories to earn points. Collect enough points and you will receive a Bronze+, Silver+ or Gold+ Award to demonstrate to employers that you are a well-rounded candidate with skills beyond academia.

To find out more, take a look at the Brunel+ website: plus.brunel.ac.uk - simply sign in with your student id and network access password! Make every activity count!

Brunel Volunteers

Brunel Volunteers is here to help you find the perfect volunteering opportunities for you whilst at Brunel - from on or off campus roles, one-off or long-term opportunities, to working with children, the environment or in the arts; we have something to suit every student’s interests and availability.

Volunteering is the perfect opportunity to gain employability skills, make new friends and get settled into university life.

W: www.brunelvolunteers.com
Zone C, Hamilton Centre

Careers

Our subject-specific Careers Consultants are here to offer you support and guidance during and after your studies. We can help you explore your career options, develop industry contacts, market yourself to employers and advise you on the best ways to enhance your employability. We can also help you prepare for job interviews, and check CVs and cover letters to assist you with the recruitment process.

To find out more information and to make an appointment, please visit: www.brunel.ac.uk/services/pdc/careers
Zone C, Bannerman Centre, First Floor

Placement

Our team of Placement/Internship Advisers will help you secure a placement through our well-established connections in the public and private sector, from a wide range of industries from financial institutions, government departments to not-for-profit organisations. Graduate destination outcomes show that students who have done a placement earn higher salary and more likely to secure a professional job quicker than those who didn’t do a placement. There is a dedicated Placement/Internship Adviser for each subject. You can make an appointment for a one to one meeting by emailing placements@brunel.ac.uk

Please visit: www.brunel.ac.uk/pdc/placements for more information.

Innovation Hub

If you have an exciting business idea or would like to take your business to the next level, the Innovation Hub can help you achieve it. You’ll meet successful entrepreneurs and experienced business mentors including marketing, finance and intellectual property looking to support the next generation of entrepreneurs.

If you come to us with a great business idea or start up, we’ll provide you with personalised one-to-one advice, training workshops and a chance to win funding through our Venture Competition. We also provide sponsorship for a tier 1 graduate entrepreneur visa through the Graduate Entrepreneur Scheme. You can find out more about us at:

W: brunel.ac.uk/services/pdc/InnovationHub

Join us on social media:
Twitter @Brunel_InnovHub
Facebook: Brunel Innovation Hub

Make the most of the careers fair on campus in October – it might seem really early, but trust me it’s worth it! I just graduated in July and I’ve already started my new graduate job.

Gemma Sear, BSc Psychology, graduated in July 2015
Job Shop

Your Job Shop advisers are on hand to help you find work while you study. Whether you are looking to earn money, gain useful work experience or meet new people outside of your course, there are plenty of general work or course-specific opportunities to choose from.

We advertise a huge range of part-time roles; from ‘Student Ambassador’ and ‘Student Research Assistant’ positions on-campus; to hospitality, sales and event hosting work off-campus, in the local area.

If you’re looking for a part time role in the local area, visit www.brunel.ac.uk/pdc/job-shop or email us at PDC-Jobshop@brunel.ac.uk to find out more.

If you’re looking for a part-time role on campus, find out what you need to know, and register as soon as you can via the Job Shop portal at www.brunel.ac.uk/jobshop and join our ‘ready to work’ candidate pool.

We also have lots of great Volunteering opportunities on offer - find out more at: www.brunelvolunteers.com.

Modern Languages

The Modern Languages Department offers free language courses to students. Our lecturers are highly qualified and experienced and provide tuition in Arabic, Brazilian Portuguese, French, German, Italian, Japanese, Mandarin, Russian and Spanish with courses from beginners to advanced level.

Our classes help you to develop competence in the four key skills of listening, speaking, reading and writing, and you have the opportunity to complete a coursework portfolio and a final test in order to receive a certificate of achievement.

Courses consist of 20 two-hour weekly sessions in ten-week blocks over two terms. Our language courses are very popular, so make sure you apply early to avoid disappointment.

For more information, or to apply for the courses from 20 September, please visit: www.brunel.ac.uk/services/pdc/modern-languages

Zone G, Russell Building, First Floor

Placements

Placements are a fantastic way to increase your knowledge, help you develop key skills and stand out in the job market. Our team of expert Placement/Internship Advisers can help you secure a placement through our well-established connections in the public and private sector, in a wide range of organisations.

From helping you with your application to running a mock interview, our advisers will help you every step of the way to make sure you’re fully prepared. Get in touch with your adviser and make sure you get the most out of our placement service.

You can find out more information at: brunel.ac.uk/services/pdc/placements

READY Programme

The READY Programme is an employability course available exclusively to first year undergraduate students. It is designed to help enhance your CV with skills and attitudes essential for future employability.

The READY Programme focuses on UNHCR’s work in a refugee settlement in Zambia. The READY challenge is to develop various sustainable livelihood solutions in multi-disciplinary teams to assist with the Zambian Refugee project. You’ll take part in 10 sessions which will run on campus, every Tuesday from 10 October – 12 December, 5.30pm – 7pm. The teams will compete with each other for the best solution in the final session.

This programme is extremely popular - find out more and apply online via our website, visit: www.brunel.ac.uk/pdc/careers/ready-programme
What’s a Students’ Union?
The Students’ Union is the organisation that represents the interests of students within the University. Once you have enrolled on your course you will automatically become a member and can access the wide range of services and activities the Union can offer, and are also entitled to get involved in the representation side of the Union. Through the elected student officers and professional staff the Union’s main purpose is to work with the University to better the educational experience of all students, and it does this through a variety of approaches, such as representation at senior University committees and through running the Student Rep system. The Union is run for students, by students with the elected officers having a high level of access to University Senior Managers and a responsibility to actively involve students in the development of Union policies and strategies.

What can we offer you?
• Sports Clubs
• Societies
• Advice and Support
• Representation
• Social spaces (like our bar and nightclub)
• Events (like Freshers’ Week)

Download the App
Find out more by downloading our App to find out about the Union, sports clubs, societies and events as well as getting priority tickets. Just search “Brunel Students” in your app store.

Find out more at brunelstudents.com
Your Students’ Union

**Brunel Students App**
The Brunel Students app has loads of information about services, events, sports clubs and societies. Download it on your smart phone to get priority tickets to events and special offers.
Just search ‘Brunel Students’ in your app store.

**Advice and Support**
The Union’s Advice and Representation Centre (ARC) offers free, impartial advice and support to all Brunel Students. They can help with academic, financial, health & wellbeing and housing issues.
Find out more at brunelstudents.com/advice

**Course Reps**
Course Reps make your course better. Have an idea, issue or suggestion? Talk to your Rep and see what you can change together.
Find out more at brunelstudents.com/reps

**Elections**
There are elections throughout the year. The Union is run by students and elections are the way you make sure that the right people represent you. So make sure you vote!

**Big Events**
From Freshers’ Week to your Graduation Ball, your Union puts on loads of events to make sure you have lots of fun while you study. Keep an eye out on social media for the next big one.

**Societies**
With nearly 120 societies on offer, you are sure to find something that interests you. Sign up to make friends, have fun and de-stress from your academic studies.
Find out more at brunelstudents.com/societies

**Social**
Loco’s is your Students’ Union bar, a great place to unwind, catch up with friends and grab a bite to eat.
Check out our website for what’s on. Academy is your campus nightclub. We host lots of different nights so we are sure there will be something you fancy.
For events visit brunelstudents.com/social

**R.A.G. (Raise and Give)**
Want to raise money for charities and give back to the community? Then R.A.G. is for you. There are loads of fun ways you can do great things for great causes.
For more information go to brunelstudents.com/RAG

**Student Media**
The Union supports the student-led media on campus. Brunel Media runs a newspaper, radio station and online TV station to keep you up to date with all the campus news. Anyone can join the team so if you’re interested, get in touch!

**NUS discounts**
The Union is part of the National Union of Students. This means you can get an NUS Extra card. It gives you big savings online and on the high street. We work with local shops to get you great deals.
Find out what we have to offer at brunelstudents.com/shop/nusextra

**Clothing & Memorabilia**
Make sure everyone knows you go to Brunel. Pop into the Union Reception and grab some great Brunel clothing or merchandise.

**Team Brunel Sports**
All the sports clubs are part of Team Brunel. They compete against other Universities throughout the year both regionally and nationally. Become a member of Union Sport for just £33.00 and you can join as many clubs as you like for free.
Find out what we have to offer at: https://brunelstudents.com/teambrunel/
The biggest event in the sporting calendar is Varsity where Team Brunel take on St. Mary’s University. It’s a great day for players and supporters!

**Active@Brunel**
Don’t want to compete? There are also non-competitive sports on campus as well as exercise classes. All sessions are free once you have your Union Sport membership.
Find out what we have to offer at https://brunelstudents.com/active/
Spotlight on...

Environmental services

**GreenRedeem**
Earn points and win prizes for recycling your used drink cans and plastic bottles with GreenRedeem’s reversible vending machine. Located in the Bannerman Centre and Taste Kingdom outlets. Find out more here; [www.greenredeem.co.uk](http://www.greenredeem.co.uk)

**Biodiversity**
At Brunel we have made a commitment to protect our existing biodiversity, and where possible enhance and improve it. This is why we created the Brunel University Biodiversity Action Plan, which you can read here: [www.brunel.ac.uk/about/environment/biodiversity](http://www.brunel.ac.uk/about/environment/biodiversity).

Additionally, our Grounds Team work hard to protect the habitat around Brunel and regularly update their own blog, [grounds.brunel.ac.uk](http://grounds.brunel.ac.uk).

**Green Impact**
We are invested in the environment. We’ve worked with the NUS Department of Sustainability, and this year achieved a ‘Very Good’ in our audit for the Green Impact award. Green Impact means working to implement policies, strategies and activities such as Green Week to improve environmental awareness and activity on campus. Find out more here; [brunelstudents.com/activities/green](http://brunelstudents.com/activities/green)

**Transport**
With campus being located on regular bus routes, and only one mile from Uxbridge Tube Station, one of the key aims in our sustainable travel plan is to encourage both students and staff to depend less on traveling by car. To support this aim we have also introduced a ‘Borrow a Bicycle’ registration scheme, where those without a bike can loan one for two weeks. Find out more at [brunelstudents.com/activities/cycling](http://brunelstudents.com/activities/cycling)

**Recycling**
Recycling is an important issue on campus, so we have worked to provide a range of options for all recycling needs across the University.

- Halls have their own mix recycling bins in the kitchen.
- Batteries can be recycled at the Porters building.
- There are British Heart Foundation clothing bins on campus.

Printer cartridges can be handed into the Computer Shop in John Crank.

Find out more about our targets here: [www.brunel.ac.uk/about/environment/recycling-and-waste](http://www.brunel.ac.uk/about/environment/recycling-and-waste)

**Green Trail**
Explore Brunel’s campus and learn more about the University’s energy efficient buildings with the Green Trail on campus. Find out more here: [www.brunel.ac.uk/greentrail](http://www.brunel.ac.uk/greentrail)
Here is a list of what you can do via the self-service portal

**myProfile**
- Update personal information (address/next of kin)
- Change eVision password
- Network username
- Student Union opt in

**myCourse**
- Student Status
- Module selection
- Progression
- Course and module information
- View results/award & order certificate
- Links to University Regulations & Codes of Practice
- Student Handbook link

**myMoney**
- Course fees
- Link to online payments
- Link to set up Direct Debit
- Financial disclosure

**myFunding**
- Brunel Scholarship & Bursary information
- Hardship Fund application
- Emergency Loan applications
- Status of any applications
- Update bank details

**myMessages**
- Important messages and links

**KeyDates**
- Accommodation & Tuition fee payment dates
- Brunel Scholarship & bursary payment dates

**myLetters**
Print your own letters, including:
- confirmation of student status to open a UK bank account
- Council tax exemption certificate
- confirmation of student status &/or address
Request:
- confirmation of tuition fee letter
- Schengen visa travel letter
- confirmation of term/exam dates
- confirmation of student status for military service exemption

**myUniversity**
- Parking information & annual permit application
- Link to personal Brunel webmail account
- Links to University departments, student support etc.
- Term dates, Exam dates, University calendar
- Careers / Employment
- Link to Blackboard Learn

**myChecklist**
- Registration, Enrolment & Scholarship application tasks
- Network task
- Password self service

**myGraduation**
- Invitation to graduation
- Confirm attendance
- Request guest visa letters
- Guest ticket allocation

**myResearch**
- Request early submission
- Request change to mode of attendance
- Request extension
- Request abeyance
- Request withdrawal

**STAY UP TO DATE**
The tasks and information within the eVision Student Portal are specific to each student. These details are a guide only; additional tasks and information will be available from time to time. Log into eVision to check tasks and messages on a regular basis.

**NEED HELP?**
Contact the Student Centre for further information or help with accessing the eVision Student Portal.
E: Student.Centre@brunel.ac.uk
T: 01895 268268
intra.brunel.ac.uk/s/studentcentre
evision.brunel.ac.uk
twitter.com/Brunel_Uni_SC
Security

Security are located in the Wilfred Brown Building and are open 24/7.

Zone A
- Chadwick
- Gaskell
- Marie Jahoda
- Meeting House

Zone B
- Arts Centre
- Braqg
- Print and Design
- Halsbury
- Heinz Wolff
- John Crank

Zone C
- Bannerman Centre
- Hamilton Centre
- Lecture Centre
- Michael Sterling
- Wilfred Brown

Zone D
- Antonin Artaud
- Howell
- Joseph Lowe
- Medical Centre
- Tower A
- Tower B
- Tower C and D

Zone E
- Indoor Athletics Centre
- Eastern Gateway
- Lancaster Suite
- Mary Seacole
- Sports Centre
- St Johns

Zone F
- Accommodation Centre
  - Brunel Campus Rooms
  - Brunel Student Lettings
- Counselling Service

Zone G
- Brunel Science Park
- Elliott Jaques
- Gardiner
- Russell

Sports Park
- Sports Pavilion
Accommodation

Zone A
1 Isambard Complex A–Q
2 Galbraith Hall
3 Fleming Hall
4 Mill Hall

Zone E
Lancaster Complex
13 Borough Road Hall
14 Maria Grey Hall
15 Lancaster Suite Conference Office
16 Southwark Hall
17 Stockwell

Zone F
5 Saltash Hall
6 Chepstow Hall
7 Clifton Hall
8 Bishop Complex
9 Kilmorey Hall
10 Lacy Hall
11 St Margaret's Hall
12 Faraday Complex Lancaster Complex
18 Gordon Hall

Building names
ANTR Antonin Artaud
BANN Bannerman Centre
ESGW Eastern Gateway
ELTJ Elliott Jaques
GRDN Gardiner Building
GASK Gaskell Building
HALB Halsbury Building
HAML Hamilton Centre
HNZW Heinz Wolff
HWLL Howell Building
IDAC Indoor Athletics Centre
JNCK John Crank
JOLO Joseph Lowe
LECT Lecture Centre
MRJD Marie Jahoda
MRSC Mary Seacole
MEDI Medical Centre
MTGH Meeting House
MCST Michael Sterling
RUSL Russell Building
SPRT Sports Centre
STJN St John's Building
TOWA Tower A
TOWB Tower B
TOWC Tower C
TOWD Tower D
Uxbridge and beyond

Uxbridge town centre is a 20-minute walk or short bus ride from campus and is packed with shops, including two shopping centres, an Odeon IMAX multiplex cinema, bars, restaurants and a nightclub. A new development on the old RAF Uxbridge base, St Andrew’s Park, will see further developments over the next few years including a new theatre, museum and public park.

There are many large supermarket outlets within walking distance from campus, including Sainsbury’s, Tesco, Morrisons, Lidl, Iceland and Aldi.

Hillingdon Sports & Leisure Complex is a short bus ride from campus and boasts an Olympic size indoor pool, a splash pool and an outdoor pool that is open during the summer.

The countryside on your doorstep
Brunel is near the Grand Union Canal and the Colne Valley Park. You’ll find woods, walkways, lakes and rivers only a 15-minute walk away.

Easy access to central London
Uxbridge is at the end of the Metropolitan and Piccadilly lines on the London Underground. Overground trains from Paddington take you to West Drayton (a short bus ride from campus) in just 20 minutes. When the new Transport for London-run Crossrail opens in 2019, there will be direct train services from West Drayton to central London. You can also get a bus to Uxbridge from Ealing or White City.
Dates for your diary

**Freshers’ Week**
17 – 21 September 2018

**Autumn Careers Fair**
16 October 2018

**Fireworks**
5 November 2018

**Graduation Week**
July 2019

Find out more about events throughout the year via our website or IntraBrunel.
Useful links

Accommodation and Residences
brunel.ac.uk/accommodation

Library
brunel.ac.uk/services/library

Jobs and placements
(Professional Development Centre)
brunel.ac.uk/pdc

Volunteering
brunelvolunteers.com

Medical Centre
brunel.ac.uk/life/welfare

Disability and Dyslexia Service
brunel.ac.uk/disability

Counselling
brunel.ac.uk/counselling

Brunel Arts
brunel.ac.uk/artscentre

Faith and religion
brunel.ac.uk/life/lifestyle/faith-and-religion

Learning and technology
brunel.ac.uk/services/library/ask-ltt/ltt

International Pathways and Language Centre (IPLC)
brunel.ac.uk/international/iplc

Advice and Representation Service
brunelstudents.com/advice

Academic Skills Service (ASK)
brunel.ac.uk/study/beec/academic-skills

Computer Centre
brunel.ac.uk/life/study/computer-centre/support

Connect Portal
connect.brunel.ac.uk

Student Centre
brunel.ac.uk/life/study/homepage-content/student-centre

Graduate School
brunel.ac.uk/services/graduate-school

Students’ Union
brunelstudents.com

Big White Wall
bigwhitewall.com

Student Support and Welfare Team
brunel.ac.uk/life/supporting-you/
Student-Support-and-Welfare-Team