

Your guide to UAL

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#### Connect with us

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#### How to use this guide

- This means there's more detailed information in the other half of the guide
- Chis means you can find out more online. Just go to <u>arts.ac.uk</u> and enter the term we suggest
- This means there's a website to check
- C This means there's a telephone number
- This means there's an email address

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#### About the illustrator

Jose Mendez is a Spanish illustrator and artist based in London. Having completed an MA in Animation in 2012 at London College of Communication, UAL, his client list has steadily grown to include the likes of Apple, BBC, Converse, Facebook, Microsoft, Spotify and The New York Times.

josemiguelmendez.com

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

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Organised by UAL and Arts Students' Union, The Big Welcome includes arrival activities, introductions, wayfinding, events, trip, socials, parties, enrolment and course inductions – everything you need to start your student life.

This is part of Making it Happen, a programme designed to make your time as a student the best it can be. You'll hear lots more about it throughout your time here, so look out for ways to get involved.

(Q) 'The Big Welcome'

I'm delighted you've chosen to start your creative future at University of the Arts London, which is made up of six world-renowned colleges:

Camberwell College of Arts Central Saint Martins (CSM) Chelsea College of Arts London College of Communication (LCC) London College of Fashion (LCF) Wimbledon College of Arts

You've joined a vibrant community of 19,000 students from more than 130 countries. You're also in one of the best cities in the world for art and design, with lots of opportunities to make the most of student life. To help you navigate your time at university in London, and to take advantage of all there is to offer, we've created this handy two-part guide. Read it, make notes in it, do the checklist on the next page and hold on to it for future reference.

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

Nigel Carrington Vice-Chancellor



### Need to know >

#### What to do in your first few weeks

### At UAL

#### Read this guide

An easy one to tick off – read the whole guide to get set up and settled in.

#### Set up your email account

You need to set up your UAL account before you can enrol. Find your username and temporary password in the information pack you have been sent if you're a UK student or in your offer letter for international students. It's essential you keep checking your UAL email account as it's where you'll get important news and updates.

### Change your temporary password You can only log in three times with your temporary password before your account is locked, so change it right away by going to pss.arts.ac.uk.

#### Download MyUAL

MyUAL is our free student app with all the essential info you'll need in one place like your UAL email, timetable, events, jobs, news and more. Find it on the App Store or Google Play and log in with your UAL account details.

#### Get your student ID card

You will receive this at your enrolment session. You'll need to present your card to access all UAL buildings and for printing.

Go to your enrolment and inductions You'll have already been sent details of these.

### Get a TV Licence

In London

You must have a TV Licence to watch or record programmes on any device as they're broadcast, and to download or watch BBC programmes on iPlayer. You can be fined up to  $\pounds1,000$  if you're watching TV without a licence, so make sure you get one by going to tvlicensing.co.uk.

#### Get Council Tax exemption

This is a tax paid to local councils who provide services like fixing roads and running community centres. Students on most full-time courses don't need to pay Council Tax. Contact Student Services for an exemption letter.

Council Tax'

#### Register with a doctor

Whenever you move home it's important to register with a doctor as soon as possible so that if you're ill you won't be stuck without medical care.

#### Open a student bank account You can do this by going into a bank

branch of your choice – we'd recommend going to one close to your new home in London. If you're not from the UK you'll need to bring a copy of your visa and a valid passport.

#### Sign up for a Student Oyster card UAL students are eligible for discounted travel with a Transport for London (TfL) Student Oyster Card. Find out more online by visiting <u>tfl.gov.uk</u> and searching for 'Student Oyster Card'.

#### Useful contacts

Accommodation Services 020 7514 6240

Counselling Service 020 7514 6251

Disability Service 020 7514 6156

Estates Helpdesk 020 7514 8000

Health Advice Service 020 7514 6251

IT Service Desk 020 7514 9898

Student Advice Service 020 7514 6250

UAL Switchboard 020 7514 6000

#### Health and safety

We want UAL to be a safe place for all students, staff and visitors, so we take health and safety very seriously. You'll be given detailed safety information during your course induction, like fire and emergency procedures and rules for using machinery in a safe and sensible way.

Smokers – please remember that the university doesn't allow smoking on any of its premises including around the entrances to the colleges. If you wish to smoke you must leave the building and be at least five metres away from any doors or openings. This also applies to e-cigarettes and vapes.

# Student safety' To find out more about health and safety in your college

Term dates

These are the general university term dates for 2018/19 but specific dates may vary for some courses.

#### Autumn term

Higher	Monday 24 September 2018
Education	– Friday 7 December 2018
Further	Monday 3 September 2018
Education	- Friday 14 December 2018

#### Spring term

Higher	Monday 7 January 2019
Education	– Friday 15 March 2019
Further	Monday 7 January 2019
Education	– Friday 29 March 2019
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#### Summer term

Higher	Monday 15 April 2019
Education	– Friday 21 June 2019
Further	Monday 15 April 2019
Education	– Friday 24 May 2019

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#### **Opening times**

The university is always open during term time and closed on national holidays. Opening times vary during holiday periods so please check the arrangements at your college.

#### National holidays

Christmas Day	25 December 2018
Boxing Day	26 December 2018
New Year's Day	1 January 2019
Easter weekend	19 April – 22 April 2019
May bank holidays	6 & 27 May 2019
Summer bank holiday	y 26 August 2019

Find out your college opening hours

#### Moodle

This is our virtual learning environment (VLE) and it's where you'll find information specific to your course, including your timetable and the course handbook as well as your grades throughout the year. Your course site will have important announcements and assignment details and should be checked regularly.

#### Visit moodle.arts.ac.uk or access via MyUAL app

# Technology-Enhanced Learning Coordinators

Technology-Enhanced Learning Coordinators (TELCO) are here to help you with digital learning. TELCO can offer guidance on using a range of helpful tools including Moodle, Online Assessment Tool, Workflow, MyBlog.arts.ac.uk, Turnitin Feedback Studio and Virtual classroom. You can book in time with your college TELCO for one-to-one support.

C 'Digital Learning Contacts' to find the contact details of the TELCO in your college

> ONE OF THE BEST THINGS ABOUT BEING A STUDENT AT UAL IS THE FACILITIES ON OFFER.

Salla Luhtasela BA (Hons) Ceramic Design

#### **Libraries and Learning Zones**

As a UAL student you have access to all six college libraries; just use your ID card to borrow books and other items. You can also search the online catalogue and have books sent to the library that's easiest for you to get to, and return them to any college library.

Our libraries have areas for group and individual study as well as computers, photocopying and printing facilities. You can also borrow a laptop and get help from the library staff to make the most of our huge collection of print and online resources.

Our Learning Zones are for social and activitybased study in an informal environment. We have three – at Camberwell College of Arts, Central Saint Martins and London College of Communication, open to all UAL students.

We will tell you more about the library facilities when you attend an introduction during your first term, with other sessions offered later in your course.

Remember, the library staff are there to help you so just ask if you have any questions or need more help.

(C) 'Library services' for opening hours and other info

Control Con

- @UAL\_Libraries
- (i) @uallibraries
- Find out about your college library

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#### University Archives, Museums and Special Collections

The libraries have outstanding physical and digital collections in art, design, communication, fashion and performance. These collections include historical archives and special collections such as zines, material samples and artists' books. You can also access the University Archives and Special Collections Centre at LCC which specialises in material on printing, graphics and film, including the famous Stanley Kubrick Archive. Other collections in the university include the LCF Archive and the Museum and Study Collection at CSM.

Collections and archives'

### University IT services

IT Services looks after all the digital stuff at UAL including your account, your email, computers, printing and online security.

#### WiFi access

Connect to UAL-WiFi using your UAL username or email and password.

#### **UAL** text alerts

We use text alerts for major incidents like building closures or big network outages. We'll only message you when we really have to so that when we do you'll know it's important.

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Student fees and funding

The Student Advice and Funding Service has information and advice about funding options available to cover tuition fees, living costs and course costs.

Student fees and funding' to find out more about scholarships, bursaries and awards

#### Immigration and visas

Students from countries outside the European Economic Area (EEA) and Switzerland, who are not already living in the UK, may need a visa to enter and study at UAL.

(Q) 'Immigration and visas'

24 /7 IT SUPPORT 020 7514 9898

> I REALLY LOVE HOW UAL OFFERS A LARGE RANGE OF GALLERY SPACES AS WELL AS LIBRARIES AND ARCHIVES FOR RESEARCH.

Unique McGuinness BA (Hons) Cordwainers Fashion Bags and Accessories: Product Design and Innovation

## Support and wellbeing >

#### Diversity

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

The Equality and Diversity Officer for Students works in partnership with Arts Students' Union to support initiatives to promote this and also provides confidential advice and guidance to trans and non-binary students, student carers and parents and students from diverse faith backgrounds.

YOU WILL MEET SO

MANY IMPORTANT

YOU 'RE STUDYING

FELLOW STUDENTS

PEOPLE WHILE

AT VAL, BOTH

AND STAFF.

Shinuk Suh BA (Hons) Fine Art

(Q) 'Student diversity'

#### Language Development

If English is an additional language for you, we offer specialist one-to-one and online tutorials, classes and workshops to help you build your English skills further and understand the types of assignments you need to produce. We help you focus on the language of your subject in weekly course specific classes. This allows you time to discuss and practise speaking about ideas in a relaxed setting as well as concentrate on key reading texts. Your course team will introduce you to your Language Development tutor at the beginning of term.

There are also other more general classes, including speaking and pronunciation, essay writing, dissertation writing, report writing and how to talk about your work in a crit, where work is presented for feedback and discussion. These take place across all the colleges throughout the academic year and during the holidays.

We also offer English language assessments to students progressing within UAL.

- Language centre' to find out more or to book a course
- languagedevelopment@arts.ac.uk
  020 7514 6132



#### **Modern Languages**

UAL Language Centre offers evening courses in languages including French, German, Italian, Japanese, Mandarin, Spanish and Arabic. Communicative teaching methods are used to study the language through a different arts and culture theme each week. The courses run over eight weeks each term.

Modern languages' for more info including dates and fees

lac@arts.ac.uk
 020 7514 2309

#### Intercultural Competences and Communication Skills Certificate

UAL students can join a short certificated workshop programme in intercultural communication skills, useful both during studies at UAL and in your future career. The programme consists of three different workshops, one per term.

languagecentre.myblog.arts.ac.uk
 languagecentretraining@arts.ac.uk
 020 7514 2214

YOU FEEL AS IF YOU ARE PART OF AN ARTISTICALLY BEAUTIFUL FAMILY -NO JUDGEMENT OR NEGATIVITY, JUST INNOVATION AND INSPIRATION THAT SPANS ACROSS ALL COURSES.

Mariah Courtney FdA Interior Design

#### Academic Support

Academic Support is provided to help you develop approaches to learning and skills that will be useful in your student life and as a future professional. Academic Support tutors are based in colleges and work closely with course teams and Language Development, Library and other Student Support staff. Academic Support tutors will be introduced to you during inductions.

Through Academic Support, you can explore and improve your learning and study practices in areas such as critical thinking, reading, writing, research, making presentations and working as a team. You'll learn to use libraries, archives, digital tools and environments skillfully, and develop an understanding of university expectations as well as your own and other points of view.

- Nisit academicsupportonline.arts.ac.uk to find resources and to register for oneto-one support sessions in your college and across UAL. You can also find more info through Moodle
- academicsupport@arts.ac.uk contact us if you can't find what you need



#### Student Services

There's loads of support available to you throughout your time here. Our Student Services staff provide a professional, confidential and free service to all UAL students.

(Q) 'Student Services'

#### Student Advice Service

Get support with financial and immigration questions and advice on any problems that may occur in day-to-day life.

#### Counselling, health advice and chaplaincy

No matter how big or small a problem, if you're worried about something, feeling emotional or just want to talk, we want to help. Get in touch:

#### **Counselling Service**

020 7514 6251 counselling@arts.ac.uk

#### Health Advice

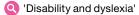
020 7514 6251 studenthealth@arts.ac.uk

#### Chaplaincy

- 07872 816157
- 07843 329587
- w.whitcombe@arts.ac.uk
- 🔁 m.w.dean@arts.ac.uk

#### **Disability and dyslexia**

The Disability Service provides advice and support for disabled students and to students who are dyslexic or have any other specific learning difficulty. Support is available at any point throughout your time at UAL.



#### **Extenuating Circumstances**

Extenuating Circumstances are things which are unexpected, significantly disruptive and beyond your control, which may affect your ability to meet assessment and course deadlines. If you're concerned about your grades or think you might be eligible for Extenuating Circumstances, your course leader should be the first point of contact.

(Q) 'Extenuating Circumstances'

#### **Tell Someone**

The university does not tolerate any form of bullying, harassment or sexual violence. If at any point you have concerns, or want to talk to someone in confidence, you can contact Tell Someone.

tellsomeone@arts.ac.uk Find out more about support at your college

# TAKE EVERY OPPORTUNITY YOU GET; WHETHER IT'S LEARNING A NEW SKILL OR TALKING TO A TUTOR OR STUDENT, BECAUSE IT WILL HAVE A GREAT IMPACT ON YOU AND YOUR WORK.

# EVERYTHING IS ABOUT PRACTICE, PREPARATION AND

## EXPERIMENTATION.

Jermaine Robinson BA (Hons) Sculpture

Polly Green BA (Hons) Photography



# Making the most of UAL >

#### **UAL** Portfolio tool

Get creative with UAL's showcasing platform Portfolio, where you can present your work alongside other UAL students from various subjects. You can create a profile from the start of your course, and update your projects right through to two years after graduation.

Portfolio enables you to show the world your work and projects, share your creative skills and interests, as well as connect and network with peers from across UAL.

### portfolio.arts.ac.uk

#### Virtual tours UAL

Our colleges have an extensive range of professional workshops and facilities on offer. Take a virtual tour around our shared spaces, studios and workshops at a college location.

Q 'Virtual tours UAL'

### Media Lab at LCF

Based in Room C304 on the third floor at Lime Grove, LCF's Media Lab provides a variety of printing and processing resources open to all students across all courses at UAL. Services include:

- Printing and binding: High quality printing for staple bound magazines, flyers, photography and fine art, as well as glue bind booklet printing.
- Digital textile print: Printing for fabric, textiles and dye sublimation.
- **Darkrooms:** Traditional film processing and printing facilities.

You can also collect equipment for hand processing and printing in the darkrooms and purchase print materials and processes through the e-store.

estore.arts.ac.uk
 media.print@fashion.arts.ac.uk
 020 7514 7488

#### Living in London

A global cultural and creative centre, London is at the heart of our six colleges. Moving here is exciting and can also be a bit daunting, but it's fine once you get used to it.

### (C) 'Living costs'

#### **Accommodation Services**

Whether you choose to live in one of our halls of residence or in a privately rented home, our Accommodation Services team can help you find a suitable place to live throughout your time at university.

'Accommodation'
 accommodation@arts.ac.uk
 020 7514 6240
 @UAL\_halls
 UALAccommodation

#### Events

There are loads of events you can get involved in to make the most of your time here. From summer degree shows to seminars, workshops, talks and symposiums, there really is something for everyone in our schedule.

(Q) 'What's on'

#### Social Programme and Halls Life

The Social Programme is led by students, for students. There are around 40 Social Representatives who run a number of free and low cost events such as afternoon tea, day trips, film nights, yoga, theatre visits and other events across London. We also offer 'Halls Life', an online platform full of useful information for students including FAQs, student blogs, wellbeing advice and much more.

hallslife.arts.ac.uk

UALsocial

UALsocial

#### Commonplace

Commonplace is a UAL online community which includes a noticeboard to find houses/flatmates and stuff for sale. You can also find illustrated FAQs, maps, recipes and advice about living in London and studying at UAL, all created by existing students. Join in by logging into commonplace.arts.ac.uk with your UAL username and password.

AT FIRST LONDON SEEMS LIKE THE BIGGEST PLACE EVER, IT TAKES A BIT OF TIME TO GET USED TO BUT IT'S SUCH A FUN PLACE TO LIVE.

Jack Rowe BA (Hons) Graphic Design Communication

#### Staying safe

London is generally a safe city to live in, but like any new place, you should take time to learn how to look after yourself and your belongings. Here are some top tips:

- Keep your purse or wallet close to your body and don't carry too much cash
- Keep all valuables out of sight when out and about, especially when in crowded places
- 3. Carry your laptop in a rucksack rather than a laptop bag so it's not easily seen
- 4. Register your pocket electronics (phone, iPad, iPod) for free on immobilise.com so if they get stolen and police have to search for them, they can check the serial number and track you as the owner
- Plan your route before you leave; the Transport for London website <u>tfl.gov.uk</u> is a good place to start

- Avoid walking alone at night; keep to well-lit main roads or take a taxi for longer distances; only use registered taxis or minicabs
- Report any incidents, suspicious activity or stolen belongings to the police; dial 101 for your nearest police service or 999 in an emergency
- 8. If you need urgent medical advice call 111 to speak to the NHS free helpline service (open 24/7) who will advise you on what to do next and help you find medical support near you. If you have a serious injury, go to an Accident and Emergency (A&E) department at your nearest hospital.
- And don't forget to keep in touch with your family too so they know you're doing ok!

ONE OF THE BEST THINGS ABOUT UAL IS ITS LOCATION. YOU CAN TRAVEL EASILY IN LONDON TO VISIT LOTS OF MUSEUMS AND GALLERIES.

Bhavini Patadia BA (Hons) Magazine Journalism and Publishing

### Hello and welcome from Arts Students' Union

Being part of Arts Students' Union (Arts SU) means you can join our societies and sports teams, meet new people and make your time at UAL memorable by running your own events. You can also get discounts on London living, pick up hands-on industry experience, attend professional development workshops and access platforms to sell your work. We can support you to run campaigns that create change within your course, your college, the wider university and nationally.

Arts SU is a student-run organisation, meaning we are led by you; providing you with a democratic platform, which makes us totally independent from and different to the university.

By enrolling at UAL, you're automatically a member of our Union (you lucky thing) and it's our job to represent and defend your interests, ensuring your student experience is as enjoyable as possible. We run a bar and two not-for-profit cafés, offer free academic, housing and employment advice and facilitate a fantastic fitness programme. We also throw some pretty awesome parties and events!

Every year you elect UAL students to lead Arts SU to defend your rights and influence the university to change things for the better like securing funding for mental health services and gaining 24 hour access to the CSM library. Your 2018-19 full-time student officers are Anita, Annie-Marie, Katayoun and Olivia. If you want to find out what we are doing, you can get lots of information on the Arts SU website, or you can visit us on the first floor of High Holborn, London. Your officers are here to represent you, so when you see us, say 'hi' – we're excited to get to know you!

#### Arts-su.com

I THOROUGHLY ENJOYED BEING A PART OF THE HOCKEY TEAM AND MEETING SO MANY PEOPLE AT DIFFERENT COLLEGES THROUGH IT.

Sam Dawood BA Technical Arts and Special Effects

#### **Course Representatives**

Course Reps are students you elect on your course to represent you. They are elected at the start of an academic year by their course group and attend training provided by us that will help them better understand their role.

Course Reps are key drivers of change within their courses, colleges and the wider university. They communicate with students to find out more about the issues they might be facing on their course and attend regular meetings and forums where they represent your needs to college staff. They also lobby and campaign on issues when they need to.

If you find there is something you want to change about your course, your current Course Rep can help make it happen – or you can run to be a Course Rep yourself!

Visit arts-su.com/your-union/course-reps to find out more about Course Reps and how to get involved

#### Advice

The Advice Service at Arts SU offers free, impartial advice to all UAL students. Our service is confidential and completely independent of the university. We provide both academic and housing advice, as well as regular drop-in sessions at your college.

Nisit arts-su.com/advice to find out more

#### Be Creative

At Arts SU, we want to ensure you have every chance to make, exhibit and promote your work. To expand your creative practice further, we hold talks with recent graduates and organisations that are leaders in their field to provide you with the best industry advice. Some of the highlights are:

- Selling your work with Made in Arts London (MiAL), a platform that invests in current students' work and supports you to develop professionally, giving you the opportunity to sell and showcase your work
- Working with key partners including, but not limited to, the Royal Academy and the British Museum, giving you the opportunity to get involved in their 'Lates' programmes
- Showcasing and funding your work

Arts SU has four gallery spaces available, free for all UAL students to book and exhibit in, as well as an annual event called Xhibit (UAL's longest running open submission exhibition), exposing you to industry experts while showcasing the diversity of our courses.

Visit <u>arts-su.com/creative</u> to find out more about the creative opportunities available to you



#### Sports

Sport and recreation isn't just about fitness at Arts SU – it also allows you to get to know hundreds of other like-minded students and become part of a wider UAL family. UAL Sport offers a wide range of competitive and non-competitive sporting activity, whether you're after football, volleyball, dance or equestrian.

As well as sporting activity, being a part of UAL Sport allows you to take part in weekly socials, fixtures, sports tours, sports awards and lots of other fun and exciting events. You make some of your best memories at UAL through getting involved in sport!

Visit arts-su.com/sports-clubs to find out more about sports clubs

#### **Arts Active**

If you are interested in non-competitive and commitment free fitness, our Arts Active programme is for you! A range of noncompetitive sport and wellbeing sessions are available, from yoga to tennis and tai chi, as well as one off events such as trampolining.

The Arts Active pass gives you access to all sessions across UAL so there will always be something for you to attend.

If you are living in halls, be sure to also get involved in our Halls Active Programme.

Visit <u>arts-su.com/arts-active</u> to find out more about Arts Active

#### Societies

Your time at university shouldn't just be about your studies. Here at Arts SU, we provide you with lots of opportunities to explore different hobbies and interests, meet new people and, above all, enjoy your time at UAL.

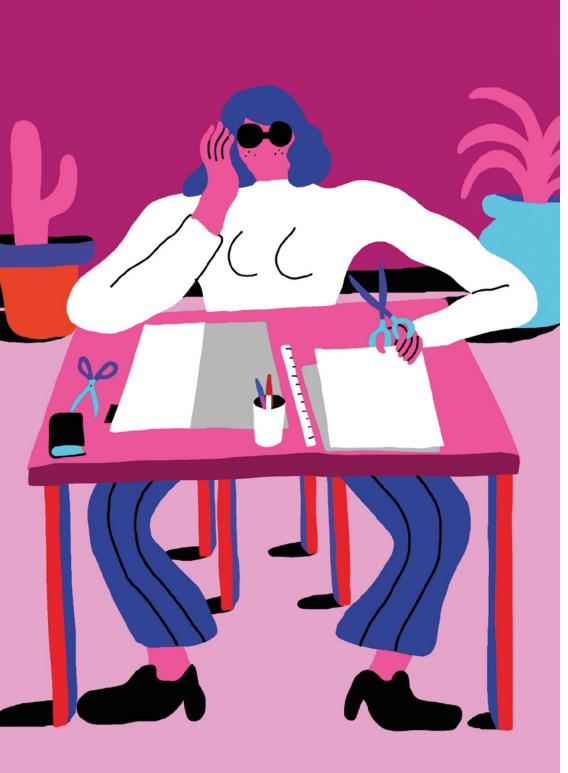
Societies are a great way to find people with the same interests as you, have fun and socialise. Our societies vary from Life Drawing to Chess and Cultural Societies, with activities including exhibitions, cultural celebrations, workshops, panel talks, film screenings and much more. If you can't find what you're looking for, we can support you to start your own.

Visit arts-su.com/societies to find out more about societies

GO AND VISIT THE OTHER COLLEGES AND EXPLORE LONDON.

Sam Dawood BA Technical Arts and Special Effects

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#### **Careers and Employability**

Careers and Employability empowers UAL students and graduates to make a living doing what they love and strives to support those underrepresented in the creative industries.

Working collaboratively with UAL courses, we enhance students' employability and creative attributes through experiential learning and access to industry. From the moment you arrive, you can:

Find paid jobs and internships on the Creative Opportunities jobs board and through our in-house temping agency, ArtsTemps

Work on any skills you might need to get a job, freelance, or start your own business using our online resources

Use our practical guides and workshops to take you through everything from CV writing and tips for interviews, to pricing your work and coming up with a business plan Attend industry specific talks and events which take place throughout the year

Access funding to help you as a designer or artist, or to start a business, as well as providing opportunities to show your work at various exhibitions and trade fairs

Benefit from having a mentor by your side as you transition into professional working life Learn about your Intellectual Property by making use of our IP Education resources

Careers and Employability'
 creativeopportunities.arts.ac.uk
 artstemps.arts.ac.uk

#### International opportunities

In a global society, studying and living in a new country changes everything – especially you and your world view.

We offer opportunities to spend one or more terms studying outside of the UK at a partner institution in the EU and beyond, or on a work placement abroad.

(Q) 'Student mobility'

# ALL WAYS OF SELF-EXPRESSION ARE EMBRACED WITH OPEN ARMS.

Mariah Courtney FdA Interior Design



