Welcome to Queen Mary University of London

We are delighted that you have chosen to study with us and look forward to your arrival.

We know that you have a lot to arrange prior to arriving in London and we hope that this Arrivals Guide can help. We have included information for before and after you arrive at QMUL. It can sometimes be overwhelming to prepare for your study abroad experience, but we are here to make the transition as easy and enjoyable as possible.

You will find a handy Arrivals Checklist on page 4, as well as useful information throughout. We have also provided contact details for various people and services that offer help and support during your studies. We hope you are looking forward to beginning your study abroad experience and if there is anything we can help with, do contact us or drop in to see us once you are on campus.

Have a great time studying at QMUL!

Ceri Bevan, Head of Global Opportunities Office

Here to Help!

If you need any help or advice do contact us. Office hours are Monday-Friday 9am-5pm or you can email us anytime.

Global Opportunities Office – Campus Map, Location 19

Study Abroad Enquiries:
Queens’ Building, Room E09
e-mail: study-abroad@qmul.ac.uk
Phone: +44 20 7882 5075

Erasmus+ Enquiries:
Queens’ Building, Room CB105
e-mail: w.leugers@qmul.ac.uk
Phone: +44 20 7882 6511
# YOUR ARRIVAL CHECKLIST

## BEFORE YOU ARRIVE

- Apply for University residences (if you are eligible)
- Book transport to QMUL – book airport collection service
- Sign your residences contract online
- Complete module registration
- Apply for your visa or ensure you have relevant documents with you
- Read all correspondence from QMUL carefully
- Pre-enrol online
- Plan your budget
- Plan your fee payments - if applicable
- Prepare for your studies
- Pack your suitcase and hand luggage

## WHEN YOU ARRIVE

- Tell your family/those responsible for you that you have arrived
- Pick up your keys from Housing (if applicable)
- Access the internet
- Complete in-person enrolment
- Get your student ID card
- Register with the police (if applicable)
- Attend Welcome Programme and Orientation Sessions on 5 and 6 January
- Open a bank account
- Register with a doctor
- Attend Welcome Events
- Attend any induction events in your academic schools
- Complete all Orientation Tasks
- Collect Council Tax letter if required
- Complete your module registration form
- Return module registration form by Friday 20 January
Visas & Immigration

For International Students Only

If you are a member of a European Union Member State, this section does NOT apply to you.

To study at Queen Mary University of London you will need to ensure you hold a valid visa which allows you to study on your programme.

Where can I find information on visas?
QMUL Advice and Counselling Service have extensive visa advice on their website www.welfare.qmul.ac.uk and a comprehensive booklet available online ‘What immigration permission do I need to study at Queen Mary?’ If you are still unsure about which type of visa you require or have any questions please do contact us.

You should ensure you have the relevant documents with you to be checked at Immigration when you arrive in the UK. Your visa will be checked when you enrol at QMUL. You will only be able to commence studies if you have the correct visa.

When can I arrive in the UK?
If you are coming for the full academic year programme (six months+) then you can arrive one month before your course start date, which is shown on your CAS. If you are studying for a semester on a Tier 4 visa, then you can arrive up to seven days prior to the start date.

Students coming on a Short Term Student Visitor Visa are granted six months of leave to enter the UK. You will need to ensure that you do not out stay this term.

What should I do if I want to travel outside of the UK?
You can find full information on our Advice and Counselling website. If you would like to speak to someone about this then please do drop into the Advice and Counselling Service who can advise.

Do I need to register with the Police?
Depending on your nationality and the length of time you will be staying in the UK, you may be required to register with the police, as a condition of your immigration permission. If you are unsure if you need to do this visit www.welfare.qmul.ac.uk/international/immigration/police-registration
I need to get a Biometric residence permit (BRP). How do I do this?

International Students who will be studying for more than six months will need to obtain a Biometric residence permit (BRP). Students are required to collect their BRP within ten days of arriving in the UK. You should collect this from the local post office. Students who select QMUL’s postcode in their immigration application will have their BRP sent to the post office in Whitechapel (208A-210 Whitechapel Road, Whitechapel, London, E1 1BJ).

Who should I contact if I have visa questions?

You can contact the Global Opportunities Office prior to arrival at QMUL. Once you are on campus, if you have any visa queries, please make an appointment with the Advice and Counselling Service (Location 27 on the campus map).

IMPORTANT: ENTERING THE UK VIA IRELAND

The common travel area is made up of the UK, Republic of Ireland, the Isle of Man & the Channel Islands. There are problems for students entering the UK via the Republic of Ireland because there are different immigration rules which apply to people entering the UK from another part of the Common Travel Area – some students may encounter problems. If you are travelling via the Republic of Ireland, you should check to see if you need immigration permission to travel to Ireland. The immigration rules for the Republic of Ireland are different to those of the UK. For more information see www.dfa.ie

*This guidance was accurate as of December 2016, please ensure you are up to date with the most recent visa advice by viewing our website www.welfare.qmul.ac.uk/international/immigration
Explore East London! Hire Santander Cycles and ride around Brick Lane
ACCOMMODATION

Students staying in QMUL Housing

When can I move in?
Your licence agreement will show the date you can move into the halls. You can collect keys, and move your belongings into the room, on this day or any day after this date.

Collecting your keys
If you have applied for and been allocated a place in university housing on campus, you will collect your keys when you arrive at QMUL. You must have signed your licence agreement (online) and have paid your deposit in order to collect your keys. Instructions for key collection can be found at: www.residences.qmul.ac.uk/college/arrival

When are my residential fees due?
Your licence agreement is your residential fee confirmation. You will also receive an invoice for the full period of the licence agreement, reminders and statements to your QMUL email address; it is essential that you regularly check this account. Residential fees should be paid each term in full on, or within 14 days from, the commencement date of each period stated on the licence.

Your deposit is due by the deadline date on your online accommodation offer.

Students finding private accommodation

Finding Private Accommodation in London
We would not advise arranging long-term rented accommodation from home. We recommend that you wait until you arrive in London and book some short term accommodation for your first few weeks either in a hotel, hostel or guest house. Housing in London is plentiful and it is possible to find accommodation very quickly.

Our Housing Office have a Private Accommodation Guide online and can advise you on finding private accommodation: www.residences.qmul.ac.uk/documents/21484.pdf

Council Tax
Council Tax is a British property tax that is paid to the local council for local servicing including rubbish collection, the police and fire service. If you are coming to QMUL for the full academic year, you will automatically be exempt from this tax. Those living in student accommodation are not required to pay Council Tax. For more information see www.cityoflondon.gov.uk/services/council-tax
I am staying for less than 24 weeks. How do I become exempt from paying Council Tax?
If you’re staying less than 24 weeks you will need to provide the council with a letter from your home University along with a Council Tax Exemption Certificate from QMUL in order to be exempt from paying the tax.

Please note that you will not be able to obtain these letters until you have a permanent address in London. However, the Council will not need these letters until you have found accommodation, so there is no need to be concerned.

If you have any questions please contact w.leugers@qmul.ac.uk
WHAT TO BRING

We know it can be difficult to know what to pack, especially when you are moving to a new country! We hope that this section can give you some useful advice.

Clothing
Students in the UK mostly dress informally – jeans, t shirts, jumpers are essentials! How different you find the weather here depends on what you are used to. We have a temperate climate which means it isn’t usually too hot or too cold, but it can rain at any time.

Make sure you have a variety of clothes including; a warm jumper, jacket, waterproof coat and suitable footwear for rain. Don’t worry, it can also be sunny in the summer, so if you are here for the spring semester you should get a chance to wear your shorts and flip flops!

Electricals
You should ensure that your electrical appliances (laptops, hairdryers, shavers etc.) are compatible with the UK voltage system: 230V. Adaptors are cheap and easy to find in travel shops, airports and supermarkets.

Can I bring food from home?
We don’t advise that you bring food into the UK. There are many food items which are illegal to bring into the UK. London has many international food stores and restaurants so you should be able to find a lot of your favourites from home.

Sending and Storing Luggage
We cannot store your luggage at any point, however there are lots of local storage centres in London. You can find these online, or contact us if you would like further information.

Housing Equipment
If you are staying in QMUL accommodation you can order housing packs in advance of arriving if you wish. For more information see: www.eshop.qmul.ac.uk

You can also purchase bedding and kitchen utensils cheaply in supermarkets when you arrive.

In the UK and London you will experience all of the four seasons. If you study for a full year you will see varied weather including sunshine, autumnal colours, rain and even some snow!

Average temperatures

<table>
<thead>
<tr>
<th>Period</th>
<th>Temperature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>September – October</td>
<td>16°C</td>
<td>Warm-cool</td>
</tr>
<tr>
<td>November–December</td>
<td>7-10°C</td>
<td>Cool-cold</td>
</tr>
<tr>
<td>January–March</td>
<td>5-6°C</td>
<td>Cold</td>
</tr>
<tr>
<td>April – June</td>
<td>10-16°C</td>
<td>Warmer weather</td>
</tr>
<tr>
<td>July – August</td>
<td>18-22°C</td>
<td>Warm (for the UK!)</td>
</tr>
</tbody>
</table>
How much money should I bring?
Try not to bring large amounts of cash as this can easily be misplaced. Try and bring enough to last the first couple of weeks and then use either travellers’ cheques or cash cards.

Can I bring my mobile phone?
You should check any additional charges that would be added if using your phone in the UK. You can easily purchase a UK SIM card when you arrive in the UK and Wi-Fi is readily available, including at the airport, so you should be able to send a message or email to let home know you have arrived.

Top Tip:
Try not to over-pack. You can buy most things you could want in the UK. Don’t bring more than you can carry.

Tip: You might want to bring some photos or posters to decorate your room and make you feel at home. You will also be able to buy posters and decorations easily in London!
## SEMESTER DATES

<table>
<thead>
<tr>
<th>Semester</th>
<th>Spring 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrive on campus</td>
<td>Wednesday 4 January</td>
</tr>
<tr>
<td>Orientation</td>
<td>Thursday 5 and Friday 6 January</td>
</tr>
<tr>
<td>Semester begins</td>
<td>Monday 9 January</td>
</tr>
<tr>
<td>Semester ends</td>
<td>Friday 31 March</td>
</tr>
<tr>
<td>Vacation</td>
<td>Monday 3 April – Friday 28 April</td>
</tr>
<tr>
<td>Exam period</td>
<td>Tuesday 2 May - Friday 9 June</td>
</tr>
<tr>
<td></td>
<td>*National holidays: 1 &amp; 28 May</td>
</tr>
</tbody>
</table>

*National holidays: 1 & 28 May*
Can I arrive early?
On campus accommodation will only be available to move into from Wednesday 4 January. If you wish to arrive earlier you may contact us on study-abroad@qmul.ac.uk and we can advise on local hotels and hostels.

What if I arrive late, after Wednesday 4 January?
If you think you are going to arrive late, please let us know so that we can advise the Residences Office. It is important that you attend all the Orientation sessions on Thursday 5 and Friday 6 January as part of the Welcome Programme. If you are unable to attend you must inform us in the Global Opportunities Office. See more information on the Welcome Programme on page 15.

Can I leave campus before the end of term?
You should not make any plans to leave campus before the end of term, unless you have checked with your academic department that you have no classes to attend at the end of autumn semester and that you have no exams at the end of spring semester. Students are required to stay on campus until assessments for all modules have been completed. You should wait until exam timetables are published, usually end of March, to make plans to return home or travel.

Can I stay on campus over the vacation period?
Yes, you can stay on campus in your accommodation over the vacation period.
To make your travel to QMUL as easy as possible, we offer a free Airport Collection Service from Heathrow Airport. If you are arriving outside of airport collection times, then QMUL is easily accessible from Heathrow.

**Airport Collection Service**
There will be a free bus service for Study Abroad and Erasmus+ students from Heathrow Airport to QMUL Campus on Wednesday 4 January. Staff will be at Terminal 3 from 7am-2pm.

You must book onto the service in advance. We will send out information on how to book via email in our Countdown Newsletter in December.

**Can my family travel with me?**
Priority on the service is given to students, your family are welcome to use the coach if there is space, but this isn’t guaranteed.

**I’m arriving at a different UK airport – what should I do?**
We recommend that students arrive at Heathrow Airport so that you can take advantage of our Collection Service. However, if you do choose to arrive at a different airport, you should be able to arrange onward travel to QMUL Campus. You can find directions online: [www.qmul.ac.uk/about/howtofindus](http://www.qmul.ac.uk/about/howtofindus)

**What should I do if my flight is delayed?**
If you have booked onto our Airport Collection Service and your flight is delayed do let us know as soon as you are able and we can arrange for you to be put on a later bus – if one is available. We will aim to keep track of any late arrivals.

**You can find directions online:**
[www.qmul.ac.uk/about/howtofindus](http://www.qmul.ac.uk/about/howtofindus)
YOUR WELCOME PROGRAMME

The Welcome Programme for new Study Abroad and Erasmus+ students at QMUL is intended to welcome you to the University and give you all of the essential information needed to make the most out of your time here. We are sure you have lots of questions about how things will work at QMUL once you commence your studies and this is your opportunity to hear about everything QMUL and ask any questions you have.

**Attendance is mandatory and you must arrive on time.** If you do not attend or arrive late you will miss out on essential information you need to enrol on the programme.

There are also a number of social events and fairs that run throughout Welcome Week. Make sure you attend as much as possible to help you settle into life at QMUL and have as enjoyable an experience as possible!
Students **must** attend the Welcome Week Orientation Sessions below.

**Location:** Great Hall, People’s Palace  
(16 on your campus map, next to Queens’ Building at the front gate entrance)

<table>
<thead>
<tr>
<th>Thursday 5 January</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>9.30am</td>
<td>Students arrive</td>
</tr>
<tr>
<td>9.45am</td>
<td>Welcome to Queen Mary University of London</td>
</tr>
<tr>
<td>10.00am</td>
<td>Introduction/welcome to the Study Abroad Programme</td>
</tr>
<tr>
<td>10.10am</td>
<td>Advice and Counselling Services at QMUL</td>
</tr>
<tr>
<td>10.30am</td>
<td>Introduction to the Students’ Union: activities, volunteering and sport</td>
</tr>
<tr>
<td>10.45am</td>
<td>Safety and Security while abroad</td>
</tr>
<tr>
<td>11.15am</td>
<td>‘All About London’: our local area and transport in London</td>
</tr>
<tr>
<td>11.05am</td>
<td>Residential Support Services</td>
</tr>
<tr>
<td>12.05pm</td>
<td>Final Q&amp;A</td>
</tr>
<tr>
<td>12.20pm</td>
<td>Close</td>
</tr>
<tr>
<td>Time</td>
<td>Event</td>
</tr>
<tr>
<td>-------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>9.40am</td>
<td>Module Registration Form collection</td>
</tr>
<tr>
<td>10am</td>
<td>Module Registration Procedures</td>
</tr>
<tr>
<td>10.20am</td>
<td>Study Methods in the UK: highlighting the academic differences you should expect from Study Abroad</td>
</tr>
<tr>
<td>10.50am</td>
<td>Academic School Presentations</td>
</tr>
<tr>
<td>12.30pm</td>
<td>Close</td>
</tr>
<tr>
<td></td>
<td><strong>Optional Activities</strong></td>
</tr>
<tr>
<td>1.45pm</td>
<td>Thames Boat Cruise</td>
</tr>
<tr>
<td></td>
<td>(Ticketed Event, see page 20-21 for more information)</td>
</tr>
<tr>
<td>4.45pm</td>
<td>Finish</td>
</tr>
</tbody>
</table>
Here is a taste of some of the fun events and activities going on during Welcome Week 2017! You will be issued with a full schedule of activities on arrival as QMSU are still thinking up more exciting opportunities for you! For tickets go to the QM E Shop: www.eshop.qmul.ac.uk and QMSU Events www.qmsu.org/events

Full details of how to book will be sent in your Countdown Newsletters via email.

**Wednesday 4 January**
**Fish n’ Chip Dinner @ The Curve**  
**Location:** The Curve, Mile End Campus, 5pm-7pm  
**Cost:** TBC, check your Countdown Newsletter for more information

**Thursday 5 January**  
**Speed Meeting @ Drapers Lounge**  
**Location:** Drapers Lounge, Mile End Campus, 5pm-7pm  
**Cost:** Free  
Come along to Drapers Lounge on QMUL Campus to meet other students and get to know our Students’ Union Team!

**Thursday 5 January**  
**QMSU Welcome Party**  
**Location:** Drapers Lounge, Mile End Campus, 7pm-11pm  
**Cost:** £4  
Come along for a fun evening of food and activities to get to know your fellow students! There will be a pizza buffet from 7-8pm, karaoke from 9pm and retro games running throughout the night! You also get a free drink included!

**Friday 6 January**  
**Boat Party - Afternoon tea and guided tour**  
1.45pm-4.45pm  
Join us for an afternoon cruising along the River Thames and dining on afternoon tea! Tickets include an expert guide who will tell you all about the history of London and traditional afternoon tea.  
**Location:** Meeting point to be confirmed via email after ticket purchase  
**Cost:** £28

**Saturday 7 January**  
**East London Walking Tour**  
**Location:** Meet at Mile End Campus  
**Times:** Various  
**Cost:** TBC, Check your Countdown Newsletter for more information
**Saturday 7 January**
**Jack The Ripper Walking Tour**
will start at 7.30pm

**Cost:** TBC, check your Countdown Newsletter for more information

**Sunday 8 January**
**Guided Bus Tour of London**
2pm-5pm. Starts and finishes at QMUL Campus.

**Cost:** £10

**Monday 9 January**
**Welcome Back Roast Dinner @ The Curve**

**Location:** The Curve, QMUL Campus,
6pm-8pm

**Cost:** TBC, Check your Countdown Newsletter for more information

**In-sessional Trips**
The Global Opportunities Office will be running a number of trips during the semester. You will be invited to purchase tickets online or sign up for free activities. This semester we will be visiting Harry Potter Studios, The Globe Theatre, London Olympic Park and more! We will also be promoting trips run by Queen Mary Students’ Union including trips to Paris, Bath, Stonehenge and Edinburgh.

Check Countdown Newsletters being sent to you via email for full event details and announcements of when and how you can book!

**Housing and QMSU run events throughout the year! Don’t forget to check their websites and keep your eyes peeled for posters.**

**Your academic schools may also have induction events and social activities!**
QMUL email address
Prior to arrival in London, you will be assigned a QMUL email address. It is essential that this account is checked frequently as we will use this as your correspondence address for all important news, reminders, deadlines and academic information.

Registering for modules
You should have already registered for your modules prior to arriving at QMUL. If you have not done so then you should notify us as soon as possible.

Most students will be taking 60 credits per semester, which is usually four 15-credit modules. Some students on different programmes may be studying fewer modules/credits.

If you would like to choose to take more than 60 credits (overload) or less (underload) then you will need to obtain written confirmation from your home institution and consult with the Global Opportunities Office.

A full list of modules can be found online: www.qmul.ac.uk/modules

Confirming your modules
At the Welcome Programme Orientation you will be given a ‘Module Registration Form’. This form can be used to make any changes to your modules, but must be completed even if you are not making any changes.

You must submit this form to the Global Opportunities Office by Friday 20 January.

I’ve changed my mind about my modules, what can I do?
We have a two week add/drop period at the start of term. During this time you may make changes to your schedules, however please be aware that some modules may not have space by this time.

You will be provided with full details of how to add/drop modules during the Welcome Programme presentations.

Don’t forget to return your module registration form to the Global Opportunities Office by Friday 20 January!
Grades
Assessments are normally marked on a percentage scale (0-100%) and assigned a corresponding letter grade.

A – 70-100%
B – 60-69%
C – 50-59%
D – 45-59%
E – 40-44%

Further grade information can be obtained from your academic department.

How will my credits and grades be transferred back?
Overseas institutions normally award credit for study at QMUL on the basis of four hours for each 15 credit module; 60 credits equal 16 credit hours. It is your responsibility to check whether your home institution follows a different policy.

To obtain credit for a module you must complete all coursework and assessments required by the module organiser and fulfil all academic requirement for the module. Examinations and assessments will not be rescheduled except under extenuating circumstances.

Student ID card
You will be issued with your Student ID card at enrolment, this card will allow you to access QMUL buildings for which you need access.

QM Plus
QM Plus is QMUL’s Virtual Learning Environment which includes useful information and practical advice to help with your studies. You will be able to log into QM Plus using your QMUL log in details which are issued when you complete enrolment. The Global Opportunities Office have their own pages where you can access useful information. Your academic schools will also have information posted on QM Plus and they will explain this to you either in your school orientation or in the handbook they issue to you.

You can access QM Plus here: www.qmplus.qmul.ac.uk
**Academic Support**

You may find that your academic study and teaching is different in the UK to what you are used to at home. We have a vast range of support for students who have academic queries, or just want to speak to someone about their Schools or studies. We have dedicated Study Abroad and Erasmus+ Coordinators in each academic school who are there to help you with your questions. Each coordinator has office hours during which time you can visit them and their emails are published online so you can contact them anytime.

You can find their contact details on page 47-49.

Our academic schools also provide their own briefings and guidance for Study Abroad and Erasmus+ students so please ensure you attend any sessions and read documents given to you.

The Language Centre at QMUL offers workshops and modules which you can take during your studies to help with written work and study skills. [www.language-centre.sllf.qmul.ac.uk/home](http://www.language-centre.sllf.qmul.ac.uk/home)

---

**QMUL Mobile App**

The QMUL Mobile App is an innovative application that allows you to access comprehensive information, tools, news and events from QMUL – directly to your device.

**Features include:**

- Check your course timetables on the move
- Log into QMplus and your QMUL email
- Search for and renew library books directly from your phone
- Check PC workstation availability across all of our campuses
- Receive the latest news from QMUL
- Access social media from your School, Institute or Faculty, and from Student Services
- Information, news and events from Queen Mary Students’ Union
- Search campus maps for buildings and locations
- A guide featuring useful links to Student Services and Support

Download the app and find out more here: [www.my.qmul.ac.uk/app](http://www.my.qmul.ac.uk/app)
How can I arrange to see my lecturers?
If you need to meet with your lecturer or an academic member of staff you should check their office hours which will be listed on the website for the academic school. You may also wish to email them to arrange an appointment. In the UK, it is rare for academic staff to be available to meet at any time and often they have back to back lectures meaning they cannot meet directly after a class. It is always best to arrange a time with them to meet to ensure they can adequately address your enquiry.

You may find that studying in the UK is quite different to your home University.

Don’t worry, we are here to help so do contact us or speak to your School Coordinator if you have any questions at all!
We know how important it is to get up and running with internet as soon as possible. Don’t worry, we explain how in this section.

How can I get access to the internet when I first arrive?
If you have enrolled online before you arrive at QMUL, you will be able to use your QMUL username, password and email account on any networked computer in the University.

Can I get internet access in my room?
Yes, if you are living on campus you will be able to access WiFi. As soon as you complete your Pre-Enrolment at the University, your access is automatically activated.

Email
You will be given a QMUL email address prior to arrival at QMUL. University staff will use this email as the main way of communicating with you.

If you have personal email you can use this as well, but will need to ensure you check your QMUL email regularly. If you need to use special programs (for example, Chinese characters), then you may have to use your own computer with software that makes this possible.

Help and Support
For help and support accessing internet or using computer equipment on campus, please contact the IT Helpdesk:
Call us 24/7: +44 (0)20 7882 8888
Visit us: Queens’ Building, Room W209, Mile End
Office hours: 9am-4pm Mon-Fri
email: helpdesk@qmul.ac.uk

Mobile Phones
You should check any additional charges that would be added if using your phone in the UK. You can easily purchase a UK SIM card when you arrive in the UK and WiFi is readily available, including at the airport, so you should be able to send a message or email to let home know you have arrived.

To use a UK SIM card you will probably need to ‘unlock’ your phone and you can then use a pay-as-you-go card. Alternatively you could consider taking out a contract, but be aware that most contracts commit you to a 24 month contract.

How do I set up internet in private accommodation?
If you are renting private accommodation and do not have internet included, you will need to set up broadband in your home to obtain WiFi. There are a number of UK Broadband providers, you can find a list here: www.broadbandchoices.co.uk/providers
Cheap ways to stay in touch
There are a number of ways that you can stay in touch with home relatively cheaply and conveniently in the UK. You can buy international calling cards to phone home, can use networked computers or WiFi in your housing to contact via email and Facetime. You can also download Skype which allows you to make calls via WiFi or phone at a low cost.

Mail
If you wish to send mail home you can buy stamps from most local shops and post offices. You should ensure that you have the correct stamp type for what you are sending and where it needs to go. If you are unsure, or are sending heavier items then you should go to a local post office. The nearest post office to QMUL is in Whitechapel about a fifteen minute walk from campus.

If you wish to receive mail on campus this will be delivered to your pigeon holes in the entry to your flats. If you are expecting a larger parcel then you will need to ensure you are in to collect the parcel as the Residence’s Office cannot sign for or store parcels and deliveries.
3. What do I need to bring to enrolment?
You need to bring the following with you:
• Passport or National ID (EU Students) as proof of identity
• Proof that your tuition fees have been paid (If you are coming through a programme e.g. Arcadia/Butler/IES or are an International Exchange or Erasmus+ student then you do not need this proof)

4. How do I pay my fees before enrolling?
Payment can be made by any of the methods below:
• By cash, cheque or banker’s draft in British pounds payable to ‘Queen Mary University of London’ delivered to the Cashier’s Office, 1st Floor, Queens’ Building, Mile End Road E1 4NS.
• By credit or debit card (Connect, Switch etc) in person to the Cashier at the above address, or by phone to the Fees Office, tel: +44 (0)20 7882 7676. Payment of fees and accommodation charges can be made online by credit or debit card. Please go to our website www.epay.qmul.ac.uk. Please be aware that there is a 2% charge for all payments made by credit card, in person at the cashier or via the telephone. There is currently no charge for online payment. Payments can also be made by sending a completed credit card payment form by post. Queen Mary University of London does not accept American Express or Diners Club.
• By direct bank transfer to:
  Barclays Bank, 240 Whitechapel Road
  London E1 1BS
  Account: Queen Mary University of
  London Main
  Sort Code: 205706
  Account Number: 20218782
  Swift Number: BARCGB22
  IBAN Number: GB 48 BARC 2057 0620 2187 82 (Please include your
  student ID in the payment reference)
  Please ensure that the transfer includes
  any charges made by your own bank
  and QMUL’s bank. Any excess payment
  will be refunded to you on request.
  We recommend bringing copies of all
  documentation with you to enrolment.

  Payment by cheque or bank transfer
  should be made at least two weeks
  before enrolment to allow time for cheque
  clearance. If you have any queries on the
  above please contact the Fees Office on tel: +44 (0)20 7882 3087.

  For forms and more information please
  see www.qmul.ac.uk/international/
  international-students/tuitionfees/payment/
  index

5. I can’t attend enrolment, what should I do?
If you are unable to attend enrolment in
the first week, the next enrolment slot is
20 January. Please contact us on study-
abroad@qmul.ac.uk or visit us in the
Global Opportunities Office if you need to
attend late enrolment.
LIVING IN LONDON

QMUL is situated in the heart of east London, an area with a rich history which is now one of the City’s most vibrant and cosmopolitan areas. The East offers contrasts unlike any other area of London, from the bustle of street markets to peaceful walks along Regent’s Canal and through Victoria Park, traditional pubs, museums, start-ups and art galleries. Despite being one of London’s oldest areas it also contains the ultra-modern Docklands developments which boasts some of Europe’s most exciting architecture.

Studying at QMUL gives you a unique East End of London experience. Unlike other areas of London, you can experience authentic East London culture and the array of different people, places, cuisine and perspectives that this area of the City offers.

Transport and Travel

The Underground
The Underground is the most famous, and often the most convenient, mode of transport in London. It can seem daunting at first, but you will quickly master navigating the tube map! Don’t forget to check the direction of travel. You can find a handy tube map in this brochure!

The Night Tube has now launched in London as well, meaning you can use the Underground 24 hours on some lines!

Use the TFL website for all underground information: www.tfl.gov.uk

Oyster Cards
Oyster is a plastic smartcard which can hold pay as you go credit, Travelcards and Bus & Tram Passes. You can use an Oyster card to travel on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line, River Bus services and most National Rail services in London.

We will tell you more about how to obtain an Oyster card and Student Oyster cards at the Orientation Sessions.

Buses
Another great way to get around London is on the bus. The local area is serviced by a number of bus routes, the number 25 and 205 stop right outside campus.
You can explore the East End of London using our Audio Walking Tour
www.qmul.ac.uk/studentlife/social/london/audiotour/index

Trains
If you are planning on travelling outside of London the train is a good option. You can use the National Rail website to plan journeys and can get tickets either at stations or on www.thetrainline.com

Walking
This is the best way to discover London if you are not in a hurry. Maps can be found online at www.tfl.gov.uk/walking

Bicycles
QMUL is serviced by the new Cycle Highway which operates in London. You can also rent Santander Cycles (formally known as Boris Bikes after the former Mayor of London) which you will see dotted around the city. Find out about the scheme here: www.tfl.gov.uk/modes/cycling/santander-cycles

Taxis
Taxis in London can quite often be expensive, especially if you use a ‘black cab’. The traditional ‘black cabs’ are operated by experienced London cab drivers who have to know all areas of London. If you do choose to use any type of taxi please ensure they are licenced. London is also serviced by Uber, but you should ensure you consider your safety when using Uber cars as drivers are not required to follow the same standards as other licenced cab drivers. Most Londoners choose to use the tube or bus over a cab as there is 24 hour transport available in most parts of the City!

Useful Apps
Googlemaps and Citymapper are great to use to plan your journeys. You can get these online or as apps on your smart phone.

Airports
There are a number of airports in and around London:
• Gatwick Airport
• Heathrow Airport
• Stanstead Airport
• City Airport
• Luton Airport
• London Southend Airport

Find out more about London airports here: www.visitlondon.com/traveller-information/travel-to-london/airport

Find out about a 16-25 railcard if you think you will use the train a lot: www.16-25railcard.co.uk
Planning to travel to Europe during the university vacations?
If you want to travel to certain countries in the European Economic Area you may need to apply for a Schengen visa. The Advice and Counselling Service can advise on this and will also brief you on this at the Welcome Programme Orientation. For more information about Schengen see [www.welfare.qmul.ac.uk/international/immigration/travelling-europe](http://www.welfare.qmul.ac.uk/international/immigration/travelling-europe)

**Books**
There is a small bookshop on campus, located behind the library next to the Students’ Union Hub. Additionally, shops such as Waterstones or WHSmith offer stationery, newspapers, magazines etc. The nearest branches are at Westfield Stratford City.

**Clothing**
Westfield Stratford City is the closest shopping centre with over 300 shops. This is the ideal place to purchase clothes.

**Electrical**
Various electrical appliances are available at Curry’s/PC World, located a 15 minute walk from campus at 125 Mile End Road E1 4UJ.

**Shopping**
London is world-famous for its shopping and you can purchase anything you need here! QMUL campus is approximately 10 minutes from Oxford Circus on the Central Line from Mile End Underground Station and Westfield Shopping Centre (Europe’s largest shopping mall) is one stop away from QMUL!
Local landmarks:
- Queen Elizabeth Olympic Park – 1.8 miles/2.9km
- Canary Wharf – 1.9 miles/3km
- Tower of London – 2.3 miles/3.7km
- St Paul’s Cathedral – 2.8 miles/4.5km
- Tate Modern – 3 miles/4.8km
- Trafalgar Square – 4.3 miles/6.9km
- Big Ben – 4.6 miles/7.4km
- London Eye – 4.7 miles/7.5km
- Oxford Circus – 4.9 miles/7.8km
- Buckingham Palace – 5.1 miles/8.2km

On your doorstep (in walking times)
- Sainsbury’s supermarket – 30 seconds (30 yards/27m)
- Tube station (Mile End) – 5 minutes (352 yards/322m)
- Climbing wall – 7 minutes (704 yards/644m)
- Mile End Park Leisure Centre, with swimming pool, sports pitches and athletics track – 8 minutes (0.5 miles/0.8km)
- Independent cinema (Genesis) – 8 minutes (0.6 miles/0.9km)
- One of the best Punjabi restaurants in London (Tayyabs) – 18 minutes (1.2 miles/1.9km)
- One of the best contemporary art galleries in Europe (Whitechapel Gallery) – 22 minutes (1.5 miles/2.4km)
- A fresh bagel any time of the day or night (Brick Lane) – 25 minutes (1.8 miles/2.9km)
- Heated outdoor pool all year round (London Fields Lido) – 30 minutes (2 miles/3.2km)
- Rinkoff Bakery – 15 minute walk from campus. Great bakery and you must try the Crodoughs – a croissant-doughnut hybrid!
- Foxcroft and Ginger – Located on Whitechapel Road. A stone-throw away from QMUL. This quirky café serves fresh bread and pastries, brunch, pizza in a super-cool venue.
Food
There are a number of local supermarkets where you can do your daily or weekly shopping:

- The Co-operative Food – under Mile End bridge (open 7am-10pm, 7 days)
- Co-operative – next to Stepney Green tube (open 7am-11pm, 7 days)
- Tesco – a few hundred yards past Stepney Green tube (opens 6am-11pm, 7 days)
- Sainsbury’s – opposite campus (open 7-11, 7 days)
- Asda – Stepney Green (open 7am-11pm 6 days)
- Waitrose – located at Canary Wharf

Note that prices tend to be lower at Asda, Sainsbury’s and Tesco.

You can also find International Food Shops throughout London as well as international sections in supermarkets.

Food can also be purchased at the markets at Whitechapel (Mon-Sat 9am-5pm) or Roman Road (Tue-Thu 9am-2pm, Sat 9am-4pm).

Meal Vouchers
The Curve restaurant’s ‘Breakfast and Evening Meals’ promotion gives you the opportunity to pre-pay for breakfast and evening meals on weekdays (excluding bank holidays). There is also the option to pre-pay for just the breakfast or just the evening meals package. The purchase of pre-paid vouchers represents a considerable saving over the walk-in cash price.

Further information is available at www.curve.qmul.ac.uk/#vouchers

Catering Outlets on campus:
- The Curve – restaurant including a Starbucks
- The Ground – coffee shop and deli selling Costa coffee, located behind the library
- Mucci’s – Italian restaurant and bar located in library square
- The Drapers Arms – bar serving food located in the main Students’ Union building

Catering Outlets off campus:
- Nandos – under Mile End bridge
- Costa Coffee – coffee shop under Mile End bridge
- Starbucks Coffee – under Mile End bridge
- The Greedy Cow – steak and burger restaurant on Globe Road
- Foxcroft and Ginger – café and teahouse on Mile End Road (past Stepney Green)
Banks and Opening a Bank Account
There are several banks very close to campus:
- Santander – located on campus in the Student Village (www.santander.co.uk)
- Barclays – located at 240 Whitechapel Road, E1 1BS (www.barclays.co.uk)
- HSBC – located at 75 Whitechapel Road, E1 1DU (www.hsbc.co.uk)
- NatWest – located at 331-335 Whitechapel Road, E1 1AU (www.natwest.com)

We cannot recommend specific banks, but it is useful to choose one which is easily accessible.

How do I open a bank account?
You should view our information on opening a bank account online as a guide: www.welfare.qmul.ac.uk/international/money/banking-uk

You can request a bank letter when you attend enrolment. You need to know which bank you are going to apply to open an account with, so that the bank name can be included in the letter. You can only get a bank letter from QMUL once you have provided a UK term-time address. You can normally do this in MySIS, either when you pre-enrol, or if you don’t know your UK address at the pre-enrolment stage, you can go back into MySIS later, through the ‘My Details’ page, and update your UK term-time address. You must do this before enrolment.

Outside the enrolment period, you can request a bank letter by visiting the Student Enquiry Centre or via MySIS.

How do I transfer money to the UK?
The easiest way to send money from your home country into a UK bank account is by electronic transfer. To do this the bank in your home country will need:
- Your UK bank’s name and full address
- Your name as given on your UK bank account
- Your UK bank account number
- Your UK bank sort code

Money can also be transferred using a banker’s draft. This is a document drawn up by the bank in your home country and sent to you by post. You present the banker’s draft to your bank in the UK. Before you transfer money ask what charges will be made by the bank and how long it will take. Make sure that you keep copies of all documents.

Don’t forget to try local markets in East London for all your shopping needs! They are the most exciting places to shop and experience London. Try Brick Lane and Columbia Road Flower Market in Shoreditch.
RELIGION
AND FAITH

Religion and Faith
With over 20,000 students and staff on its campuses in London, Queen Mary University of London is proud of its diverse multicultural population and is committed to encouraging religious understanding, freedom of speech and open social interaction.

There are many faith societies at QMUL, as well as an atheist society. You can find full details of the societies here: www.qmsu.org/societies

Where can I find others who share my religion?
You can join one of our faith societies; or if you want advice or your faith or religion does not have a society, then go along to the University Chaplaincy on-campus who can advise. The Chaplaincy welcomes individuals from all parts of the world regardless of their nationality or religion and is committed to encouraging discussion between students of different faiths and backgrounds.

Are there prayer-rooms on-campus?
The Multi-Faith Centre is situated in the Students’ Union Hub at the Mile End campus (number 34 on the Mile End Campus map). Its two large rooms and adjacent washing facilities are designed as places of prayer, worship and reflection and is shared by students and staff of all faiths and beliefs. For full details see: www.faith.qmul.ac.uk
SOCIAL LIFE

Students' Union
When you start your studies at QMUL, you automatically become a member of Queen Mary University of London Students’ Union (QMSU). The Union aims to improve your student experience by listening to your feedback and opinions, representing your views, and providing student-led activities and services.

Student groups – Club Sport and Societies
There are hundreds of student groups to get involved with that will help you make new friends, spark new interests, and gain new skills and experiences! With over 200 societies, 60 sports clubs and a variety of media outlets, there is something for everyone. Each of our societies provides a unique and exciting experience, offering a great opportunity to meet people with the same interests as you. Being part of a sports club is a great social experience and an excellent way to develop your sporting skills. Sports clubs compete in local, national and international competitions. You can also take your first steps towards a career in journalism by getting involved with student media. From radio to print, all of the student media outlets are inspiring and supportive places to get your voice heard.

Hey Buddy!
Settling into a new country and university can be a daunting experience, but not when you’ve got a buddy! The Union Buddy Scheme matches current QMUL students, who have been on a study abroad programme with one of our partner institutions (mentors) with new Study Abroad Programme students (mentees) to ensure you get the most out of your time at QMUL. The Buddy Scheme gives new students a chance to meet other new students on the Study Abroad Programme, as well as get tips and advice about university life from experienced mentors. Erasmus+ students should speak with the Erasmus Student Network (ESN) about mentoring. You will be given more information on ESN during Welcome Week.

Volunteering
The Union supports the local community through volunteering, fundraising and sports programmes. Volunteers log thousands of hours in one-off and ongoing opportunities with charities and not-for-profit organisations. Volunteering groups, set up by students, deliver projects in the likes of local hospitals, schools and community centres.
Entertainment
The Union runs a lively events programme offering a range of activities including day trips, live music, club nights, spoken word and more. Some past favourites include gala balls, language lessons, graffiti painting and a floating cinema. The Union’s student groups also run a variety of events too, so there’s always something to do!

Time Out!
If you want to explore London and find out what events are on, then Time Out is a great guide! The free magazine is given out at most tube stations and you can also find it online: www.timeout.com/london
You may want to find some part-time work whilst studying. You must ensure that your visa allows you to work and what are the maximum number of hours you are allowed to do.

**Where can I find employment opportunities?**
QMSU and QMUL both offer casual employment to students. Our Careers and Enterprise Centre also list some local job listings and you can visit them for advice on finding work. You can find listings of job opportunities on the following websites: [www.qmsu.org/jobs](http://www.qmsu.org/jobs) [www.jobonline.thecareersgroup.co.uk/qmul/student/Vacancies.aspx](http://www.jobonline.thecareersgroup.co.uk/qmul/student/Vacancies.aspx)

**What types of work will I be able to get and how much do they pay?**
In the UK, levels of pay vary for different types of work. Generally students obtain part-time casual work paid at the minimum wage. Typically this includes working in a shop, as a campus tour guide, in a restaurant or bar or as a cleaner. There are three levels of minimum wage, depending on your age. For information on the National Minimum Wage visit: [www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates)
HELP AND ADVICE

At QMUL we are here to support you from before you arrive, throughout your studies and as valued alumni of our Programmes. Our dedicated Global Opportunities Office are here to assist with any queries you may have and provide ongoing support whilst you study with us. QMUL offers a wide range of services to help you make the most of your time with us.

Welcome Programme and Social Programme
Our Welcome Programme will help you feel at home straight away. We collect you from the airport and offer practical advice about living and studying in London, as well as a student boat party down the River Thames. We also run a programme of social events throughout the year.

Here are a few of the on-campus services we provide:
• Advice and Counselling Service
• Disability & Dyslexia Service
• 24 hour Campus Security Service
• St Benet’s Chaplaincy
• Multi Faith Centre
• Pastoral Support through chaplains
• 24 hour Residences welfare support
• Student Health Centre
• Departmental advisers
• Language Centre
• Libraries

International Week
Our Students’ Union runs this series of events to celebrate the world cultures of the people who make up the QMUL community.

If you have any questions at all or just need to talk and don’t know who to speak to, come and see us in the Global Opportunities Office, E09 Queens’ Building, and we can help.
STAYING SAFE AND HEALTHY

We want you to make the most of your time at QMUL and ensuring you stay safe and healthy is important. Here are some useful resources:

Advice and Counselling Service
Our on-campus Advice and Counselling Service provides help and support for students who have been victims of assault; sexual, emotional or physical. They can also offer help for those with eating disorders, depression and a wide variety of other mental health issues. Geography Building, Ground Floor: welfare@qmul.ac.uk, 020 7882 2717.

Security on campus
The University Security Centre provides 24-hour security cover for the University campus and halls of residence. A comprehensive CCTV camera system operates throughout the University campus, including some of the large residential sites. The cameras are used to direct security staff to incidents, and the Centre works in close liaison with the police. If you have any personal security concerns, require some security advice, or wish to report a crime, telephone the Security Control Centre: 020 7882 3333

If you feel that your case needs attention from the management team, please contact 020 7882 5000 and ask to speak to a Shift Manager who are on call 24/7, 365 days per year.

Emergency
UK Emergency telephone number (police, fire, ambulance): 999
Police non-emergency number: 101

Finding a dentist
Dental treatment is available to students (under the NHS) at The 2nd Floor Staff Dental Clinic, 2nd Floor, Health and Wellness Centre, Occupational Health, 31-43 Ashfield Street, London E1 2AH. Call 020 7377 7067 for an appointment. A list of alternative dentists can be found on the British Dental Association website www.bda-findadentist.org.uk

The nearest hospital
The Royal London Hospital has an Accident & Emergency Department (A&E). This is located opposite Whitechapel tube station and is open 24 hours a day, seven days a week for medical emergencies.

Walk-in Centres
Walk-in Centres offer a range of healthcare services for those who are unable to access their normal health provider. Appointments cannot be made for this service, instead patients should walk in and wait. The closest Walk In Centre to QMUL is at St Andrew’s Health Centre, Birchdown House, Devons Road E3 3NS; Tel: 020 8980 1145.
NHS Direct
NHS Direct give health advice and information over the phone, day and night. You can call on 111 or visit www.nhs.uk/111

Ambrose King centre
This centre offers a free and confidential service for sexually transmitted infections and other genitourinary infections. They are based close to The Royal London Hospital, on Mount Terrace, Whitechapel, London, E1 2BB and can be contacted on 020 7377 7306.

Finding a doctor
The Student Health Service (SHS) is located in the Geography Building, Mile End Campus. Services are provided for all students with a Tower Hamlets postcode (E1, E2, E3, E14), which includes students living in Queen Mary University of London Halls of Residence.

International students (from outside the EEA) who are studying in the UK for less than six months are not eligible for free UK National Health Service (NHS) treatment, except certain services like initial treatment in an emergency, and so separate private non-NHS arrangements have to be made for these students.

NHS Direct
NHS Direct give health advice and information over the phone, day and night. You can call on 111 or visit www.nhs.uk/111

Ambrose King centre
This centre offers a free and confidential service for sexually transmitted infections and other genitourinary infections. They are based close to The Royal London Hospital, on Mount Terrace, Whitechapel, London, E1 2BB and can be contacted on 020 7377 7306.

Finding a doctor
The Student Health Service (SHS) is located in the Geography Building, Mile End Campus. Services are provided for all students with a Tower Hamlets postcode (E1, E2, E3, E14), which includes students living in Queen Mary University of London Halls of Residence.

The service is available during term time 9am – 1pm and 2pm – 4.30pm on Monday, Tuesday, Wednesday and Friday, and 9am – 1pm only on Thursday. Please note that the service is closed during the Christmas, Easter and Summer vacations, during which time enquiries can be made in person at the Globe Town Surgery, 82-86 Roman Road, London E2 0PG, or by calling +44 (0)20 8980 3023.

International students (from outside the EEA) who are studying in the UK for less than six months are not eligible for free UK National Health Service (NHS) treatment, except certain services like initial treatment in an emergency, and so separate private non-NHS arrangements have to be made for these students.

NHS Direct
NHS Direct give health advice and information over the phone, day and night. You can call on 111 or visit www.nhs.uk/111

Ambrose King centre
This centre offers a free and confidential service for sexually transmitted infections and other genitourinary infections. They are based close to The Royal London Hospital, on Mount Terrace, Whitechapel, London, E1 2BB and can be contacted on 020 7377 7306.

Finding a doctor
The Student Health Service (SHS) is located in the Geography Building, Mile End Campus. Services are provided for all students with a Tower Hamlets postcode (E1, E2, E3, E14), which includes students living in Queen Mary University of London Halls of Residence.

International students (from outside the EEA) who are studying in the UK for less than six months are not eligible for free UK National Health Service (NHS) treatment, except certain services like initial treatment in an emergency, and so separate private non-NHS arrangements have to be made for these students.
Sources of medical assistance
Students should ensure their private health insurance will cover any treatment required whilst studying in the UK. All students not eligible for NHS Treatment should complete a ‘SHS Students Not Eligible for Treatment’ form the first time they attend the Student Health Service. On arrival for an appointment at the SHS, students not eligible for NHS treatment should pay the consultation fee in cash to the Receptionist.

The current consultation fee is £40. On payment of the consultation fee the student will be issued with a receipt for the fee. If a drug prescription is recommended by the doctor during the consultation a private prescription will be issued; this may be dispensed by any UK pharmacy and students not eligible for NHS treatment will need to pay the pharmacist’s fee for the prescription. SHS will make no charge for the issuing of a private prescription.

If hospital treatment, including MRI scans, ultrasound scans, X-rays, blood tests etc. or other referrals such as specialist physician, surgeon, psychologist, physical therapist etc. are required these will be arranged by the SHS doctor at a local private hospital. Students not eligible for NHS treatment will be responsible for all fees for these services which should be paid directly to the provider of the service.

If students not eligible for NHS treatment need emergency medical care outside the hours of SHS they should attend the Walk-in Centre at St Andrew’s Health Centre, Bromly-by-Bow, who may charge a fee. If students not eligible for NHS treatment are too ill to travel to the Walk-in Centre they should call 020 7377 7151, to be connected to the Out of Hours Doctor Service. They should state that they are seeking NHS Immediately Necessary Treatment as patients of Globe Town Surgery as students at Queen Mary University of London.

NHS Immediately Necessary Treatment is available free of charge to all students, wherever they are from and however long or short their stay in the UK. However students not eligible for NHS treatment should be aware that the NHS defines Immediately Necessary Treatment as treatment which, if not given immediately, would be a major threat to the wellbeing of the patient. This would include, for example, an acute asthma attack but not replacing asthma inhalers in an otherwise well patient.

Reimbursement for all costs, including the SHS consultation fee, pharmacists fees and hospital treatment fees, Walk-in Centre fees etc. will be the sole responsibility of students not eligible for NHS treatment to arrange with their insurer.
Nationals of certain countries may benefit from reciprocal healthcare agreements between the UK and their home country, which may mean that certain, but not all, medical treatment might be free of charge as part of the National Health Service. Students should arrange medical insurance before travelling to the UK to ensure they are covered for medical treatment not available to them free of charge. For more information about which countries have these agreements with the UK and general advice about keeping healthy whilst studying in the UK, please see the online information sheet www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/visitors-from-the-eu-eea.aspx'

UKCISA guidance
www.ukcisa.org.uk

Study methods in the UK
www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Study-skills-for-success

Culture Shock
www.ukcisa.org.uk/Information--Advice/Preparation-and-Arrival/Facing-culture-shock

Keeping healthy
www.ukcisa.org.uk/Information--Advice/Living-in-the-UK/Health-and-healthcare
USEFUL CONTACTS

Your dedicated Global Opportunities Office are here to help you with any queries you may have. Please feel free to contact us, or come into the office to speak with us. If your questions are about Study Abroad or IEP please visit Queens’ Building E09. If your questions are about Erasmus+ please visit Queens’ Building CB105. We look forward to meeting you!

Ceri Bevan,  
Head of Global Opportunities  
email: c.bevan@qmul.ac.uk

Harry Gibney  
International Exchange Programme Manager  
email: h.gibney@qmul.ac.uk

Wiebke Leugers  
Erasmus+ Manager  
email: w.leugers@qmul.ac.uk

Jacques Marino  
Global Opportunities Administrative Officer  
email: j.marino@qmul.ac.uk

Gemma Murphy  
Global Opportunities Marketing Manager  
email: g.murphy@qmul.ac.uk
## DEPARTMENTAL AND ACADEMIC ADVISERS

**Study Abroad contacts:** Within each academic department there is a member of staff who will be available to advise you on academic matters. Departmental advisers are responsible for approving your module registration choices within their department.

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Tel</th>
<th>Room</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biological and Chemical Sciences</td>
<td>Dr. Shane Wilkinson</td>
<td>020 7882 3057</td>
<td>Fogg 4.19</td>
<td><a href="mailto:s.r.wilkinson@qmul.ac.uk">s.r.wilkinson@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Blizard Institute</td>
<td>Ms Emily Mclean-Inglis</td>
<td>020 7882 2541</td>
<td>G.03</td>
<td><a href="mailto:e.mclean-inglis@qmul.ac.uk">e.mclean-inglis@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Business and Management</td>
<td>Dr Graham Spickett-Jones &amp; Mr Salman Uddin</td>
<td>020 7882 5617/3277</td>
<td>FB4.12/FB4.22</td>
<td><a href="mailto:g.spickett-jones@qmul.ac.uk">g.spickett-jones@qmul.ac.uk</a>, <a href="mailto:salman.uddin@qmul.ac.uk">salman.uddin@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Economics and Finance</td>
<td>Dr Luigi Ventimiglia</td>
<td>020 7882 8825</td>
<td>Queens' W410</td>
<td><a href="mailto:l.ventimiglia@qmul.ac.uk">l.ventimiglia@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Electronic Engineering and Computer Science</td>
<td>Dr. Paula Fonseca</td>
<td>020 7882 7340</td>
<td>Eng. E203</td>
<td><a href="mailto:studyabroadcoordinator@lists.eecs.qmul.ac.uk">studyabroadcoordinator@lists.eecs.qmul.ac.uk</a></td>
</tr>
<tr>
<td>Electronic Engineering and Computer Science</td>
<td>Dr. Pengwei Hao</td>
<td>020 7882 5207</td>
<td>Eng. E104</td>
<td><a href="mailto:studyabroadcoordinator@lists.eecs.qmul.ac.uk">studyabroadcoordinator@lists.eecs.qmul.ac.uk</a></td>
</tr>
<tr>
<td>Engineering and Materials</td>
<td>Dr. Adrian Briggs</td>
<td>020 7882 8876</td>
<td>Eng 334</td>
<td><a href="mailto:a.briggs@qmul.ac.uk">a.briggs@qmul.ac.uk</a></td>
</tr>
<tr>
<td>English</td>
<td>Dr. James Vigus</td>
<td>020 7882 8907</td>
<td>Arts One 3.26</td>
<td><a href="mailto:j.vigus@qmul.ac.uk">j.vigus@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Drama</td>
<td>Dr. Penelope Woods</td>
<td>020 7882 3060</td>
<td>ArtsOne (ask at reception)</td>
<td><a href="mailto:p.woods@qmul.ac.uk">p.woods@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Geography</td>
<td>Dr. Regan Koch</td>
<td>020 7882 8200</td>
<td>Geography 123</td>
<td><a href="mailto:r.koch@qmul.ac.uk">r.koch@qmul.ac.uk</a></td>
</tr>
<tr>
<td>History</td>
<td>Dr. Joanna Cohen</td>
<td>020 7882 3371</td>
<td>Arts Two 4.10</td>
<td><a href="mailto:history-ug-admin@qmul.ac.uk">history-ug-admin@qmul.ac.uk</a></td>
</tr>
</tbody>
</table>
## USEFUL CONTACTS

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Tel</th>
<th>Room</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Shakespeare</td>
<td>Dr. Rebecca Fisher</td>
<td>020 7882 6670</td>
<td>Lock Keeper’s Cottage</td>
<td><a href="mailto:r.fisher@qmul.ac.uk">r.fisher@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Language Learning (Language Centre)</td>
<td>Ms Catalina Gonzalez</td>
<td>020 7882 2842</td>
<td>ArtsOne 108</td>
<td><a href="mailto:c.gonzalez@qmul.ac.uk">c.gonzalez@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Languages, Linguistics and Film</td>
<td>Dr. Katerina Somers</td>
<td>020 7882 5741</td>
<td>ArtsOne 2.04</td>
<td><a href="mailto:k.somers@qmul.ac.uk">k.somers@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Laws</td>
<td>Dr. Shalini Perera</td>
<td>020 7882 8062</td>
<td>Laws 122</td>
<td><a href="mailto:s.perera@qmul.ac.uk">s.perera@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Mathematical Sciences</td>
<td>Professor Ilya Goldsheid</td>
<td>020 7882 5473</td>
<td>Maths 502</td>
<td><a href="mailto:i.goldsheid@qmul.ac.uk">i.goldsheid@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Physics</td>
<td>Dr. Alston Misquitta</td>
<td>020 7882 3427</td>
<td>Phys 308</td>
<td><a href="mailto:a.j.misquitta@qmul.ac.uk">a.j.misquitta@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Politics</td>
<td>Dr Daniel Kato</td>
<td>020 7882 2986</td>
<td>Arts One 2.34a</td>
<td><a href="mailto:d.kato@qmul.ac.uk">d.kato@qmul.ac.uk</a></td>
</tr>
</tbody>
</table>
## Erasmus+ Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Tel</th>
<th>Room</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business &amp; Management</td>
<td>Mr Salman Uddin</td>
<td>020 7882 5617/3277</td>
<td>FB4.12/ FB4.22</td>
<td><a href="mailto:s.uddin@qmul.ac.uk">s.uddin@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Economics &amp; Finance</td>
<td>Dr Stepana Lazarova</td>
<td>020 7882 8832</td>
<td>Queens’ W306</td>
<td><a href="mailto:s.lazarova@qmul.ac.uk">s.lazarova@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Geography</td>
<td>Dr Regan Koch</td>
<td>020 7882 8200</td>
<td>Geography 123</td>
<td><a href="mailto:r.koch@qmul.ac.uk">r.koch@qmul.ac.uk</a></td>
</tr>
<tr>
<td>German</td>
<td>Dr Robert Gillett</td>
<td>020 7882 8303</td>
<td>Arts One 2.03</td>
<td><a href="mailto:r.m.gillett@qmul.ac.uk">r.m.gillett@qmul.ac.uk</a></td>
</tr>
<tr>
<td>History</td>
<td>Dr Eyal Poleg</td>
<td>020 7882 8366</td>
<td>Arts Two 3.33</td>
<td><a href="mailto:e.poleg@qmul.ac.uk">e.poleg@qmul.ac.uk</a></td>
</tr>
<tr>
<td>French</td>
<td>Dr Laetitia Calabrese</td>
<td>020 7882 2861</td>
<td>Arts One 1.40A</td>
<td><a href="mailto:l.calabrese@qmul.ac.uk">l.calabrese@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Spanish</td>
<td>Dr Luisa Marti</td>
<td>020 7882 8323</td>
<td>Arts One 1.24</td>
<td><a href="mailto:luisa.marti@qmul.ac.uk">luisa.marti@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Portugese</td>
<td>Dr Luisa Marti</td>
<td>020 7882 8323</td>
<td>Arts One 1.24</td>
<td><a href="mailto:luisa.marti@qmul.ac.uk">luisa.marti@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Law</td>
<td>Mrs Sheila Shirley</td>
<td>020 7882 3934</td>
<td>Laws G15</td>
<td><a href="mailto:s.shirley@qmul.ac.uk">s.shirley@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Politics &amp; International Relations</td>
<td>Dr Daniel Kato</td>
<td>020 7882 2986</td>
<td>Arts One 2.34A</td>
<td><a href="mailto:d.kato@qmul.ac.uk">d.kato@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Electronic Eng. &amp; Computer Sciences</td>
<td>Dr Paula Fonseca</td>
<td>020 7882 7340</td>
<td>Eng E203</td>
<td><a href="mailto:paula.fonseca@qmul.ac.uk">paula.fonseca@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Engineering &amp; Materials Science</td>
<td>Dr Adrian Briggs</td>
<td>020 7882 8876</td>
<td>Eng 334</td>
<td><a href="mailto:a.briggs@qmul.ac.uk">a.briggs@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Mathematical Sciences</td>
<td>Prof Ilya Goldsheid</td>
<td>020 7882 5473</td>
<td>Maths 502</td>
<td><a href="mailto:i.goldsheid@qmul.ac.uk">i.goldsheid@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Physics &amp; Astronomy</td>
<td>Dr Alston Misquitta</td>
<td>020 7882 3427</td>
<td>GO Jones 216</td>
<td><a href="mailto:a.j.misquitta@qmul.ac.uk">a.j.misquitta@qmul.ac.uk</a></td>
</tr>
<tr>
<td>Institute of Dentistry</td>
<td>Dr Angray Kang</td>
<td>020 7882 7158</td>
<td>Institute of Dentistry</td>
<td><a href="mailto:a.s.kang@qmul.ac.uk">a.s.kang@qmul.ac.uk</a></td>
</tr>
</tbody>
</table>
## USEFUL CONTACTS

<table>
<thead>
<tr>
<th>Residences Office</th>
<th>Disability and Dyslexia Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queens’ Building</td>
<td>2nd Floor 2.06 Francis</td>
</tr>
<tr>
<td>Room E01</td>
<td>Bancroft Building</td>
</tr>
<tr>
<td>Tel: +44 (0)20 7882 5522</td>
<td>Tel: +44 (0)20 7882 2756</td>
</tr>
<tr>
<td>email: <a href="mailto:residences@qmul.ac.uk">residences@qmul.ac.uk</a></td>
<td>email: <a href="mailto:disability@qmul.ac.uk">disability@qmul.ac.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fees Office</th>
<th>Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queens’ Building</td>
<td>Geography Building</td>
</tr>
<tr>
<td>Room W117</td>
<td>Ground Floor</td>
</tr>
<tr>
<td>Tel: +44 (0)20 7882 3086</td>
<td>Tel: +44 (0)20 7882 3176</td>
</tr>
<tr>
<td>email: <a href="mailto:fees@qmul.ac.uk">fees@qmul.ac.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security</th>
<th>Queen Mary Students’ Union</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Lodge</td>
<td>329 Mile End Road</td>
</tr>
<tr>
<td>Queens’ Building</td>
<td>Tel: 020 7882 8030</td>
</tr>
<tr>
<td>Tel: +44 (0)20 7882 5000</td>
<td>email: <a href="mailto:su-qmsu.reception@qmul.ac.uk">su-qmsu.reception@qmul.ac.uk</a></td>
</tr>
</tbody>
</table>

### External contacts

You should check the British Council website for details of the British Embassy in your home country.  
[http://usa.britishcouncil.org](http://usa.britishcouncil.org)

Check if your home country has advice for students planning to study overseas. e.g. The US State Department have a website giving information on travel, health, emergency procedures and voting whilst abroad at [www.studentsabroad.state.gov](http://www.studentsabroad.state.gov)
Did you know? The City is just a 10 minute tube ride or 60 minute walk from Mile End Underground. Get out and about and explore London!
For further information contact: Study Abroad Enquiries:
Queens’ Building, Room E09
email: study-abroad@qmul.ac.uk
Phone: +44 (0)20 7882 5075

Erasmus+ Enquiries:
Queens’ Building, Room CB105
email: w.leugers@qmul.ac.uk
Phone: +44 20 7882 6511
Facebook @QMULStudyAbroad
Twitter @QMULStudyAbroad
Instagram QMULGO

Any section of this publication is available in large print upon request. If you require this publication in a different accessible format we will endeavour to provide this where possible. For further information and assistance, please contact: designandbranding@qmul.ac.uk.

The information given in this publication is correct at the time of going to press. The university reserves the right to modify or cancel any statement in it and accepts no responsibility for the consequences of any such changes. For the most up-to-date information, please refer to the website qmul.ac.uk

This publication has been printed on environmentally friendly material from well-managed sources.