



# Parents and guardians' guide

New students



Queen Mary  
University of London

# Guidance for parents and guardians of new students



We understand that starting university can sometimes be a confusing and stressful time for many people, not only for students, but also for their parents and guardians. With this in mind, we have produced this handy guide and checklist for parents and guardians of new students to help ease those nerves, and to help ensure that our students have everything they need before they arrive so they can begin their university journey on the right foot.

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[www.qmul.ac.uk/newstudents](http://www.qmul.ac.uk/newstudents)

## Parents and guardians' checklist for new students

Below is a list of tasks that should be completed before the student arrives at Queen Mary.

### → Checklist for international students

International students need to meet a number of additional requirements. Please take a look at the [international pre-arrival checklist](#) to make sure you have everything in place.

#### 1. Update details on MySIS

Students will receive an email from Queen Mary from Friday 24 August onwards with information on how to access [MySIS](#) (Queen Mary's Student Information System portal), as well as information on the pre-enrolment process. Students should ensure that all personal and contact information is up-to-date when they access MySIS. If a student does not receive the access information or is unable to access MySIS, please contact the Admissions Office on +44 (0)20 7882 5511, or via email at [admissions@qmul.ac.uk](mailto:admissions@qmul.ac.uk).

#### 2. Complete pre-enrolment

Enrolment is in two stages:

1. Pre-enrolment online
2. Queen Mary enrolment upon arrival on campus.

Pre-enrolment should be completed as soon as students receive their invitation to pre-enrol from Friday 24 August onwards. Computers will be available for students who do not have access to the internet to pre-enrol upon arrival at Queen Mary and prior to their enrolment slot.

#### 3. Visit the new students' site

The [new students' website](#) has lots of information to help students prepare over the coming weeks for when they arrive, including information about [early enrolment](#) and the [programme introduction](#) sessions during Welcome Week. Students should refer to these pages to help ensure they are fully prepared.

#### 4. IT account information

Students should keep an eye out for an email with information on their Queen Mary IT account details, including username, password and Queen Mary email address. Students should receive this email from Friday 24 August onwards – please also remind students to check junk folders in case it is sent there. These details will be required to access IT services at Queen Mary. Members of IT Services will be on hand throughout Welcome Week and beyond to provide assistance and resolve any issues that students may have.

#### 5. Sort out finances

Once students have pre-enrolled, they will receive an invoice for their tuition fees by post and email. If applying for [student finance](#), it is vital that the application is completed as soon as possible, as applications take at least six weeks to process. This will automatically be paid to Queen Mary once enrolment has been confirmed. Watch our [Introduction to Student Finance](#) animation and visit the [Advice and Counselling Service](#) site for more information.

Information on how to pay fees according to the student's [fee status](#) category is also available.

[Bursaries](#) are available to assist undergraduate students who are in most need of financial support with the costs of being a student in higher education. The amount of bursary eligible students receive each year will depend on household income, which is assessed during the application for [UK government student finance](#). Students who do not wish to take out any loans could still be eligible for the QMUL Bursary, but do still need to be fully income assessed through student finance. Those eligible to receive a Queen Mary bursary will not have to repay it.

## 6. Plan a budget

Planning a budget can help to ensure that students do not burn through their finances too quickly, avoiding unnecessary stress at a time when they should be making the most of university life. We have lots of money-saving ideas and tips about [managing finances](#), as well as a video guide on [budget planning](#). Many students also choose to open a student bank account as these often provide additional benefits, so researching which account is best for them may save money in the long run.

Our [Advice and Counselling Service](#) is available to answer any questions students have about fees and provide advice on planning a budget or funding their studies.

## 7. Confirm accommodation

Students who have applied for housing in Queen Mary halls of residence and have confirmed their place to study at Queen Mary will receive a message from Residential Services and Support regarding the success of their [application](#) – students should make sure to confirm their offer before the deadline. There are a number of [alternative options](#) available such as private halls and housing, on which Residential Services and Support can provide useful advice. For those who will be commuting from home, the [Barts and The London Commuters Society](#) hold activities at the start of term to help students settle into life at Queen Mary and meet other commuting students.

## 8. Get the mobile app

The QMUL mobile app for students is packed full of useful features designed to make life at university much easier. Once students are fully enrolled, they will be able to see their timetable, search for and reserve library books, find the nearest available PCs and study spaces, access information on student services and support, and much more. It's a good idea for students to download the app as a guest before they receive their Queen Mary IT account details in order to access campus maps and other information useful for their first days with us. Simply search 'QMUL' in the app store or download as a [web app](#).

## 9. Videos for new students

Our suite of [new student journey films](#) features our current students talking about what it's like starting at Queen Mary, the services and support we offer to students, and tips for Welcome Week and beyond.

## Term dates 2018/19

Moving In Weekend
Saturday 15 September – Sunday 16 September
Welcome Week
Monday 17 September – Sunday 23 September
Autumn semester
Monday 17 September – Friday 14 December
Vacation
Monday 17 December – 5 January
Spring semester
Monday 7 January – Friday 29 March <i>*Bank holidays: Friday 19 and Monday 22 April</i>
Vacation
Monday 1 April – Friday 20 April
Revision Week
Tuesday 23 April – Friday 26 April
Exam period
Monday 29 April – Friday 7 June <i>*Bank holidays: Monday 6 and Monday 27 May</i>



## Transition to university and independent living

Moving on to university and living independently can be a big step for anyone. Not only do students take on a new level of responsibility, but transitioning to university-level study can also be a challenge in itself, with new ways of working and teaching methods which students may never have experienced before. Rest assured, we have strong support networks in place to help students in making this transition. Check out our video on the [transition to university](#) and read the following information for guidance on what to expect.

### Making friends

The [Students' Union Buddy Scheme](#) gives students the chance to meet other new students from their course, as well as get tips and advice about university life from current students. Our [Unibuddy](#) service offers students the opportunity to find someone already studying on their course or from their home city and get all their questions answered by those who have been through the same experience as them. These [student blogs](#) and [student profiles](#) offer more advice and tips from current students on what it's like to study at Queen Mary.

### Moving In Weekend

For those living in Queen Mary halls of residence, Moving-in Weekend is Saturday 15 and Sunday 16 September. Students will be receiving information about what to do and where to go via email, or they can visit the Residential Services and Support [arrival webpage](#).

### Welcome Week

We want students to feel welcome when joining Queen Mary. [Welcome Week](#) (Friday 14–Friday 21 September) is an opportunity to get to know the university and the Students' Union and find out about all the support available. There are also a number of other social events and activities taking place to introduce students to the campus and our community.

### Study methods

Due to the flexible nature of university study, students will experience a variety of different teaching methods at Queen Mary. A few of the most common are listed below:

- Group lectures – delivered to a large number of people. Students are advised to take notes during lectures.
- Tutorials, exercise classes and seminars – an opportunity to discuss ideas and ask questions. Students may also be called on to give a presentation.
- Problem based learning (PBL) – used mostly by the School of Medicine and Dentistry and the School of Engineering and Materials Science, it involves groups of students working together on a case study or clinical scenario.
- Coursework – this can be an essay, report, dissertation (long essay), or practical project, for example, producing a short film. The amount of coursework required depends on the student's choice of modules.

- Independent study – this refers to the time students spend working outside of lecture and seminar hours, eg background reading, essay writing, preparation for seminars and tutorials, etc.

### Independent learning

Independent learning is encouraged at Queen Mary, and we support students in developing their skills for academic life. Taking responsibility for their own learning involves:

- preparing for and attending all timetabled learning activities
- completing assignments on time
- managing their own independent study
- engaging with their subject and peers
- maintaining communication with the university to ensure they are fully informed and have the opportunity to express their views
- alerting academic staff or support services if they are having trouble.

### Advice guides

Take a look at the Advice and Counselling Service's [advice for parents and guardians](#) on supporting the transition to university.

There is also lots of [advice for students](#) about looking after themselves and understanding the common feelings that many people experience at this time.



## Support services

There are many ways Queen Mary supports students when it comes to their studies and preparing for their future career. However, while academic performance and grades are important, so is health and happiness. That is why Queen Mary also supports and advises students on all matters concerned with living well at university. The following is a brief overview of support services on offer to students.

### Advice and Counselling

The [Advice and Counselling Service](#) provides a range of specialist, professional and confidential services to support students with financial, welfare, legal, emotional and psychological issues. Watch the [introductory video](#) for more information.

### Advocacy and representation

Queen Mary Students' Union's [Academic Advice Service](#) provides students with confidential advice and representation on a range of academic issues.

### Careers

[Careers & Enterprise](#) offers all students help with practical skills such as interview training and applying for jobs. They can help with finding internships and work experience, and provide support to students who want to develop their own business or social enterprise.

### Childcare

[Westfield Nursery](#) at Queen Mary can accommodate 65 places for children aged three months to five years old.

### Disability and Dyslexia

The [Disability and Dyslexia Service](#) offers support for all students with disabilities, specific learning difficulties and mental health issues at Queen Mary. Watch [this video](#) for more information.

### Equality and Diversity

Our student and staff community reflects our commitment to equality and diversity in order to ensure Queen Mary remains an exciting and inclusive environment of opportunity. The [equality webpages](#) provide information on our equality policies, objectives and commitments.

### Faith

Our [Multi-Faith Centre](#) at the Mile End campus is designed for prayer, worship and reflection by students and staff from all faiths and beliefs. [St Benet's](#) is a Christian chapel and a meeting place open to all students and staff, regardless of their religion and beliefs. The chapel is open every weekday during term-time for private prayer, quiet reflection and informal, confidential pastoral support. Find out more about faith at Queen Mary on the [faith website](#).

## IT Services

[This website](#) provides students with an A-Z guide of all of the IT services available at Queen Mary.

## Language Centre

Queen Mary's [Language Centre](#) offers a range of programmes in English, Arabic, Chinese, French, German, Japanese and Spanish. They also offer a wide range of [in-sessional modules](#), which can help students to maximise their performance at university and improve the quality of academic assignments.

## Learning Development

[Learning Development](#) offers practical guidance in developing insights and practices that will contribute to academic success at Queen Mary. They do this by working with students at all levels, sometimes on an individual basis, to help them realise their academic potential.

## Legal Advice Centre

The [Legal Advice Centre](#) provides free legal advice to members of the public as well as staff and students at Queen Mary.

## Music

Music is central to cultural provision at Queen Mary. [Music at QMUL](#) can help students who are interested in applying for music scholarships, joining an ensemble, taking up tuition or simply attending one of the many musical events.

## Occupational Health

This is a branch of preventative health care, which specialises in the relationship between work and health. [Occupational Health](#) focuses on the prevention of ill health related to study, primarily for students in the School of Medicine and Dentistry, as the practical nature of their course brings them into contact with patients.

## Gym/fitness centre

[The Qmotion health and fitness centres](#) at the Mile End and Charterhouse Square campuses have sports facilities for Queen Mary students and staff.

## Residential Services and Support

[Residential Services and Support](#) provides students with information about Queen Mary accommodation, alternative accommodation (including the private rented sector, privately owned halls and home stays) and residential support. Watch [this video](#) to find out more.

## School support

Every school and institute at Queen Mary has a dedicated [student support contact](#) who can offer advice on matters that may be impeding a student's ability to study. All students are allocated a [personal tutor](#) (sometimes called an academic adviser or mentor) who is there to provide guidance and support.

## Security services

[Security](#) at Queen Mary aims to provide a safe and welcoming environment to all students, staff and guests while ensuring a high standard of security for all buildings, grounds and contents. They patrol campus and can be contacted 24 hours a day. Visit the website for security information on [personal security](#), [bike security](#), [lost and found property](#), and more.

## Student Enquiry Centre

The [Student Enquiry Centre](#) provides assistance to current and former undergraduate and postgraduate taught students on a wide range of issues and queries.

## Student Health Service

We have an [NHS Student Health Service](#) available at the Mile End campus for students living in our halls of residence, or off campus but within Tower Hamlets (E1, E2, E3 and E14). Further details on how to access healthcare if students live inside or outside these areas are given on the [Student Health Service](#) website.

## Visas

Welfare Advisers at the [Advice and Counselling Service](#) can provide confidential advice on visas for international students. The Welfare Advisers are trained and authorised to offer immigration advice, for example how to apply for or extend Tier 4 immigration permission. There is a useful [guide to immigration](#) including information on what immigration permissions are needed to study at Queen Mary and what to do if a visa application is refused.



## Accommodation

Living in university accommodation has many advantages, and living in a student community can be an important part of experiencing university life. A dedicated team of [Residential Services and Support](#) staff is responsible for the general welfare of residents. They ensure that the residences are clean, comfortable and have a sense of community to promote an active academic and social life.

Queen Mary has 2,573 bedroom places in self-catering residences on or near the Mile End campus. The School of Medicine and Dentistry (and some joint programmes with the School of Biological and Chemical Sciences) have their own dedicated halls of residence with 157 places at the Whitechapel campus ([Floyer House](#)) and 203 places at the Charterhouse Square campus ([Dawson Hall](#)) and will therefore not be offered the option to be housed at the Mile End campus. We have 2,982 bed spaces to offer to new applicants at undergraduate and postgraduate level.

There are also a total of 12 rooms available for wheelchair users, with a further 11 rooms for students who are mobility impaired. 18 rooms suitable for hearing impaired students are available at the Mile End campus and three adaptable rooms at [Aspire Point](#).

Students are required to provide:

- bed linen
- towels
- crockery
- cutlery
- cooking utensils.

Please note: there are no parking facilities available to students living in any Queen Mary residences. However, residents can apply for a local authority parking permit to park in the streets nearby.

### Alternative accommodation

Housing Services provides direct support to students seeking [alternative accommodation](#). This includes students who will not be staying in university accommodation, but rather in private accommodation, private halls of residence, hostels and hotels, as well as covering short stay and home stay options. There is also a [Commuters' Society](#) to help ensure students make the most of their university experience if living at home.

### Residential Assistants

[Residential Assistants](#) are student members of staff who assist in the delivery of Residential Support's 'Residential Life' programme throughout the academic year.

### Arrival at Queen Mary

Information on arriving at our accommodation and the moving-in process can be found on the [arrival webpage](#).

## Health

There is a free [Student Health Service](#) available on campus. The Student Health Service is provided by Globe Town Surgery, an independent contractor to National Health Service (NHS) England.

Students living in Queen Mary accommodation at Mile End or Whitechapel, and students living in the borough of Tower Hamlets (E1, E2, E3 and E14) are encouraged to register with the Student Health Service (located on campus in the [Geography Building, Mile End \(number 28 on map\)](#)).

Students living in Dawson Hall at the Charterhouse Square campus or outside Tower Hamlets should register with a doctor close to where they live. A list of local doctors is available [here](#).

GP surgeries will normally register all international students in the UK, regardless of the length of your programme. Please visit the [Student Health website](#) for more information about the UK's healthcare service and how non-UK students can access it.

## Meningitis

We advise that all students [get immunised against meningitis](#) before arriving at Queen Mary. Teenagers and young adults are at higher risk from the disease, particularly those coming to university for the first time.



## Finance

### Tuition fee invoices and payments

Queen Mary will send students an invoice for tuition fees once they have pre-enrolled, which will represent the charge for the full academic year they are enrolled on. It is the student's responsibility to ensure that tuition fees are paid when they are due. If the student has applied for a tuition fee loan through the Student Loans Company (Student Finance), this will automatically be paid to Queen Mary once enrolment has been confirmed. It is vital that the application is completed as soon as possible, as applications take at least six weeks to process. If not applying through student finance, a guide for how to pay tuition fees is available [here](#).

### Student loans

Tuition fees may seem daunting, but remember that students do not have to pay anything up front if taking out a [student loan](#) through the Student Loans Company. A government [maintenance loan](#) is also available. The arrangements for repaying tuition fees and maintenance loans have been designed to make higher education as affordable as possible. Students will not have to start repaying their loans until the April after they graduate and are earning at least £25,000 a year. Income-related repayments will be deducted automatically from earnings through the tax system. Further details can be found at [www.gov.uk/studentfinance](http://www.gov.uk/studentfinance).

### Financial support for EU students

Non-UK EU students may also be eligible for [student finance](#). The loan for tuition fees is not available to undergraduate students from outside the EU.

### Bursaries and scholarships for Home/EU students

We have put into place a significant package of [bursaries and scholarships](#) to ensure access for all and to reward excellence.

## Useful contacts

<u>Academic Registry and Council Secretariat</u>	+44 (0)20 7882 5005
<u>Admissions</u>	+44 (0)20 7882 5511
<u>Advice and Counselling Service</u>	+44 (0)20 7882 8717
<u>Appeals, Complaints and Conduct Unit</u>	+44 (0)20 7882 3457
<u>Disability and Dyslexia Service</u>	+44 (0)20 7882 2756
<u>IT Service Desk</u>	+44 (0)20 7882 8888
<u>Occupational Health</u>	+44 (0)20 7882 8700
<u>Queen Mary Students' Union</u>	
<u>Mile End campus</u>	+44 (0)20 7882 8030
<u>Whitechapel campus</u>	+44 (0)20 7882 7368
<u>Security (emergency)</u>	+44 (0)20 7882 3333
<u>Security offices</u>	
<u>Mile End campus</u>	+44 (0)20 7882 5000
<u>Whitechapel campus</u>	+44 (0)20 7882 2599
<u>Charterhouse Square campus</u>	+44 (0)20 7882 6020
<u>Stop Hate UK 24-hour helpline</u>	+44 (0)800 138 1625
<u>Student Enquiry Centre</u>	+44 (0)20 7882 5005
<u>Student Finance (bursaries, grants and awards)</u>	+44 (0)20 7882 5079
<u>Student Health Service</u>	+44 (0)20 7882 8710

For more information, check out our [support services A-Z](#).