



Student Handbook 2011-2012

Welcome to London South Bank
FoundationCampus



FOUNDATIONCAMPUS

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Applying For a UK Student Visa

1. Immigration

Students from outside the European Union (EU) will need to apply for entry clearance, more commonly known as a 'visa', before travelling to the UK. For further information consult the 'How To Apply' section of the UK visas web-site at www.ukvisas.gov.uk.

Visa and immigration regulations frequently change so please make sure you contact British Embassies in your country to get up to date information on the visa application process, requirements and supporting documents for your visa application. We can provide support and guidance on visa issues for students who are already in the UK. So if you have any questions you can contact our General Office for advice about your case: 0207 815 7045.

2. Applying for a UK student visa

Most international students from outside the European Union who wish to take a full-time course in the UK must apply for a visa prior to leaving their home country. You can check your status regarding requirements of a Visa on the following website: www.ukvisas.gov.uk/en/doingneedvisa/visadatvnationals.

3. Applying for your General Student Visa (Tier 4) to come to the UK

When you apply for a General Student Visa (Tier 4) you must include a Confirmation of Acceptance for Studies (CAS) number.

- We will send your CAS details when you confirm your unconditional offer of a place to study and pay your deposit/full fees.
- The CAS number will be included in a letter called a 'CAS Statement'. This will also include important information needed for your visa application.
- Your CAS will not be sent more than three months before the start of your course.
- You can only apply for your visa three months or less before the start of your course.
- The start date of your course is published on your CAS Statement. If you plan to arrive later you must let us know. This is very important as we must inform the UK Border Agency (UKBA) if you do not arrive on time.
- If you change your mind and want to study at another institution, you have to tell us before you come to the UK so we can cancel your CAS with UKBA, and you can re-apply for your visa with a CAS from a different sponsor.

4. What should I do if my student Visa is refused?

If your student visa application is refused, please contact a member of the Application and send us a copy of your Visa refusal letter.

Admissions Team:

Telephone: +44 01223 345 698

Fax: +44 (0) 1223 346181

Email: admissions@ceg-uk.com

We will look at a copy of the refusal notice to see whether we can help you to re-apply for the current or a future intake. Keep your visa refusal letter safe in case you need to have your initial deposit refunded.

Accommodation

Students can live with relatives (usually the cheapest option), rent privately or live in Halls of Residence (on campus). Before choosing where to live during term time, students have to weight the pros and cons of each arrangement available. In some cases students try all three arrangements throughout their time at LSBU.

1. Staying at Home

Living with relatives usually means no deposits, no rent, and no bills (water, gas, electricity, and internet). However, it can also mean long journeys to and from campus, higher costs in transportation, and less independence.

2. Renting with a private Landlord/Estate Agent

Renting privately can be very expensive in London, particularly in the centre where transport links are most plentiful, although you can always try to find out someone to share with you. When you are a private tenant you are expected to pay/share bills (gas, electricity, water, TV license, phone/internet, and rent) except council tax from which students are exempt (see the section on Council Tax in this handbook).

You will usually need a large sum for deposit (from 2 weeks worth of rent to 8 weeks worth of rent), first month rent upfront, and if you are renting from an estate agent, agency fees, inventory, and references checking service.

You need to make sure that the people you are planning to share with are responsible enough to stay at the address until the end of the contract; otherwise you may be left with a large bill.

The Accommodation Office has a number of information leaflets available to assist students who require private accommodation, all of which are available either by mail, email, intranet and for collection from the Accommodation Office and a few are available to download: www.lsbu.ac.uk/accommodation.

3. Staying at LSBU Halls of Residence

Staying at a University Hall of residence all you have to pay is your TV licence and your rent. You are free to come and go as you please, you can receive visitors (although for your friends/family to stay over you have to ask for permission first), you have free wireless internet, and no travel costs – you can walk, in no more than 10 minutes, to the University campus.

Plus, you have the chance to meet fellow university colleagues, some of them will be, or will know who is, in the same course as yourself, you will meet people from different backgrounds – religious, cultural, ethnic, etc. The Halls of Residence are safe and certainly good value for money. In fact in a recent survey of overseas students LSBU's accommodation was voted the best value student accommodation in London (i-graduate, 2008)

4. Residences

If you have applied for accommodation already, please make sure you check all the documentation you have been sent with your confirmation letter/email. You will find general information, such as:

- Check-in times and procedures
- Costs
- Out of office hours
- Terms and conditions

The University has 1,400 single study bedrooms located across 4 residential buildings offering a variety of standard and en-suite accommodation. All of the University's residences are located within a 10 minute walk of the main Southwark campus. All bedrooms are provided on a self-catered basis and located within self-contained flats. Flats accommodate between 2 and 9 residents depending on the building. Students in University residences have free access to the University intranet and the internet. Before you attempt to connect to the University's network, please ensure you have a Username and Password:

<http://www.lsbu.ac.uk/learningsupport/itsupport/usernameandpassword.html>

To check the HALLS connection procedures visit the following link:

<http://www.lsbu.ac.uk/learningsupport/itsupport/Hallssupport.html>.

More information regarding in-room facilities can be found at: www.lsbu.ac.uk/halls.

All residence fees are fully inclusive and cover the cost of hot water, heating and lighting. There are no hidden costs. Basic possessions insurance is also included. The University does not provide bed linen, towels, cooking utensils (pans etc), crockery or cutlery. There are many local shops where these items can be purchased.



Things to Bring With You

You MUST make sure that you bring with you all the documents you will need to enrol:

- Confirmation of Acceptance of Studies (CAS) letter
- Passport with valid visa
- Proof of payment OR sponsorship letter
- The original copies of the documents you used to support your application (transcripts, certificates)

Important: You will need to show your FoundationCampus enrolment documents to the Immigration Officer on arrival so make sure you bring this in your hand luggage.

1. How much money should I bring?

International students cannot open a UK bank account before arriving. However, your home bank may have links to a UK bank which would make money transfers to the UK and opening a bank account much easier. It is a good idea to bring some cash with you for your first few days in the UK for immediate expenses. We recommend approximately £200 to £500 in cash and £300 in travellers' cheques. The first payment you will need to make is for your accommodation – this can usually be paid by cash, credit card or bank draft. We advise you to limit the amount of cash you bring into the UK for security reasons and avoid carrying cash and personal documents in the same bag (eg passport, travellers' cheques, etc). See page 10 of the Settling In section for more information on how to open a bank account in the UK.

2. Books

You might want to bring textbooks and dictionaries that you use frequently to help you with your studies. However, many books are available second-hand, so you will be able to purchase them if needed.

3. Clothes and personal items

You will need warm clothing when you arrive, and especially if you are coming from a hot climate or if your programme starts in January. You can put a jacket or a jumper in your hand luggage in case you get cold on the plane. There is no dress code at the College, and most students wear jeans.

4. Laptop

You may bring your laptop computer with you or choose to buy one when you arrive in the UK. It is relatively easy to purchase a computer in the UK from electronics stores or can be ordered online.

5. Hand Luggage

Make sure the following items are included:

- Passport
- Proof of financial support & any fee payments made
- A copy of your Confirmation of Acceptance of Studies (CAS) letter
- Your original supporting academic documents
- Accommodation details
- Travellers' cheques and cash

Do not put any of these in your hand luggage:

- Sharp objects, including knives, scissors, etc
- Liquids or drinks (except prescription drugs with a doctor's certificate)
- Cosmetics (unless under 100ml and in one small clear plastic bag)
- Flammable objects

Arrival at The Airport

1. Immigration on your arrival

Passport Control

When you arrive at your port of entry you will need to pass through immigration. Follow the signs to Passport Control. The Immigration Officer will ask you about the purpose of your visit to the UK and will look at the following documents:

- Passport
- Bank statements,
- Confirmation of Acceptance of Studies (CAS) letter and original supporting academic documents
- Proof of accommodation
- Proof of financial support & any fee payments made

The immigration officer may ask you questions about your reasons for studying in the UK. It is important that you answer these questions in detail and politely, don't worry this is normal procedure. Make sure you have all your supporting documents in your carry-on luggage if you are flying to the UK; you will not have access to your luggage until you have cleared immigration. Failure to show the right documents will result in delays.

Students from some countries may be asked to have a chest x-ray before collecting your luggage – you can check if this will apply to you with your local British Council.

If you experience any problems at Passport Control, please contact the Immigration Advisory Service for free advice on **0844 974 4000** or Gunel Aliyeva, FoundationCampus Student Recruitment & Support Officer on **07834 529531** or **0207 815 7045**.



Finding Us

By train and tube – our closest stations are Waterloo, London Bridge and Elephant & Castle and they are all within walkable distance.

By bus – numbers 1, 12, 35, 40, 45, 53, 63, 68, 100, 133, 148, 155, 168, 171, 172, 176, 188, 196, 333, 344, 360, 363, 453, 468, C10 & P5.

By car – parking in Central London is very difficult and it is not possible to park in the University grounds or the surrounding roads.



LSBU Foundation Campus is located on the first floor above Blackwell's Bookshop (no. 13).

Settling In

1. Registering with the Police

If you are from one of the following countries, you need to register with the police when you arrive in the UK:

Afghanistan	Egypt	Libya	Tajikistan
Algeria	Georgia	Moldova	Tunisia
Argentina	Iran	Morocco	Turkey
Azerbaijan	Iraq	Oman	Turkmenistan
Bahrain	Israel	Palestine	UAE
Belarus	Jordan	Peru	Ukraine
Bolivia	Kazakhstan	Qatar	Uzbekistan
Brazil	Kyrgyzstan	Russia	Yemen
PR China	North Korea	Saudi Arabia	
Colombia	Kuwait	Sudan	
Cuba	Lebanon	Syria	

To register, you will need to go to the local Overseas Visitors Records Office with:

- £34 registration fee
- Your passport
- 2 passport photographs
- Letter of Enrolment from the College

If you change your UK address at a later point, you will need to inform the police within seven days. There is no extra charge for this. The Student Services team will help you with police registration if necessary.

2. Keeping in Touch

Making international calls

Keeping in touch with your family and friends at home is important. You should make sure that you have a method for communicating with them regularly. Today's technology has made the process very easy. Your options include using the internet, international dialling cards and mobile phones. The option that works best for you will depend in your individual circumstances and you should conduct research yourself to determine which method is the most cost effective and practical, we have outlined the following most popular communication tools for students.

Internet

Software has been developed that allows users to make the telephone calls over the internet. An example of such software is Skype. This programme allows users to make calls to landline and mobile phones, as well as other Skype users. Calls between Skype users are free of charge. Call rates from a Skype user to a landline and mobile phone vary, depending on country.

International calling cards

Cards can be purchased from a number of places including grocery stores and the Post Office. Again, rates differ based in which country you are calling and whether you are dialling a landline or mobile phone. The Post Office phone card features monthly offers (e.g. free calls on Saturdays to particular countries) see their website for further information.

Mobile Phones

A number of mobile phone operators cater for the needs of international students. These companies, including Nomi and Lebara, offer very cheap calling rates to a number of countries overseas.

3. Opening a bank account

You will need to open a bank account when you arrive in the UK. There are a number of 'high street' banks in the UK and all will provide special student accounts. To open a bank account in the UK you will need:

- Proof of identity (passport)
- Proof of address (letter or receipt from your landlord/Accommodation Office)
- Opening deposit
- Student Status Letter (this will mean you will need to wait until AFTER you have enrolled,).

List of Banks and Branches near LSBU FoundationCampus

There are 5 main "high street" banks operating in the UK and all will provide special student accounts. Below we added the addresses of the branches nearer to the University. The two HSBC branches have agreed with the university to accept LSBU letters as a proof that you are a student in the UK.

Banco Santander

0845 765 4321: 9 Southwark Street, London, SE1 1RQ

Barclays Bank plc

0845 755 5555: 260 Walworth Road, Southwark, London, SE17 1JF
29 Borough High Street, London, SE1 1LY
414 Kennington Road, London, SE11 4PZ
463-465 Brixton Road, London, SW9 8HL

HSBC Bank plc

0845 740 4404: 22 Stamford Street, Blackfriars, London, SE1 9LJ
28 Borough High Street, Southwark, London, SE1 1YB

Lloyds TSB Bank plc

0845 300 0000: 243-245 Elephant and Castle, Shopping Centre, London, SE1 6TE
69-73 Borough High Street, London, SE1 1NQ

Natwest Bank plc

0845 605 1605: 10 Southwark Street, London, SE1 1TJ
290 Walworth Road, London, SE17 2ET
91 Westminster Bridge Road, London, SE1 7HW

Please note: some banks will charge a monthly fee for your current account. You might be able to avoid that if you check on different branches and different banks.

Around Campus

Where are my nearest...?

Attractions

Imperial War Museum
Lambeth Road
020 7416 5000
www.iwm.org.uk
Established: 1936.
History: Was old Bethlem Royal Hospital.
Also: HMS Belfast, Duxford Airfield

Banks

Abbey, 9 Southwark Street, www.abbey.com
Barclays, 29 Borough High Street, www.barclays.com
HSBC, 28 Borough High Street, www.hsbc.co.uk
Lloyds, 69 Borough High Street, www.lloydstsb.com
NatWest, 10 Southwark Street, www.natwest.com

Cab office

Elephant Cars
109 Elephant Road
020 7703 0134

Library

Newington Library
155-157 Walworth Road
www.southwark.gov.uk
Books, CDs & DVDs
Internet facilities
Open 7 days a week

Local Council

Southwark Council, Town Hall, Peckham Road,
(020) 7525 5000
www.southwark.gov.uk

Chain Shops (Shopping Centre)

Boots, Iceland, Peacocks, Superdrug, Tesco, WH Smith, Woolworths

Shopping Centre

Elephant & Castle Shopping Centre
Elephant & Castle,
020 7703 5678
Chain shops: WH Smith, Tescos etc
English & Latin cafes. Indian restaurant
Remarks: Due for demolition in 2012

Transport

Elephant & Castle (Bakerloo Line Zone 1)
Elephant & Castle (Northern Line Zone 1)
Elephant & Castle Railway Station, Elephant Road
www.nationalrail.co.uk/stations/EPH.html

Markets

East Street Market
Borough Market—Borough High Street
Elephant & Castle Street Market

Restaurants

La Bodequita—Shopping Centre
Chatkhara—84 Walworth Road
Dragon Castle—100 Walworth Road
Masters Super Fish—191 Waterloo Road
Tai Top Mein—6 Elephant & Castle

Solicitors

Anthony Gold
169 Walworth Road
020 7703 1987
www.anthonygold.co.uk

Post Office

Westminster Bridge Road
125-131 Westminster Bridge Road

Teaching Buildings

Technopark Building

90 London Road, SE1 6LN

This is where FoundationCampus is based, in ground floor Rooms GD07, GD08 and GD 09. The Technopark is also home to the University International Office.

Borough Road Building

103 Borough Road, SE1 OAA

Dating back to the origins of the institution over 100 years ago, the Borough Road building contains the Tower block, M block, Extension Block and Joseph Lancaster House (J block). It is home to the Faculty of Arts and Human Sciences and the Faculty of Engineering, Science and the Built Environment. Its facilities include a refectory, the Tower Restaurant and the Edric Hall performing arts centre.

Faraday Wing

Keyworth Street, SE1 6NG

The Faraday wing provides teaching facilities and locations for the Sports Science courses.

The Keyworth Centre

Keyworth Street, SE1 6NG

As well as its facilities for conferences and small events this architectural landmark provides teaching space for the Faculty of Arts and Human Sciences and is a centre of excellence for our media courses. Magnificent views are available from the eighth floor.

London Road Building

100-116 London Road, SE1 6LN

This is the teaching and administrative home for the Faculty of Business, Computing and Information Management. It also incorporates the Abbey Conference Suite, a refectory and cafeteria (264).

Pocock House

235 Southwark Bridge Road, SE1 6NP

LLU+ is the national consultancy and professional development centre for staff concerned with literacy, numeracy, dyslexia, family learning and English for speakers as a foreign language. Both nationally and regionally the unit plays an important role in building teaching training. For more information please view the LLU+ website.

Rotary Street

Rotary Street, SE1 6LG

One of the University's oldest buildings and once a school, Rotary Street now houses the Education Department.



Caxton House

13-16 Borough Road, SE1 0AA

At the heart of the academic support services for students and staff, a team of specialist staff located here can provide help with developing skills for learning, student advice and careers.

Perry Library

250 Southwark Bridge Road, SE1 6NJ

Not only does the library hold thousands of course-specific texts but also a significant number of key journal subscriptions, past examination papers, audiovisual resources and subject databases. The building is also home to the academic support services, including the disability and dyslexia unit.

Learning Resource Centre (LRC)

105 Borough Road, SE1 0AA

The LRC on Borough Road provides free computer access to all students and staff, as well as printing, scanning and photocopying facilities. Further specialist facilities for Engineering and Language students are also available.

Nursery

12 Borough Road, SE1 0AA

The LSBU nursery accommodates 47 children between the ages of six months and five years and is available to both staff and students. For more information about the nursery, including how to apply and costs, please visit the LSBU nursery website.

Students Union

Thomas Doyle Street, SE1 6ON

The Students Union building holds all the social events and also the Students Union Sabbatical offices.



Library and Computing Facilities

After registering with FoundationCampus, you will need to register with the University to get your Student ID Card and you will need this to borrow material and to enter the Libraries. FoundationCampus students have full access to all student support services and should ensure that they collect their **Student ID Card** within the first week of term to gain their access.

The library is not just a local storehouse of books; it is also your gateway to a global network containing electronic databases of journals and catalogues covering all subject areas. The Libraries provide one-to-one help at the Enquiry Desk and also offers training in how to get the best from all these electronic sources.

Opening an IT account

To activate your IT account you can:

- Attend a library induction day where members of staff will help you
- Open the link below and follow the instructions on the screen:
<http://www.lsbu.ac.uk/ict/newuser/newuser.shtml>



Health and Safety

1. Looking after your health

Students registered in the UK for full-time courses of six months or more are eligible to receive full health care from the National Health Service (NHS) regardless of country of origin. You will have the same rights to health care as a UK resident. This means that you can register with a GP (local doctor), receive hospital treatment, treatment for pre-existing conditions and full maternity services. You have to pay for dental (teeth) services. In addition, optical (eye) services are not available on the NHS so you may have to pay for them.

Important: You may be eligible for help with the cost of prescriptions, dental and optical services on the basis of low income. For further information, please refer to the NHS website for their information on NHS costs and exemptions.

Students studying at FoundationCampus for less than six months will need to pay for all healthcare treatment. For these students we strongly recommend taking out health insurance before coming to the UK.

2. List of GPs near LSBU (and foreign languages spoken)

Princess Street Group Practice

2 Princess Street, SE1 6JP, 0207 928 0253
Languages spoken: Arabic, Chinese Cantonese

Borough Medical Centre (Dr Misra and Dr Sharma)

1-5 Newington Causeway, SE1 6ED
0207 357 0288 and 0207 357 7852
Languages spoken: Hindi, Urdu

Falmouth Road Group Practice

78 Falmouth Road, SE1 4JW, 0207 407 4101
Languages spoken: Arabic, Punjabi, Urdu,
Vietnamese

Lambeth Walk Group

5 Lambeth Walk, SE11 6SP, 0207 735 4412
Languages spoken: French, Spanish

Blackfriars Medical Practice

45 Colombo Street, SE1 8EE, 0207 928 6216
Languages spoken: Gujarati, Hindi, Punjabi, Swahili,
Urdu

Waterloo Health Centre

5 Lower Marsh, SE1 7RJ, 0207 928 4049
Languages spoken: French, Spanish

Hurley Clinic

Ebenezer House, Kennington Lane, SE11 4HJ
0207 735 7918
Languages spoken: Bengali, French, Hindi, Spanish,
Urdu

The Bermondsey & Landowne Medical Mission

6 Decima Street, SE1 4QX, 0207 403 3618
Languages spoken: Afrikaans, French, German

Old Kent Road Surgery

182-184 Old Kent Road, SE1 5TY, 0207 252 6272
Languages spoken: Yoruba

3. List of Dentists near LSBU

Dentist clinics are available everywhere. However, as a student you might be entitled to some discount. Ask the receptionist about how to apply for student exemption. You can also apply for a NHS card to help you with your dentistry costs. For information about it call *0208 966 1129*.

Portelli Dental Surgery, 0207 928 4474

108 St. Georges Road, SE1 6EU

SE1 Dental Centre 020 7928 5964

52 Kennington Road
SE1 7B

Ses & Associates ,0207 703 2524

32 New Kent Road, SE1 6TJ

4. List of Pharmacies near LSBU

Some medicines are only available on prescription, i.e., with a doctor's authorisation. However, there are a lot more medicines available over the counter. Pharmacists are there to help you too.

Boots the Chemists Ltd, 0207 620 0273

Waterloo Station, SE1 7LY

Classic Pharmacy, 0207 820 8921

55 St. Georges Road
SE1 6ER

Boots the Chemists Ltd, 0207 928 4219

98/99 Lower Marsh, SE1 7AB

Superdrug Stores Plc, 0207 703 6380

339 Elephant and Castle Shopping Centre
SE1 6ED

Boots the Chemists Ltd, 0207 703 6149

333/334 Elephant and Castle Shopping Centre
SE1 6TB

5. Staying safe

London is a large city and observing a few basic rules could help you avoid being a victim of street crime. Street robbers identify students as particularly easy targets as they often have expensive equipment such as laptops, mp3/4 players, iPods and mobile phones. Obviously, foreign students are not from the local area so are unfamiliar with their surroundings. Muggers view them as being particularly easy to intimidate. By following some simple guidelines, you can avoid becoming a victim.

- Appear confident; it is one of the best ways of staying safe when out and about on foot. It's a fact that confident people are less likely to be mugged or assaulted, so when you're walking alone try to look alert and walk tall.
- Be aware of your surroundings; plan where you're going and how you're going to get there.
- It's also worth letting other people know where you're going and when you expect to get back - if you change your plans remember to let them know.
- If you're planning any journey on foot, even just a short walk, plan your route in advance so that that you don't appear lost.
- Carry a mobile phone with you, and have useful numbers programmed into your phone for speedy access.

- Stick to busy, well-lit places. Avoid underpasses or shortcuts unless the lighting is good and you're confident they're safe.
- If you can, avoid walking alone at night, especially in unfamiliar territory.
- Wear comfortable clothes and shoes that are easy to move in. Carry your bag slung across your body with any zips or openings on the inside.
- If you think you're being followed on foot, cross a road and keep walking.
- If you still think you're being followed make for somewhere busy and well lit. Don't be afraid to ask for help.

6. Cash points

Most of us use cash-points (the hole-in-the-wall) from time-to-time. To avoid losing your money at a cash point machine, the following precautions are recommended:

- It may seem like common sense, but never write down your personal identification number (PIN), and if you are distracted at the cash point, cancel the transaction and leave - someone may have seen your PIN or be trying to create an opportunity to try to steal your money.
- Do not let anyone see you input your PIN, and if you are interrupted or distracted by anyone when using a cash machine, cancel the transaction and try to recover the card.
- Where possible, only use cash-point machines at reputable banks (Barclays, Nat West, HSBO etc.) and supermarkets (Tesco's, Sainsbury's etc.). Some fraudsters and thieves have developed very sophisticated and clever machines that look like cash-point machines but are not. Therefore, avoid, where possible portable cash-machines
- If your card is not returned by the cash machine, report it to your card issuer immediately.

7. Emergency

- Police/Fire/Ambulance EMERGENCY number - 999
- The Counselling Service 02476 795 622, provide an opportunity for you to talk with a professionally trained counsellor if you are a victim of crime.
- Victim Support - 0845 30 30 900
www.victimsupport.org.uk helps people cope with the effects of crime. There are separate advice sections for people living in England and Wales, Scotland and Northern Ireland.
- Crimestoppers - 0800 555 111
www.crimestoppers-uk.org is an independent UK-wide charity working to stop crime. You can call them anonymously.

8. Security and insurance

London is a city with a large population, and we suggest that you are careful in managing your personal security. Common sense measures, such as not walking alone at night, will help to keep you safe. In addition, we recommend you take out a comprehensive insurance plan to protect your belongings during their period of study at Foundation Campus London South Bank University. It is your responsibility to make sure that your possessions are sufficiently insured.

Sports Centre

Student Sports Clubs

The Students' Union Sports Office (previously known as the Athletics Union) is the central point of administration and information for all of the University's representative and recreational sports clubs. The clubs are run by students, for students, and clubs have qualified coaches to help you with your performance and development.

The SU Sports Office can help you find out anything about a sports team or an activity. We will be able to tell you what you need to know, or at least point you in the right direction. If you do not see your sport on this site, do not worry - just ask!

We provide the opportunity for students to represent the university in student competitions in almost every kind of sport e.g. athletics, horse riding, rowing and many more.

The SU Sports Office is also the place to leave messages for club officers, as each club has its own mailbox and drop file. For more information contact:

Jordan Clarke

Vice-President Sports & Societies
Tel: +44 (0) 207 815 7806
Email: vpsportssocs@lsbu.ac.uk

Iain Killoughery

Sports & Societies Development Coordinator
Tel: +44 (0) 207 815 8205
Email: studentsport@lsbu.ac.uk



Student Advice

1. Student Advice

Caxton House and Library Services

LSBU is committed to ensuring equality and a supportive learning environment for all students and staff.

Following this, the Centre for Learning Support and Development (CLSD) provides various services, such as:

- Skills for Learning (Tel: 020 7815 6409)
- Disability and Dyslexia (Tel: 020 7815 6405)
- Student Advice (Tel: 020 7815 6407)
- Jobshop and Careers Advice Service (Tel: 020 7815 6710/6431)

2. Visa – renewing

If you are a current student and need to extend your student visa you can obtain an application form (form FLR (O)) from: <http://www.ukba.homeoffice.gov.uk/visitingtheuk/visitors/extendingyourstay/>

The FoundationCampus General Office will be able to provide you with a letter for the Home Office or UKBA to say that you are enrolled on a course with FoundationCampus University. Please allow plenty of time to renew your visa.

Please note: the visa requirements for international students changed from April 2009 and it is very important you comply with all of the rules and guidelines.

3. Working in London

As a full-time student at FoundationCampus with a valid student visa you may be allowed to work up to a maximum of 20 hours per week during term time and longer hours (up to 40 hours per week) during holidays and vacations.

In London you will find lots of part-time work available to you and the university has a Job Shop that will help you find suitable part-time work. The University's JobShop is there to help you obtain paid employment which fits in with your academic commitments. JobShop staff can:

- Help you develop your individual skills;
- Help you track your own personal development; and
- Help you with your Curriculum Vitae (CV).

For more information about JobShop services please go to Caxton House reception, or visit www.lsbu.ac.uk/learningsupport/jobshopandcareers/ and follow the link to JobShop.

4. Disability

For the purpose of this statement, disability is defined as: "A physical or mental impairment with substantial and long term adverse effect on normal day to day activities."

The centre ethos is to provide a high-quality educational experience, designed to ensure that students excel both academically and personally. As such, we aim to ensure that all students are treated as individuals and that needs are met accordingly. Those students that are within the scope of the definition of disabled will be supported with regard to integration into both the pastoral and academic programmes.

Ten Free Things to See and Do

London is one of the most culturally diverse cities in the world. With over 240 museums, numerous art galleries, a variety of festivals throughout the year and a huge range of music venues for you to choose from, there are simply too many to mention. To get you started, here is a list of 10 free things to see and do:

Parks

London boasts many beautiful parks. Regents Park and Primrose Hill are perfect for a stroll or picnic with friends. The popular Diana Memorial Walk crosses St James' Park, Green park, Hyde Park and Kensington Gardens. Or try St. James' Park for a fantastic view of Buckingham Palace.

Changing of the Guard

The changing of the Queen's Guard takes place outside Buckingham Palace every day at 11.30am in the summer and every other day in the winter. Get there early for a good view!

Art Galleries

London is home to many outstanding art galleries, which offer free entry, including the Tate Modern, the National Portrait Gallery and the National Gallery.

Street markets

Wander around many of London's street markets, selling anything from food to flowers or vintage clothing and antiques. Popular markets include Borough, Portobello Road and Camden.

Go to the recording of a TV show

If you want to be in the audience for a TV show, you can sign up for free tickets. Visit www.bbc.co.uk/tickets or www.tvrecordings.com for details.

Speaker's Corner

Every Sunday morning speakers and listeners gather on the corner of Park Lane and Cumberland Gate in Hyde Park to set the world to right. The main topics are politics and religion but there are usually some off-the-wall ideas too.

The Young Vic shows

The Young Vic shows present a wide variety of classics, new plays, forgotten works and music theatre. Residents of Lambeth and Southwark can see a Young Vic show for free. Get involved with 2 Boroughs.
www.youngvic.org/taking-part/two-boroughs

Southbank

Take a stroll along the Southbank for a first class view of some of London's major landmarks including the London Eye, Big Ben and the fantastic skyline showing St Paul's Cathedral.

Museums

London is home to some fantastic museums including the Victoria & Albert, the Science Museum and the Natural History Museum – all free to enter.

Music

There are many places across the capital where you can regularly enjoy free music, recitals and entertainment, including the Southbank Centre, Trafalgar Square and the Royal Opera House.



1. Induction – Registration and Enrolment

Registration

On your first day please bring your passport, visa, sponsorship letter (if appropriate) and personal details. Once you have registered and enrolled with FoundationCampus, you will be able to register with the Police as per your Home Office Regulations.

You are reminded of the importance of registering as early as possible in the academic session. The Induction sessions will give you the opportunity to meet key FoundationCampus staff and other students on your course. You will learn about the University, the Centre and your programme of study, and join FoundationCampus formally. You will also receive information about the University's Library and services, Student Societies and will complete the Enrolment process whereby you join the University Centre formally.

Enrolment

Enrolment is the administrative process whereby you are admitted to FoundationCampus as a student. It is part of your induction. At your induction session we will tell you when and where your enrolment will take place.

List of documents you will need

When you attend enrolment, please bring the following:

1. Your passport
2. An official document stating your name and address, e.g. a driving licence, NHS card, a utility bill or a bank statement (showing your name and address)
3. Your marriage/civil partnership certificate if applicable (for non-UK/EU nationals whose spouse/civil partner is an EU national)
4. Two passport photos

You will also need to bring BOTH:

1. Your FoundationCampus offer letter and Certificate/Confirmation of Enrolment (CAS)
2. Your Original certificates/transcripts (for example, High School Certificate, AS-level results, IELTS Certificate, first degree certificates and other qualifications).

Please remember: FoundationCampus will only accept original documents.

2. Induction timetable September 2011

Time	Monday 26	Tuesday 27	Wednesday 28	Thursday 29	Friday 30
10:00	Arrival	09:30 Registration	09:30 Registration	09:30 Registration	09:30 Registration
10:30	Welcome Introduction Vivien Osman, Centre Head – London	10:00 Pathway Academic Modules: Tutor Taster Sessions	10:00 Pathway Academic Modules: Tutor Taster Sessions	10:00 Pathway Academic Modules: Tutor Taster Sessions	10:00 Pathway Academic Modules: Tutor Taster Sessions
11:00	English Language Assessment	11:30 Faculty Information Sessions	11:30 Faculty Information Sessions	11:30 Faculty Information Sessions	11:00 Student Enrolment Interviews
12:30	Lunch	Lunch	Lunch	Lunch	Lunch
13:30	FoC/LSBU Student Information Session: Essential Student Information VO/ GA: Contact Details Document Checklist Your Foundation Course Studying at FoC/LSBU Student Handbook	13:30 Student Documentation & Enrolment GA/FU/AS (Maths Assessment) Student Enrolment Interviews CH/DCH Confirm Modules LSBU Student Processes	13:30 Student Documentation & Enrolment GA/FU/AS Student Enrolment Interviews CH/DCH Confirm Modules LSBU Student Processes	13:30 Student Documentation & Enrolment GA/FU/AS (Maths Assessment) Student Enrolment Interviews CH/DCH Confirm Modules LSBU Student Processes	13:30 Student Documentation & Enrolment GA/RC/ JB R1 Faculty Information Sessions – RI LSBU Student Processes
15:00	LSBU Campus Tour / Student Orientation Visit: Police Station/ Banks SC	16:30 Finish	16:30 Finish	16:30 Finish	16:30 Finish
16:00	Finish				

Student Support

1. Personal Tutors

Every FoundationCampus student is allocated a Personal Tutor who is a member of the academic staff.

- The Personal Tutor may also be someone you approach for a reference at a later stage of your academic career.
- It is your responsibility to make contact and keep in touch with your supervisor during your studies at FoundationCampus.
- The Personal Tutor will act as a contact between you and the rest of the Centre should there be problems which need to be notified.

Changing Personal Tutor

If your tutor leaves, another member of staff will be appointed as your supervisor. However, if you feel that the relationship is not developing and that for whatever reason you are unable to confide in your supervisor, you should approach the Centre Head and request a change of supervisor, explaining the reasons why this is the case. FoundationCampus will not hold this request against you. If, for any reason, you feel unable to approach the Centre Head on this matter you should seek the assistance of the Deputy Head or other member of staff.

2. Student Enquiry Time

Student Enquiry Time is when you can come and speak to members of the FoundationCampus London South Bank University team in relation to a broad range of issues including but not limited to:

- Visa advice and guidance
- Accommodation advice and guidance
- Request for official documents
- Informing us of a change of address or any other changes to your personal details
- Requesting authorised absence
- Any questions/concerns you may have with regard to your programme of study

If you have a question or concern not covered above please come and see us during these times and we will be happy to provide any assistance we can

Student Enquiry Time will take place Monday – Friday between 12pm – 2pm in the General Office

3. Privacy

If you have a confidential matter to discuss please see the Deputy Centre Head.

1. Fee payment information

All students must pay their annual tuition fee before or at course start date.

We encourage you to pay your fees before you arrive to the campus. If, however, you cannot arrange this before you leave home, we will accept payment when you arrive.

2. Sponsors

If your employer or government sponsors your study, we will require a letter from them confirming the following details:

- your name and course
- the amount of fees they will be paying (for example, 100%)
- the contact name, company name, telephone number and address where the invoice should be sent

Please note: student sponsor invoices will be payable in full within 30 days of receipt of invoice. If your sponsor does not make payment, you will be personally liable to pay the full amount of tuition fees.

3. Refunds

Acceptance of a FoundationCampus offer on payment of the minimum stated deposit constitutes a binding contract between the student and FoundationCampus. Tuition fees are non-refundable except in the case of visa-refusal. Should a student be refused a visa, evidence of refusal and a written application to withdraw must be made available to FoundationCampus before any refund can be initiated. FoundationCampus will verify the authenticity of the evidence of visa refusal with the appropriate British overseas posting (Embassy/High Commission), and will charge an administration fee of £100 in the event of such a refund. Tuition fees are non-refundable after the commencement of studies. Any notice to withdraw or cancel must be made in writing, if the cancellation is received before the start of term then the forthcoming terms tuition fees will be charged. If the cancellation is made after the start of term then both the current term and the following terms tuition fees will be charged.

Any students withdrawing from a FoundationCampus programme of study will be reported to the UK Border Agency and British Embassy/High Commission in their home country as a curtailment of their programme. FoundationCampus reserves the right to withdraw a previously available programme of study at its own discretion. Where a student is unable to enrol in a similar course at FoundationCampus and the enrolment is cancelled then all fees will be refunded.

4. Financial Issues

Student Support operates in close liaison with the Students' Union Students' Advice Bureau in assisting and advising students who are in financial difficulties. Students face the responsibility of managing their own budgets and for some this presents a problem. If you encounter any problems please contact your Personal Tutor as soon as possible.

5. Council Tax

Students registered full-time at FoundationCampus are generally entitled to claim a discount or exemption from Council Tax. If you are living in non-University accommodation, at some point during the year you are likely to receive a demand for payment of Council Tax from the Local Authority.

To prove that you are a student, you should contact Student Administrative Services who will supply you with a 'Council Tax Status Certificate' which you can then send to the Local Authority. The Local Authority will then decide if you are entitled to a discount or full exemption.

The certificate will show your current term time address so please make sure you keep your contact information up to date at all times. Please also remember to request a new council tax status certificate if you move house.

To qualify for a student discount/exemption:

1. You have to be registered as a full time student
 2. You should be able to prove it (by means of the certificate explained above). It is important that you keep this certificate for the duration of one academic year of study. Replacements for lost or incorrect certificates due to moving of term time address are available from the Centre Administrator free of charge (subject to change).
 3. Your course must be full-time.
 4. Your course must last for a minimum of 24 weeks during the academic year.
 5. You have to live with other people who are also exempted from payment (usually other students).
- If a house or property is occupied entirely by full-time registered students then the entire household is exempted from Council Tax. This includes the Halls of Residence and University-owned Student Houses which are occupied entirely by students.

It also applies to private accommodation which is occupied entirely by students. Houses with one or more non-student resident will have to pay council tax (at least 75%).

Please remember that payment of the Council Tax is a matter between individuals and the local authority. Except in certain circumstances (for example by issuing student certificates) the University has no responsibility in these matters.

Term Dates

Term Dates Academic Year 2011/12

Undergraduate Foundation Programme

26 September 2011 – 08 June 2012

09 January 2012 – 17 August 2012

Master's Foundation Programme:

26 September – 16 December 2011 (1 Term)

26 September 2011 – 08 June 2012 (3 Terms)

09 January 2012 – 17 August 2012 (3 Terms)

09 January 2012 – 08 June 2012 (2 Terms)

10 April 2012 – 17 August 2012 (2 Terms)

10 April 2012 – 08 June 2012 (1 Term)

18 June 2012 – 17 August 2012 (1 Term)

English Language Preparation Programme (1,2 or 3 Terms)

26 September 2011 – 16 December 2011

09 January 2012 – 23 March 2012

10 April 2012 – 08 June 2012

18 June 2012 – 17 August 2012



Contact Details

FoundationCampus General Office

The general office is where your course is managed. This is where you will submit your coursework, receive your results and get information/documentation and help with other general enquiries.

Location

London South Bank FoundationCampus,

119 London Road, London,

SE1 6LF

Fax: *+44 (0) 20 7815 7072*

Staff

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