

Student Pre-arrival Guide

2020/21



ual:

Welcome

Hello and welcome to University of the Arts London.

This guide is designed to offer useful information if you are joining University of the Arts London (UAL) for the first time. Our students come from a wide variety of places and backgrounds and so there is a lot included here.

Read it from cover to cover, skip ahead to see the key sections, or jump right to the end to find what you need using the index page. When you arrive at UAL, you will receive another guide with further information about the University and your specific College.

Please note that some arrangements at the University may change in view of the recent coronavirus pandemic. Our guide was updated in May 2020.

We hope you will find this information helpful and we look forward to seeing you in London.

University of the Arts London



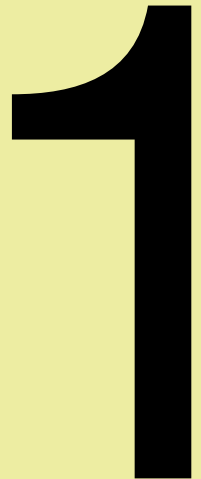
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Pre-arrival essentials





Visas

If you do not have an immigration status that permits study in the UK, you will need a Tier 4 General Student Visa.

For information on the different kinds of student visas and whether you need one, visit the UK Visas and Immigration website, gov.uk/tier-4-general-visa.

If you need a visa to study in the UK and are staying for more than 6 months, you will have to pay an immigration and health surcharge as part of your visa application. This will entitle you to healthcare from the UK National Health Service (NHS) after registering with a doctor.

[Immigration and Visas](#)

Insurance

There are many low-cost insurance policies covering travel, possessions and health.

It's a good idea to insure your belongings, especially if you have expensive electronic equipment such as laptops and phones. If you're living in UAL Halls, your belongings will be insured. Your Halls team will provide you with information about your cover before you arrive. If you're renting privately, you should get private contents insurance in case your belongings are lost or stolen.

[Insurance](#)

Booking your travel

We recommend you arrive 1 to 2 weeks before your course starts so you have time to adjust, explore London and familiarise yourself with your surroundings. This will also give you a chance to attend UAL's 'Big Welcome' events, organised for new students during the enrolment period.

[The Big Welcome](#)

We recommend you pay extra attention to the following if you're booking plane tickets:

- Each airline differs in the amount of free baggage you can travel with so make sure you check your baggage allowance before booking.
- The electronic devices and electrical items you're allowed to take on a flight depend on your country of departure. Some airlines might also have different restrictions. Check with your airline before you travel if you're not sure about what you can take as hand luggage. This also applies to things like your laptop, phone and vapes.
- Make sure you check the airport codes match the airport you want to land in to ensure that you land in the right place – London has 5 major airports: London City, London Gatwick, London Heathrow, London Luton and London Stansted.
- Visit the airport's website for information on how to get to your final destination from there. There will be a choice of buses, trains and taxis – taxis will be the most expensive option. Make sure you plan your onward journey before you arrive at the airport.
- Airport Collection Service: UAL offers a free one-off taxi service for students coming to the University for the first time from non-European countries. You'll be collected from any of the London airports and driven to either your Hall of Residence or your private accommodation. To take advantage of this free service, you must book at least 7 days before your arrival date in London. Simply fill in the online form on the UAL website with your arrival details.


[Airport taxi service](#)

Packing

Most clothing and household items such as bedding and cooking utensils can be bought cheaply when you arrive in London, so pack lightly and don't ship or mail too many personal belongings as this may work out to be more expensive than just buying what you need.

Note that UK appliances are fitted with a 3-pin plug. If you're from another country that uses lower voltage than the UK average of 230v, you may also need a transformer – they are easy to find once you arrive.

There are strict governmental controls on what you can bring into the UK. Some things you can only bring limited quantities of, for example alcohol or tobacco - check the government's website for details.

 [gov.uk](https://www.gov.uk) 'Duty free goods'

Tip: Discreetly label your luggage with your contact details. Also make a list of what you pack in case you need to make an insurance claim.

Books and materials

Some specialist courses might give you a kit list so you can buy things in advance if necessary. For most, you don't need anything beforehand and you will be given a book and course supply list during the first week of classes. Many items will be available from the University shops, located at the College sites. Your tutor can also tell you about shops that sell affordable supplies and materials.

Money


If you don't have a UK bank account already, you should bring some money with you to use during your first few weeks as it takes time to set up. You could also consider using an online bank whilst waiting for your UK bank account to be set up. To open a bank account, you'll need some or all of the following:

- Proof of your address (in your home country if you're from overseas).
- Proof of your UK address e.g. your UAL accommodation contract.
- A 'bank letter' from UAL. You can request this from your College, but only after you enrol. You will need to provide us with the name and address of your chosen bank.
- Your passport and UK immigration permission if relevant.

Tip: If you are from outside the UK and are planning to use your debit or credit card from home during your stay, tell your bank so that they do not block your card.

Student fees and funding including scholarships

The Student Advice and Funding Service provide students with information and advice about funding options available to cover tuition fees, living costs and course costs. You can also find out more about scholarships, bursaries and awards.


 [Student fees and funding](#)


Accommodation

Many new students choose to live in Halls of Residence, as this can be booked through UAL's Accommodation Services and includes utilities (gas, electricity, water and Wi-Fi) in the cost. Living in Halls also allows you to meet other students and make friends and we have a wide range of sites located near to each College. We also have 24 hour security on site.

Accommodation

If you prefer to live in private accommodation, an advisor is available to provide one on one friendly advice, free contract reads and legal advice.

 accommodation@arts.ac.uk

 UK office +44 (0)20 7514 6240
(9am – 5pm Monday – Friday)
Asia office +852 2155 4207

Private accommodation

If you choose to rent private accommodation directly from an individual or an agency, there are a few things you should keep in mind:

- Living in or near the centre of London is very expensive. Most students live a little further away as it's more affordable and you may be able to find better quality accommodation. This may mean it will take time for you to get to your College so factor in travel time when searching. The average journey time for most students commuting to University in London from halls or private accommodation by public transport or car is between 40-60 minutes.

- Unlike living in Halls, you will have to pay other bills in addition to the rent, such as water, gas, electricity and internet so make sure you factor in all these extras when budgeting.
- Rental prices vary widely with costs ranging anywhere from £150 per week to £500 plus per week. Most properties are listed with the weekly charge although you may pay your rent monthly so make sure you ask.
- Do not rent a property without viewing it in person as photographs can be deceptive.

Tip: Laundry services are available in Halls. If you're renting privately, make sure you have access to a washing machine or check where the nearest laundrette is.

Wherever you choose to live during your studies, remember:

- You should have a written contract, in English, for your accommodation. A contract is the agreement between you and your accommodation provider which you both have to sign.
- The contract will cover the amount of the rent, frequency and method of payment of the rent, the bills you are responsible for, the length of the tenancy, notice period, as well as other important points.
- You must read and understand the contract before you accept it and make an initial payment. UAL have a dedicated Private Accommodation Advisor who can check the contract and explain anything that is unclear to you.


Tip: You'll also have to pay for a TV licence if you choose to watch programmes on your television or laptop

TV Licence




Council Tax

Full time students on most courses do not have to pay 'Council Tax', a fee residents pay to the local government for waste collection, recycling and general maintenance. If you're renting privately, to avoid receiving a Council Tax bill, you can request a Council Tax Exemption Certificate after you enrol on your main course.

 [Council Tax](#)

Halls Life


Halls Life is a platform exclusively for UAL students. It's a one stop shop for everything related to student living including behind the scenes look at life in halls, vlogs and blogs by fellow students, a full events schedule, recipes, wellbeing advice, London life hacks and local insider tips.

 [Halls Life](#)

Staying safe

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

1. Keep your purse or wallet close to your body and don't carry too much cash.
2. Keep all valuables out of sight when out and about, especially when in crowded places.
3. Carry your laptop in a rucksack rather than a laptop bag so it's not easily seen.
4. Register your pocket electronics (phone, iPad, iPod) for free on [immobilise.com](https://www.immobilise.com) so if they get stolen and police have to search for them, they can check the serial number and track you as the owner.
5. Plan your route before you leave; the Transport for London website [tfl.gov.uk](https://www.tfl.gov.uk) is a good place to start.
6. Avoid walking alone at night; keep to well-lit main roads or take a taxi for longer distances; only use registered taxis or minicabs.
7. Report any incidents, suspicious activity or stolen belongings to the police; dial 101 for your nearest police service or 999 in an emergency.
8. If you have a serious injury or illness, either call 999 and ask for an ambulance or go to an Accident and Emergency (A&E) department at your nearest hospital. For non-emergencies, call 111; they will give you professional advice and make you an appointment with your doctor or nearest Walk-in Centre.
9. Students are sometimes targeted by scammers trying to access personal information or bank details.

 [Read our article](#)



Keeping in touch

There are several mobile phone plans to choose from - shop around when you are deciding on the best option for you:

- Pay Monthly: you'll need to sign a contract for a fixed length of time, usually for 12 to 24 months
- Pay as You Go: you'll just need to top up / buy credit as and when you need it
- SIM-only: similar to Pay Monthly but you'll only be committed to a rolling 30 days contract and won't get a mobile device

Calling international numbers from the UK can be expensive, especially if you use your mobile. Some alternative ways to stay in touch with people overseas include using Skype, WeChat, Facebook Messenger or WhatsApp to make calls and send messages. You can also consider including an international calling plan when you get a UK mobile. You can buy international calling cards from most local shops and many have a free phone number you can access to place a call; if your mobile phone plan charges for calling free phone numbers, use a landline or the public telephones located around London.

You can access free Wi-Fi at all UAL sites, including UAL Halls of Residence.

If you are renting privately, there is a wide selection of home broadband companies and packages to choose from.

Tip: Use price comparison websites to see offers from different companies

Post Offices are located all over London and Royal Mail is the main distributor. If you are posting a letter or package containing valuable items or it needs to get to its destination quickly, there are different services available and you should talk to someone at the Post Office about the best options for you. Some of the services won't be available for international destinations. Compare costs from other providers such as Parcel Force if you're sending a package abroad as costs may vary depending on destination, size and weight of the package.




Working while studying

Many students will need to work during their studies and may need permission for this, depending on the visa status granted. Your BRP (Biometric Residence Permit) card, or the visa stamp in your passport, will outline if you are allowed to work, and any working restrictions that you must follow. It is your responsibility to adhere to these restrictions.


National Insurance

Everyone who works in the UK needs to have a National Insurance number. National Insurance (NI) is a charge all workers automatically have deducted from their wages, to contribute to state benefits such as the NHS. You will have to pay this charge if you work even if you're here for a short time. You can apply for an NI number once you have a fixed home address. More information, including how to apply, is available online.

 [gov.uk](https://www.gov.uk) 'National Insurance number'

Income tax

You may be charged UK income tax on earnings – however, you need to be earning more than a certain amount before you need to pay any tax. More information, including tax rates, is available online.

 [gov.uk](https://www.gov.uk) 'Income Tax rates'

Applying for a job

Most people look online however UAL can also help you with your job search and application process, and there are lots of jobs you can apply for, which are only open to UAL students and graduates.


If you are a holder of a Tier 4 visa you are not permitted to be self-employed, freelance, or sell work to have an income.

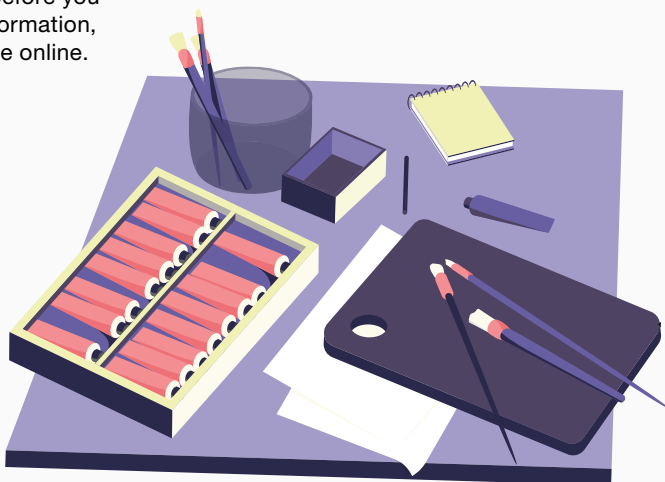
This includes paid jobs and internships on the Creative Opportunities jobs board through our in-house temping agency ArtsTemps.

Our Careers and Employability team are available to support you and provide advice on applying for jobs.

 [Creative Opportunities](#)

 [ArtsTemps](#)

 [Student Careers](#)





Settling in

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When you get here

When you arrive in London, there are a few things you should do in the first 2 weeks:

Register with a doctor

You should register with a doctor near your new home so you can get to them easily if you need medical attention. Visits to the doctor and emergency treatment are free for those registered with the NHS, however, you will be required to pay a fee for any medication, or treatment for any pre-existing conditions.

For emergencies, either call 999 and ask for an ambulance or go to the nearest Accident and Emergency (A&E) department in one of the hospitals. For non-emergencies, call 111; they will give you professional advice and make you an appointment with your doctor or nearest Walk-in Centre.

If you have a recurring health problem that requires treatments, you should bring a supply of medication and a note from your doctor at home so your doctor in London can help you as effectively as possible. If you're from outside the UK, you should also consider additional medical insurance, as there are restrictions on what treatments can be provided for existing health problems. Furthermore, UK treatments may not be the same as the treatments in other countries.

[Doctors](#)

UK visas and registering with the police

If you have a certain type of visa, you may have to register with the Overseas Visitors Records Office (OVRO). This will be indicated on your passport or visa documentation. You will need to take your passport, one passport size photograph and a £34 registration fee with you to register.

[How to register](#)

Things to know about the UK and London

British climate

Although London's climate is moderate, it's often changeable and difficult to predict. It is advisable to bring clothing for a variety of conditions including rain. The coldest months tend to be November through to February and warm clothing is needed for these months of the year.

Seasons

Winter	December – February
Spring	March – May
Summer	June – August
Autumn	September – November

Although the seasonal differences in Britain are not as extreme as in some countries, there is still a large difference between winter and summer. The seasons often overlap or don't follow the standard pattern. Expect rain, snow, wind and sunshine; sometimes all on the same day!

Daylight Saving Time

To make the most of daylight, the clocks change twice a year in the UK. They are moved forward by one hour in March, for what is known as British Summer Time, and are turned back by one hour in October.

Clocks go forward	29 March 2020
Clocks go back	25 October 2020
Clocks go forward	28 March 2021
Clocks go back	31 October 2021

Tip: If you find yourself confused about which way the clocks are moving, remember to use the helpful phrase 'spring forward, fall back'

Date and time

British dates are written in day-month-year format (1 September 2020 or 01/09/20). The time can either be written using the 12-hour clock (3.30pm), or the 24-hour clock (15.30) which is most common with industries such as transport, the police and the military.



Culture

Culturally, the UK is welcoming of all people and London is especially diverse and inclusive. Although you may find the pace of life fast in London, people are mostly friendly and willing to help if you ask. A few British customs:

- In the UK everyone is considered equal in status with the same rights
- British people like to say 'please' and 'thank you' and appreciate when others do too
- People in Britain 'queue' (or line up) when waiting for a service – it's considered rude to 'push in' ahead of people who were there before you
- It's considered bad manners and, in some areas, a punishable offence to spit or to throw rubbish (litter) in the streets
- It's expected that people will arrive on time for meetings, appointments and classes. If you're going to be late, it's polite to tell the person/people you are meeting beforehand if possible, and also to apologise for being late when you arrive

Note also that smoking in all public enclosed places, public buildings or on public transport is illegal in the UK. This also applies to e-cigarettes and vapes, so always look for a designated smoking area.

Religion

London's cultural diversity brings many different faiths together as well as many different places of worship. Many of our College sites also offer non-denominational prayer rooms.

[Chaplaincy](#)



Multi-cultural City

London is one of the most multicultural cities in the world. A third of all Londoners were born outside of the UK and over 200 languages are spoken. If you want to experience some of the cultures present, here are some neighbourhoods to visit:

Chinatown

Packed full of Chinese supermarkets, bakeries, and over 80 different Chinese restaurants. A great place to join in Lunar New Year celebrations.

Camden

Known for contemporary art, it also has lots of Latin culture to explore.

Brixton

Over 24% of the population of Brixton is of African or Caribbean descent. There are lots of Caribbean restaurants and reggae music shops, and it also hosts an annual celebration for Jamaican Independence Day.

Waltham Forest

Waltham Forest has one of the most diverse ethnic populations in the UK, predominantly Eastern Europeans and British Pakistanis. You'll also find a variety of architecture, restaurants and shops influenced by Scandinavian, Portuguese, Italian and Spanish culture.

Golders Green

Mainly a Jewish community, the area also features a mix of various cultures including Japanese, Turkish, Korean and Italian. The neighbourhood is home to countless Kosher cafes and Jewish book stores, and the former home of ballerina Anna Pavlova has been turned into a Jewish Cultural Centre.

Tooting, Southall and Aldgate

These areas thrive with Indian and Asian culture. With shops packed full of imported items from traditional clothing to spices, you can also find food from nearly every country in South Asia.

New Malden

One of the most densely populated areas of Koreans outside of South Korea, this area boasts over 20 different Korean restaurants, cafes and karaoke bars as well as Korean-language churches and nursery schools. The area also hosts the Korean Food Festival every year.

Food and Drink

The diversity of cultures and their cuisines provides something for everyone in London, whether you are looking to match dietary needs such as kosher, halal, vegan and vegetarian or just want to try something new.

Traditional British food

There are so many tasty British dishes that are enjoyed and eaten quite regularly all across the UK. Here are some examples:

- **Sunday roast:** traditionally eaten and served in pubs all over the country at Sunday lunchtime. It involves roast meat, roast potatoes, at least 2 different kinds of vegetables, gravy and Yorkshire puddings (which, confusingly, are not sweet!)
- **Fish and chips:** battered cod and chips with salt and vinegar. It's the classic English take-away food. The best fish and chips are found near the coast, so maybe take a trip to Brighton!
- **Full English breakfast:** a very English meal involving any combination of toast, sausages, fried mushrooms, eggs, baked beans and bacon. Most people don't have it every day, but might indulge at the weekend! You can try it yourself in almost any café
- **Curry:** Curry is one of the UK's most popular dishes. Chicken Tikka Masala was invented for the British!

Pubs and alcohol

In England, visiting pubs is a common way to relax, celebrate or simply meet up with friends. All pubs will have a bar serving alcoholic and non-alcoholic drinks. Many serve food as well as put on events, such as the traditional pub quiz. It's absolutely fine to go along if you don't drink alcohol.

'Off licences' are small shops which have a licence to sell alcohol for consumption off the premises.

You might see signs in shops reading "Under 25?". You don't need to be 25 to buy alcohol in the UK (the legal drinking age is 18); all it means is that if you look under 25, you will be asked for ID. ID stands for 'identification', and in this case refers to an official document with a photo of you and your date of birth on it, such as passport or driving licence.

Some pubs, bars and clubs ask for ID from everyone wishing to enter, regardless of age. If you don't have ID, you may be turned away.



Eating and drinking out


Eating and drinking out might seem like a simple thing, but if you are unfamiliar with UK customs, you may be in for a few surprises! Here are some common things to know:

- If you order water, you may be served bottled water that you'll have to pay for. Ask for tap water, which is free and safe to drink in the UK.
- Many restaurants add a service tip to the final bill (look out for 'service included' on your receipt), so there is no need to tip extra unless you want to.
- In most pubs you have to go to the bar to order your food and drinks.
- About 10 minutes before closing time, the bar staff will ring a bell and tell people to order their last drinks. The pub isn't allowed to serve drinks after closing time and you must finish your drink and leave 20 minutes after the bell has been rung. Closing times vary in different pubs.

Eating in

Although all manner of food is available within a variety of price ranges in restaurants and the UAL canteens, we recommend that you shop for, and prepare, your own meals. This is a healthier option and will better suit a student budget.

The most affordable way to prepare food is setting a budget first and creating meal plans before buying the ingredients. You'll be surprised how many different foods you can create with the same ingredients and there are lots of websites to help you plan meals on a budget.

 [Google 'Eating on a student budget'](#)



Shopping

London has thousands of shops catering to all styles and tastes. Some of London's main shopping areas are around Oxford Street, Kensington and Chelsea, Covent Garden and Angel.

- You'll also find one the UK's biggest shopping centres Westfield in Stratford (with a smaller version in White City) as well as other local shopping centres wherever you settle in London.

A typical shopping area will have:

- **'High Street' shops:** chain stores found all over London that carry the latest fashions (such as Zara, Topshop and H&M). Primark is one where you're sure to find bargains as it's much more affordable
- **Department stores:** a large place that has separate areas in which different kinds of products are sold (such as make-up, fashion, furniture and household goods). The main ones in London are Debenhams, John Lewis, Selfridges, Harrods and House of Fraser; prices ranging from affordable to high.
- **Home stores:** sell essential items you'll need for your home; from towels and blankets to frying pans and furniture. The most popular one is Argos (also sells electronics for your home) and Ikea (mainly located in the outskirts of London)

- **Electronic stores:** sell a variety of home electronics (such as laptops, gaming consoles and phones) and household appliances (such as fridges, kettles and hoovers). Main ones you'll see are Currys, Carphone Warehouse, PC World and Argos.
- **Health and beauty stores:** sell a range of products for personal care such as make- up, shampoos and medicines. Superdrug and Boots are the most affordable.
- **Stationery shops:** sell essential items you may need for your studies, ranging from pens to notebooks and books. Popular ones are WHSmith and Ryman.

Tip: If buying furniture, you may come across words like 'ready to assemble' or 'flat packed'. This means you'll have to put the furniture together yourself by following the instructions the item comes with



Supermarkets

Supermarkets are located throughout the city where you can buy groceries and other essentials. The ones located in the centre of London tend to be smaller with fewer options of food and price ranges. We recommend you visit larger supermarkets outside of central London which will give you the opportunity to check out special offers and discounted items as well as see the different ranges of price for the same item.

The main affordable supermarkets are:

Lidl

Aldi

Asda

Tesco

Sainsbury's

Morrisons

Tip: When visiting the supermarket, it is always worth checking to see the difference between famous brands and the supermarket's own brand – sometimes it's the same thing / there's no difference and will save you a lot of money.

Tip: You will notice lots of pre-packaged and pre-made food at the supermarket; it may be tempting as it's quick and easy but it's rarely a healthier or the most affordable option.

Online shopping

Most of the supermarkets have the option for you to shop and pay online and get the shopping delivered to your home for a fee. This might be good to do occasionally so you can stock up on bulky or heavy items that would be hard to carry on public transport.

International food

If you are looking to re-create particular foods from around the world, although supermarkets may have what you need, you may find more choice or authentic ingredients in these neighbourhoods:

- **South Asian:** Harrow, Southall, Wembley, Aldgate
- **Southeast Asian:** Chinatown
- **Portuguese:** Stockwell and Oval
- **Polish supermarkets:** Shepherd's Bush
- **African-Caribbean:** Lambeth and Lewisham
- **Middle Eastern:** Edgware Road
- **South America:** Elephant & Castle
- **Vietnamese:** Hackney



Markets and Fairs

London has many great markets where you can buy almost anything from food to flowers and modern art to clothing.

- Notting Hill, Portobello Road and Camden Lock; sell a variety of goods including antiques, food, clothes, music and art
- Brick Lane; known for vintage clothing but also sells antiques, arts and food
- Old Spitalfields; known for fashion but also sells antiques and food
- Borough market; London's most renowned food and drink market with a variety of British and Internationally produced items

There are also some great themed fairs you might enjoy; from the famous London Book Fair and London Art Fair, to London Car Fair and the VegFest.

Tip: Check the opening times and exact location of the market and fair you're planning to visit

Refunds and returns

If you change your mind about something you bought, you can return the item in the original condition to the store, ideally along with the receipt and they'll either:


- give back the money you paid (refund)
- allow you to exchange the item for another
- give you store credit which you can use to buy something at a later date

Every store has different rules for returning items, especially when the item has been discounted, so make sure you check before you buy.

Money saving tips

There are lots of ways to save a little extra money during your time in London.

- **TOTUM card:** you can buy a TOTUM card which will save you money from over 200 places, including fashion, electronics and food retailers, as well as entertainment and travel. It also includes an International Student Card on the back that can be used abroad. Shops don't always advertise the discount, so always ask if they take NUS card.

 totum.com

- **Local discount scheme:** as a student, you might be able to get discounts depending on the area you chose to live in. Discounts are offered by the Borough Council (which looks after the area you live in) and can be used for local sport centres/gyms, restaurants and events. Search your council's website to see what discounts they offer to residents.
- **Online discounts:** websites such as VoucherCloud and Groupon have lots of offers and are great for treating yourself to anything from a massage to a meal. Student Beans and Unidays are also great websites for student discounts.
- **Buy a reusable cup** and get discounts in many coffee shops (it's also better for the environment).



Travelling around London

London has one of the largest transport networks in the world and once you get used to it, you'll find it easy to use. With multiple ways of getting around, the best thing to do is plan your journey by using Transport for London's (TFL) 'journey planner', available on its website or as an app. Alternative apps to help you find your way around London are Citymapper and London Transport.

Zones

London Underground and Overground trains are divided into zones with most operating in zones 1 to 6, and a few operating in zones 7 to 9. The zones depend on their distance from central London (classified as zone 1).

Underground trains

The most popular method of travel is the London Underground, also known as the Tube. It's the quickest way to travel in and around London and has eleven 'lines', some of which are open 24 hours at weekends.

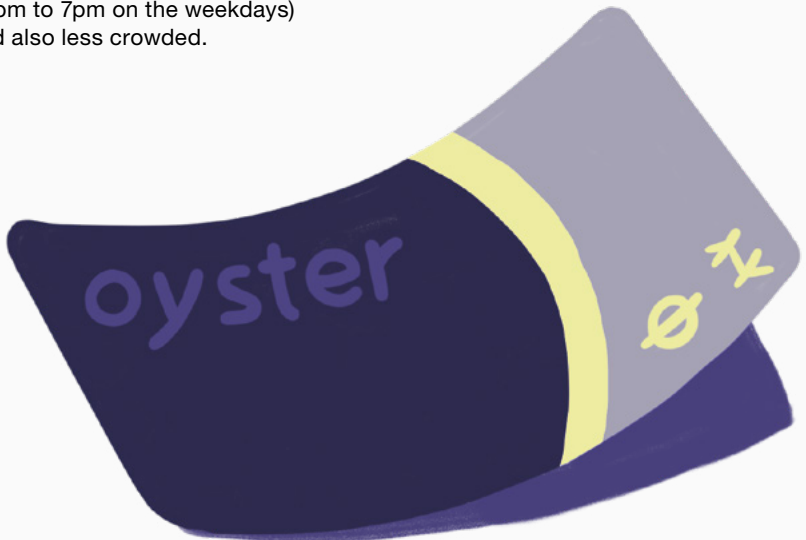
Tip: Travelling outside the busiest hours (known as 'peak time' between 6.30am to 9.30am and 4pm to 7pm on the weekdays) is cheaper and also less crowded.

Buses

Buses cover all zones of London, and you can get from one zone to another for a set fare. You can also travel on more than 1 bus for the same fare but you must complete your journey within an hour. It's a convenient way to get to know your surrounding area but you should factor in traffic on the roads when planning your journey. Some buses work 24 hours, with most stopping around midnight.

Above ground trains

The London Overground and National Rail are easy and quick ways to get from central London to more residential areas not covered by the Tube. Similarly, the Docklands Light Railway (DLR) mainly travels to East London areas.




Ways to pay


There is a range of ways to pay for your travel and the cheapest method depends on where you live and which transport you'll use most often. London buses do not accept cash payments, however you are able to make payments via a variety of contactless methods.

With a Student Oyster photocard, you will save 30% of the price of a Travelcard and Bus Pass, available to buy for daily, weekly and monthly use.

You can only apply for a Student Oyster photocard through the TFL website after you've been given a student identification number at enrolment. You'll need a digital photo of yourself, your course start and end dates, your email address and a bank card to pay the £20 fee.

 tfl.gov.uk 'Student Oyster'


You might also be able to apply for one of a range of National Railcards which offer discounts on Tube, DLR, London Overground, TfL Rail and National Rail services.

 tfl.gov.uk '16-25 Rail Card'

Tip: Register your Oyster card on the TFL website; it'll save time in case you lose your card and will also let you put credit on your card online

Walking

The best way to travel in London is walking. Start somewhere central like Oxford Circus and walk in any direction, and before you know it you will reach another Tube stop you recognise. You'll be surprised how small central London really is. If you get lost, Google Maps and other similar apps will help you find your way.

 [Walking Tube Map](#)

Cycling

Cycling is an affordable and healthy way to travel around London. If you don't have your own bicycle, you can hire one from as little as £2. Simply go to any docking station in London with your bank card and touch the screen to get started. There's no need to book - hire a bike, ride it to your destination, then simply return it to the nearest docking station.

TFL also offers free Cycle Skills lessons, advice on how to protect your bike and have some great guides for when you're ready to take to the road.


Tip: To stay safe, we recommend wearing a helmet and bright clothing when cycling

 tfl.gov.uk 'Cycling'

Cars


Cars are a comfortable way to travel but they are very expensive to maintain in London.

You'll have to pay a fee every time you drive into central London, as well as pay for fuel, parking, insurance, road tax and maintaining safety. Make sure you research what is involved in maintaining and using a car in London before making a decision.

 ukcisa.org.uk 'Driving'

Taxis

Taxis, also known as ‘cabs’ or ‘mini-cabs’, are a quick and comfortable option but are much more expensive than taking a bus or the Tube. There are some illegal or unregistered mini-cabs that can be dangerous, especially for women travelling alone, so make sure there’s a registration number or a fare counter near the driver. Visit the TFL website to learn what you should look for before getting into a vehicle and the different options available.

 tfl.gov.uk ‘Taxis and cabs’

You can hire a private driver to pick you up and take you to your destination with the tap of a button on any smartphone device.

Travelling around the UK

You might want to travel to other parts of the UK while you’re here and you can do this with:

- Coaches: often the cheapest way to travel as sometimes you can get a ticket for as little as £1 when you book in advance
- Trains: can be expensive so it’s best to book in advance using websites like Trainline to compare prices. You can get more information about train travel in the UK on the National Rail website

Tip: You can also plan and book journeys across the UK via GoEuro, a multi-mode search engine which allows easy comparison and combination of train, coach and plane travel.

Travelling abroad

There are various options for overseas travel from the UK - planes, trains, ferries and coaches. Before you plan your trip, check:

- your passport is valid and won’t expire while you are away
- if you need a visa to enter; refer to the embassy website of the country you want to visit

 [Travelling abroad](#)



Slang and Colloquialisms Dictionary:

30 common British words and phrases

UK slang and colloquialisms (informal words and phrases) can be difficult to understand, even for students from other English-speaking countries, so here are some of the more common slang words and phrases that you might hear.

Remember, UAL and London are multicultural so people will be interested to hear interesting words and phrases from other languages too.

Allow it *(vb)*

another way of saying 'forget it' or leave something alone

Alright? *(exclam)*

a common greeting similar to 'How are you?'

Banter *(n)*

a funny/joke filled conversation

Booze *(n)*

another word for alcohol

Buff/fit *(adj)*

another way of saying someone is attractive

Can't be arsed *(vb phrase)*

means someone can't get the motivation to do something. For example, "I can't be arsed to go to that lecture today."

Cheers *(exclam)*

another way of saying 'thank you'. It's also common to clink glasses and say a quick 'cheers' before having a drink at the pub

Cock up *(n/vb)*

to make a big mess of something or a mistake. For example, "I cocked up my job interview today."

Daft *(adj)*

another way of saying stupid

Dodgy *(adj)*

used to refer to something that's wrong or illegal

Dosh *(adj)*

another way of saying money

Excuse me *(phrase)*

used when addressing a stranger, when interrupting or disagreeing with someone, or to ask someone to repeat what they said

Fag *(n)*

another word for cigarette

Fancy *(phrase)*

another way of saying you are attracted to someone

Fiver *(n)*

another way of saying £5

Gutted *(phrase)*

another word for disappointed. For example, "I'm gutted that I didn't get a higher mark on that exam."

Hyped *(adj)*

very excited. For example, "I'm hyped about the new sports centre."

Innit? *(tag question)*

another way of asking 'isn't it?'

Knackered *(adj)*

another word for exhausted or tired

Lose the plot *(vb phrase)*

a way of saying someone doesn't know what is going on

Nice one *(adj phrase)*

a common phrase, used either sarcastically or sincerely. If used sarcastically, it means something similar to when someone says 'good job' to someone who has completely messed something up. When used sincerely, it's usually a form of praise

Peckish *(adj)*

another way of saying you are hungry

Peng *(adj)*

really nice or another way to say someone is attractive. For example "Your jacket is peng."

Quid *(n)*

another word for pound (£)

Shook *(adj)*

shocked or surprised. For example, "I was so shook when she followed me back!"

Skive off *(vb)*

another way of saying you're going to skip a day of work or classes. For example, "I'm going to try to skive off work and sleep instead."

Sod *(vb)*

used in different ways. For example, 'sod off' is used to tell someone to go away and 'sod it' is a way to say you're giving up on something

Taking the piss *(phrasal vb)*

to make fun of something, usually in a sarcastic way

Tenner *(n)*

another way of saying £10

Till *(n)*

a pay point or check-out, where you pay for items in shops



Student guide to exploring London

Museums and Galleries

Most of London's museums and galleries are open every day and free to enter.

Larger museums, such as the British Museum and The Royal Academy of Arts, host events called 'Lates', which take place in the evenings and sometimes include performances and art installations.

Art and design

Tate Modern

Tate Britain

Royal Academy of Arts (RA)

Saatchi Gallery

Whitechapel Gallery

Photographers' Gallery

The Design Museum

Museums

Museum of London Docklands

Imperial War Museum

Museum of London

The National Gallery

Victoria and Albert Museum (V&A)

Museum of Brands

Taking time out

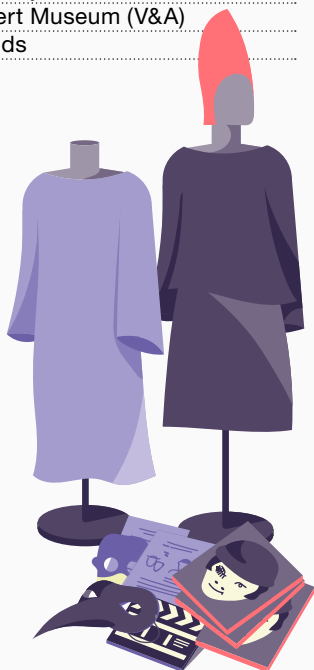
Central London is a busy place, but you can also find quieter places to relax:

- Follow Regent's Park's beautiful twisting canal walk or discover London's history via Thames walk paths
- Visit Hampstead Heath Park, Richmond Park and Primrose Hill for unique views of London
- Bird watch at the Waterside café located on a canal boat
- Read a book in the Poetry Café during the day and stay for the free performances in the evening
- Kew Gardens offers a lot of things to see and do as well as several cafes with views of the beautiful gardens

Getting active

London is a great place to stay fit and active, offering a wide variety of activities.

- **Parkrun:** a great way of finding people to run with. All you need to do is find the closest event to you on parkrun.org.uk
- **Our Parks:** offers free group exercise in parks across London. Experienced instructors lead activities ranging from Tai Chi and yoga to Brazilian dance and high-intensity full body workouts. Book your free place through ourparks.org.uk
- **Meditation:** to relax, unwind and recharge, join free meditation sessions offered by innerspace.org.uk



UAL structure

3



University of the Arts London (UAL) is a multinational, multicultural creative community of 19,000 students from more than 130 countries. It's located in one of the best cities in the world for art and design, with lots of opportunities to make the most of student life.

UAL is made up of 6 world-renowned Colleges and 3 Institutes:

[Camberwell College of Arts](#)

[Central Saint Martins](#)

[Chelsea College of Arts](#)

[London College of Communication](#)

[London College of Fashion](#)

[Wimbledon College of Arts](#)

[UAL Creative Computing Institute](#)

[UAL Social Design Institute](#)

[UAL Decolonising Arts Institute](#)

The University has its own community of followers on Facebook, Instagram, Twitter and LinkedIn, and some have specific groups related to courses or Colleges, so you can ask questions before you arrive. You can also listen to students talking about their first experiences at the University on [UAL Student Voices](#).

Facebook

[UAL](#)

[Camberwell College of Arts](#)

[Central Saint Martins](#)

[Chelsea College of Arts](#)

[London College of Communication](#)

[London College of Fashion](#)

[Wimbledon College of Arts](#)

Instagram

[UAL](#)

[Camberwell College of Arts](#)

[Central Saint Martins](#)

[Chelsea College of Arts](#)

[London College of Communication](#)

[London College of Fashion](#)

[Wimbledon College of Arts](#)

[UAL Creative Computing Institute](#)

Twitter

[UAL](#)

[Camberwell College of Arts](#) [Central Saint Martins](#)

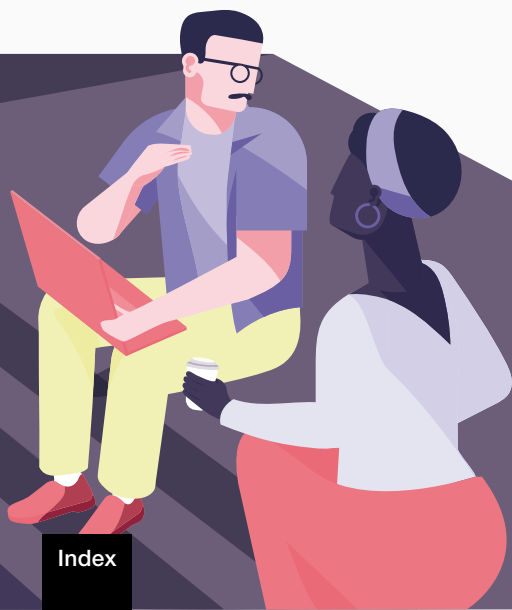
[Chelsea College of Arts](#)

[London College of Communication](#)

[London College of Fashion](#)

[Wimbledon College of Arts](#)

[UAL Creative Computing Institute](#)



Term dates

These are the general term dates for 2020/21 but specific dates may vary for some courses. Term dates depend whether you are in:

- Higher Education (HE), for example an undergraduate or postgraduate degree
- Further Education (FE), for example a foundation course

Autumn term 2020

Higher education

Monday 19 October 2020 –

Friday 18 December 2020* (9 weeks)

Further education

Monday 19 October 2020 –

End date to be confirmed

Spring term 2021

Higher education

Monday 11 January 2021 –

Friday 26 March 2021 (11 weeks)

Further education

To be confirmed

Summer term 2021

Higher education

HE Monday 12 April 2021 –

Friday 18 June 2021 (10 weeks)

Further education

To be confirmed

Public holidays

May Day Bank Holidays 8 & 25 May 2020

Summer Bank Holiday 31 August 2020

Christmas Day 25 December 2020

Boxing Day 26 December 2020

New Year's Day 1 January 2021

Easter weekend 2-5 April 2021

May Bank Holidays 3 and 31 May 2021

Term dates

Opening times

UAL is always open during term-time and closed on national holidays. Opening times vary, so please check the arrangements at your college.





Wi-Fi access

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

Library and Student Services

Library and Student Services at UAL offer a whole range of free, professional resources and services for students.

Student Advice and Funding

Student Advisers can help with guidance on funding and immigration matters.

[Student Advice Service](#)

Disability and dyslexia

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

[Disability and dyslexia](#)

Counselling Health Advice, and Chaplaincy Service

The Counselling, Health Advice and Chaplaincy Service offers support to all University of the Arts London students for personal, emotional wellbeing, health and mental health concerns as well as in spiritual, religious and faith related matters.

Diversity

We want UAL to be an inclusive and supportive environment for everyone. We are committed to promoting equality, inclusion and diversity on the grounds of age, disability, gender, gender identity, nationality, language, race, religious belief (or no belief), sexual orientation or socioeconomic class.

[Student diversity](#)

International UAL

London is one of the most internationally populated places in the world, offering huge diversity to inspire and explore. UAL reflects this through its diverse student cohorts and inclusive approaches.


UAL offers an international experience to all its students, through diversity on campus, the curriculum and mobility opportunities, work placements and virtual collaborations.

At UAL, you will find yourself working with people from all kinds of places and backgrounds, often very different from your own. This presents an extraordinary opportunity to learn from others and broaden your own perspectives, as well as to acquire skills that will be useful throughout your life.

[Counselling Health and Chaplaincy](#)

Libraries and Learning Zones

You can use all 6 College libraries; just bring your student card to start exploring and borrowing. Our libraries have group and individual study zones, access to computers, photocopying and printing. You can also borrow a laptop and get help from the library staff to find what you need. Learning Zones are also available for social and activity-based study in an informal environment. We will tell you more about the library facilities during your first term when you attend an introduction.


 [Library services](#)

English, other languages and intercultural skills

If you speak English as an additional language, UAL Language Centre offers English language tutorials, classes and resources to help you specifically with your subject area studies and to continue to build your English language proficiency. All English Language Development support is free to full time students.

Evening courses in Arabic, French, Italian, Japanese, Mandarin and Spanish are offered on a termly basis, all taught in the context of art and culture – these courses carry a fee.


Intercultural skills training is also available.

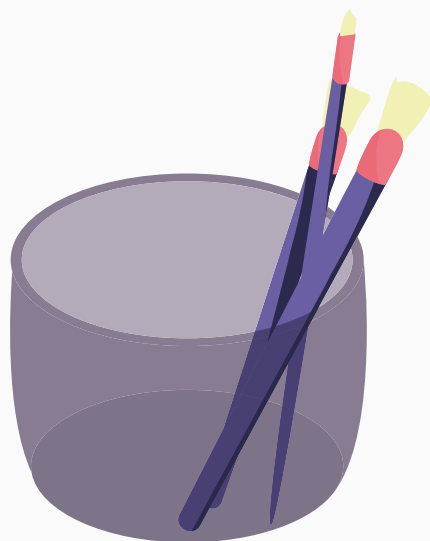
 [English language development](#)

 [Modern Languages](#)

Academic Support

Academic Support tutors help you develop and improve skills for your studies and your professional future. Academic Support tutors will be introduced to you during your induction events and you can find resources and links to individual and group sessions in your College and across UAL.

 [Academic Support online](#)





Academic culture

The language used at University may be new to you so we've put together a list of commonly used words:

Associate Lecturers

often guest lecturers who work in the industry you are learning about

Course & Unit Handbooks

really important documents that contain all the information about your course, assignments, deadlines and essential reading lists

Course Leader

they manage the course and your tutors; if you have any problems they are the person to contact

Crit

an opportunity to present and discuss your work and ideas with tutors and students

Cultural Capital

the unique mix of skills, experiences and personal history each student brings to the course

Dissertation

depending on your course, you might need to write a long essay in your final year which contributes to your degree

Self Directed Learning

sometimes students are encouraged to follow their own interests, rather than tutors directing them. This may take time to get used to if you have not experienced it before but will help you develop different skills

Plagiarism

Presenting someone else's work or ideas as your own, with or without permission and without making it clear that the work or ideas are someone else's. It's a form of academic misconduct so never copy from any source on the internet or a book without showing where it came from

Academic Support Librarian

also referred to as Course Librarian, who works with your course to make sure you have the library resources you need and can help you use the library

[Your librarian](#)

Technicians

Staff who will demonstrate and support you with technical parts of your course such as operating machinery or using special materials

Tutor

teacher (probably the teaching staff you'll see most)

Unit Assessment Brief

this explains what you need to do for your specific assignment and how it will be marked

Tutorial

one to one session with an academic member of staff, where you discuss and get advice about your work

Formative Assessment

assessment that supports your learning and will not count towards your final mark

Summative Assessment

assessment that assesses your learning and will count towards your final mark

Academic success

University life will be new to most students. The following tips may be helpful:

- Ask questions when the tutor gives you an opportunity. This shows you are interested and thinking carefully about what they are saying; there are no silly questions and the tutors are here to help you
- Talk to other students about what you are learning and how your projects are going. Talking to each other helps you come up with new ideas. Learning to work with, and listening to, different people is a very important skill to have
- Join social activities and events for students. This will help you make friends across UAL, outside of your course and College
- Use the Academic Support, English Language Development, online resources, Libraries and Student Services; they are here to help everyone do the best they can in their studies
- Experiment and try new things; challenging yourself to explore new things will help you grow as an individual. Don't be afraid to fail as you can always learn from mistakes



Degree classifications


In the UK, when you finish and pass your degree, you will also get a 'classification' showing how well you did; this is not the same in all other countries. The classifications in the UK are as follows:

- At FE level e.g. Foundation Degree, you can Pass and on some courses get a Merit or a Distinction. Distinction is the highest classification at this level.
- At undergraduate level e.g. BA or BSc, you can get a 3rd (third), a 2:2 (two two), a 2:1 (two one) or a 1st (first). A first is the highest classification at undergraduate level.
- At postgraduate level e.g. MA or PG Diploma, you can get a Pass, Merit or Distinction. Distinction is the highest classification at postgraduate level.

If you want to progress from undergraduate to postgraduate levels of study, it's best to aim for a 2:1 or 1st at undergraduate level, as this will make it easier for you to get accepted onto a postgraduate course.

Assessment

It is important you understand what criteria your work is being assessed against so you can focus on those things. You may find assessment methods different to what you have experienced before. You will find information about assessment in your course materials (online) and on the UAL website.

 [Assessment](#)

UAL online resources

Make the most of the huge collection of print and online resources you can access while studying at UAL. Here are some of the resources:

MyUAL app

MyUAL is our free student app with all the essential info you'll need in one place like your UAL email, timetable, events, jobs, news and more. Find it on the App Store or download it to your desktop for free to access all your information and systems in one place. Once you have enrolled you can log in and access the MyUAL app with your UAL account details.

Tip: Once you have downloaded the app make sure you turn on your in-app notifications so that you can receive alerts for any urgent University information.

[MyUAL app](#)

Moodle

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

[Moodle](#) or access via MyUAL app

UAL Portfolio tool

Portfolio is a UAL platform where you can present your work alongside other students from various subject areas. You can create a profile from the start of your course, and update your projects right through to 2 years after graduation.

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

[UAL Portfolio tool](#)

Library catalogue

As a UAL student you have access to all 6 College libraries; just use your ID card to borrow books and other items. You can also search the online catalogue and have books sent to the library that's easiest for you to get to, and return them to any College library. As well as books, there are many online resources such as e-books and e-journals.

[Library catalogue](#)

University Archives, Museums and Special Collections

The libraries have outstanding physical and digital collections in art, design, communication, fashion and performance.

These collections include historical archives and special collections such as zines, material samples and artists' books.

You can also access the University Archives and Special Collections Centre at LCC which specialises in material on printing, graphics and film, including the famous Stanley Kubrick Archive. Other collections in the University include the LCF Archive and the Museum and Study Collection at CSM.

[Collections and archives](#)



Advice Service

The Students' Union Advice Service offers free, confidential advice and we are completely independent from the University. We can help you with academic matters such as appeals and complaints as well as accommodation issues.

You can talk to us by booking an appointment for a time which suits you or by coming to see us on weekdays between 10am to 12pm. You can also call or email us (a good idea if you're travelling to see us).

☎ 020 7514 6270

✉ advice@su.arts.ac.uk

🔍 [Advice Service](#)

Course Representatives

Course Representatives are students who volunteer to represent their course at University meetings. They have a lot of influence over issues like curriculum design, facility access, opening hours and more, and their efforts ensure students are heard. It is a great opportunity to create change in your College. Elections for this position take place at the start of term - we'll let you know when they are happening if you would like to get involved.

Made in Arts London

Arts Students' Union runs Made in Arts London (MiAL), a uniquely student-led enterprise. Some MiAL student artists can sell pieces online, exhibit in galleries, attend training workshops and support and learn from each other. If you are not able to sell your work UAL still offers numerous and varied professional development opportunities and mentorships throughout the year to all current UAL students. Students who are on Tier 4 visas, or any other visas with a work restriction are not allowed to be self-employed, freelance, or sell work to have an income.

📍 [Made in Arts London](#)



UAL Social Programme and Arts SU

4



Meeting new people

Despite the size and population of London, it can be difficult to meet people. Being a student will make this easier through classes and group projects, as well as through student accommodation, should you choose to live there.

There are also many events and activities where you can meet people, organised by Arts SU and UAL Social Programme. Events and activities vary from quiz nights, film nights, trips to famous landmarks or the theatre and various workshops and masterclasses.

 [UAL Social](#)

 [UAL Social](#)


 [UAL Social](#)





Arts Students' Union

Students' unions are student-run organisations that are independent from the University. In the UK, all universities have an associated students' union.

Students' unions are run by democratically elected students, representing other students within the University and sometimes also beyond. Every students' union is different, but most of them, like Arts Students' Union (Arts SU), offer a range of different services to support social activities and also offer support. Arts Students' Union has sports clubs, student-run societies, course representatives, free advice, and also runs campaigns. Arts Students' Union exists to make things better for all students. By enrolling at UAL, you automatically become a member of Arts Students' Union.

 [Arts Students' Union](#)

 [Arts SU: UAL's Students' Union](#)

 [Arts Students' Union](#)

Societies and Sports Clubs

There are over 30 societies and 20 sports clubs you can join. So whether it's competing against other universities, or just turning up to have some fun, our activity groups are a great way to meet new friends from across UAL's 6 colleges. If competitive sports are not for you, you can also join the Arts Active programme.

 arts-su.com 'Sports and societies'

Arts Active

Arts SU runs a wide range of great sports and activities as well as health and nutrition talks and exciting one off events through the Arts Active programme. There are a range of activities which you can join, from yoga, to pilates as well as free gym membership.

 [Arts Active](#)

Arts Programme

The Arts Programme team within the Students' Union works to deliver a development programme for UAL students to enhance their knowledge and experience within their professional creative practice. We want to give students the tools for a sustainable career. We are here to provide opportunities to showcase students and their work, allow them to access new experiences, and help them develop professionally during their time studying at UAL.

Community Team

The Community Team works together to improve student experience on campus, through engaging students in democracy and campaigns, community-based events programmes, and providing space for students to socialise and create their own communities, alongside providing job opportunities for students. Student Voice is at the heart of the Community Team, and we're here to listen to students and empower them to improve their experience at UAL. Our commercial spaces are also overseen by the Community team so you can visit either the Darkroom Bar at LCC, Blueprint Café at LCF High Holborn or CSM Café for quality student friendly food and drink.

Student Initiative Fund

The Student Initiative Fund (SIF) is an Arts SU initiative that helps current UAL students lead innovative projects. It funds projects and events which will be for the benefit and enjoyment of the UAL community. You can apply for up to £200. This is a great opportunity to build industry and professional experience in a space that is safe to experiment in.



Alumni and Friends

The UAL Alumni Association is the world's largest creative network, with over 200,000 members across the globe. After you graduate, you will automatically become a member and will be able to access support and stay connected with the Colleges and other alumni, wherever you are in the world.

[Alumni and Friends](#)

Culture capital

You may have chosen UAL and to study in London because the creative figures you admire studied here, or because London is world-renowned as a cultural leader. These are good reasons! However, each student also brings something unique to UAL: their cultural capital.

By cultural capital, we mean life experiences, the friends and family you have, the streets where you have lived, the language or languages you speak, architecture, social spaces and cultures you're familiar with – all this combines to shape your unique identity and cultural capital. It is this unique viewpoint that students will be encouraged to bring to their work at UAL and to share with their peers.



Map of UAL sites

Key

- UAL Building
- ⊖ Tube station
- ⇨ Train station

Galleries and Museums

- 1 Tate Britain
- 2 Tate Modern
- 3 Whitechapel Gallery
- 4 V&A Museum
- 5 Saatchi Gallery
- 6 The Photographers' Gallery
- 7 National Portrait Gallery
- 8 Serpentine Galleries
- 9 National Gallery
- 10 Dulwich Picture Gallery
- 11 Hayward Gallery
- 12 Barbican Centre
- 13 Institute of Contemporary Arts
- 14 Camden Arts Centre
- 15 The Design Museum



London College of Fashion
Lime Grove

SHEPHERD'S BUSH



Shepherd's
Bush



Goldhawk Road

KENSINGTON

4

5

West



Wimbledon



Wimbledon College of Arts
Merton Hall Road

WIMBLEDON



South Wimbledon



Central St Martins
Granary Square



Archway



KING'S CROSS

KING'S CROSS



London College of Fashion
John Princes Street

15

8



SOHO

Oxford
Circus

6

9

7



Chelsea College of Arts

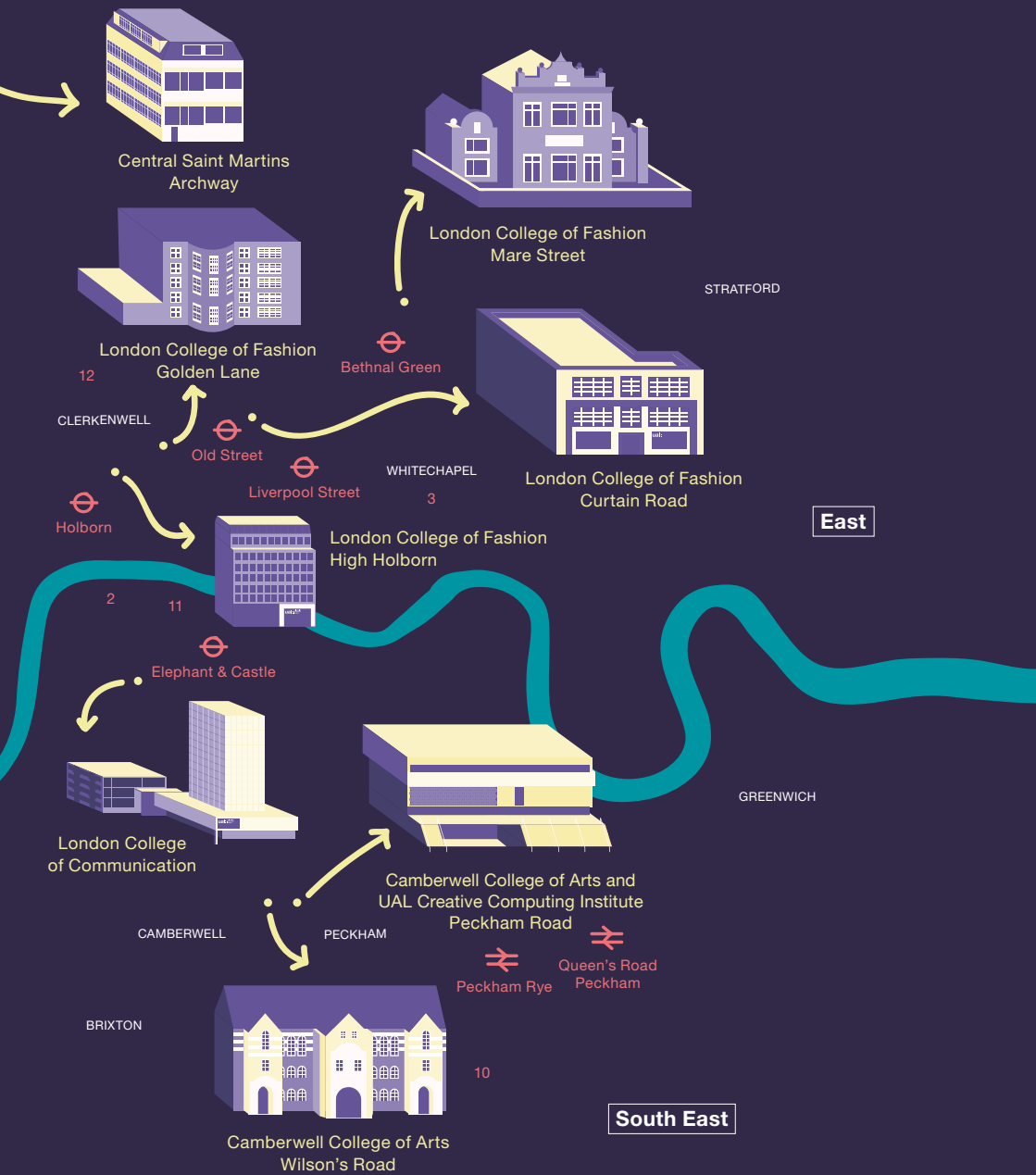


Pimlico

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We hope this guide has excited and reassured you about coming to UAL and London.

There are also a lot of events to look forward to. As part of our Big Welcome to you, you'll be invited to course inductions, College welcome events and many other social and cultural events where you'll get a chance to meet other students and find out more about the University.

Look out for more details on our website; we'll be adding essential information over the summer to help you begin your journey with us. We look forward to welcoming you.

 [The Big Welcome](#)

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