



UNIVERSITY OF GREENWICH
INFORMATION FOR NEW
STUDENTS
2019-20

A Guide to Help You Prepare for
University and Make the Most
of the Start of Term



**UNIVERSITY of
GREENWICH**

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Welcome

We hope that your time here will be enjoyable, exciting and rewarding.

This booklet is divided into two main sections: Getting ready and setting off and Getting a warm welcome and settling in. These will take you through preparing for and arriving at university, registering as a student and your first few weeks. You will also be guided through some of the essentials for university life, from buying food to finding a doctor.

The booklet provides essential information you will need as a new student and will help you to make the most of your studies at the University of Greenwich.

For an overview of everything you should receive from us before arrival, and what you should do, please visit the new students' pages <https://www.gre.ac.uk/students/new-students>.

We look forward to meeting you and wish you all the best with your studies.

Specific guidance

This is a general guide, and additional procedures may apply to your faculty or programme. If necessary, your faculty will supply further information.

Once you have your login details, you can also visit the applicant's portal at <https://portal.gre.ac.uk>



Section 1

Getting ready and setting off

What to do before you arrive at
university

Checklist 1

Things to do before you arrive

- Ensure you have formally accepted your university place.
- Pay your pre-registration deposit (international students only).
- If you require a Tier 4 (General) student visa to study with us, ensure you apply in plenty of time to arrive for the start of your programme.
- Send any information in relation to fees assessment. Do this as soon as possible, otherwise your registration will be delayed.
- If you will be under 18 at the time of registering you will need to return a parental consent form
- Apply for student support, if you have not already done so (home and EU students only).
- Check if you could be entitled to additional financial support; if in doubt, contact Student Finance at the university.
- If you are studying a nursing or education programme that requires a Disclosure and Barring Service (DBS) criminal record check certificate, ensure that you have attended a DBS drop-in session, presented your original identity documents and paid the necessary fee for the certificate. More information is available at <https://www.gre.ac.uk/student-services/registration/dbs-enhanced-disclosure-certificates>.
- If you are studying a professional programme that requires occupational health clearance (e.g. a programme in nursing, education or pharmacy), ensure that you have completed any forms sent to you and have made any necessary appointments with GPs or occupational health teams.
- If you wish to live in student accommodation/a hall of residence, apply at <https://www.gre.ac.uk/study/apply/application> (Note: once you are a registered student, you need to access the accommodation forms and information via the student portal.)
- If you are sent an offer to live in halls, sign the agreement and pay the £400 deposit by the stated deadline in order to secure your room.
- If you have an additional support need and/or a disability, please contact wellbeing@gre.ac.uk or **0208 331 7875** to discuss your support requirements especially if you have mobility difficulties.
- Check you have received your username and password (by email) and log into the applicant's portal. If you have not received these, contact the Recruitment Team on **020 8331 9000**.
- Complete online registration (You will be sent further information; more details can also be found in this section).
- Check the start date for your programme, where to go on your arrival, how to get here, and your programme timetable.
- Check with your doctor before leaving home that you have been vaccinated against mumps and meningitis C.
- Check out our arrival tips for international students if this is your first time in the UK, <https://www.gre.ac.uk/visa/when-you-arrive/arrival-tips>
- Use the checklist at <https://www.gre.ac.uk/student-services/registration/new/online-registration-guidance> to complete all the necessary steps before you arrive at university.
- **Read the rest of this booklet**

Applicant's portal

When you have met the conditions of your offer you will be sent your initial log in details for the University of Greenwich portal. With these details you will be able to request a place in our student accommodation and get some useful information prior to arrival. You will be advised to change your password to something more memorable and secure and to keep these safe as these will be your university IT log in details and will need to use them to formally register with the University.

If you have completed your application and sent all the necessary information to the university in good time, the university aims to send these details out to you by email in mid-August (after the A-levels are released), if you are a September starter. These details are sent out regularly to those who are making clearing applications or experiencing delays sending in the relevant information to complete their application.

If you are not starting in September, your ID and Password details will be sent in advance of you starting your programme, usually a week or two beforehand. So keep an eye out for these important details; you might need to check spam folders if you have not included the university in a safe sender list.

Online Registration

As a new student, you must register with the university to access its buildings and facilities. Registration is in two parts: Online Registration and Face to Face ID Registration Checks.

For a step-by-step online guide to registration, please visit gre.ac.uk/reg.

You may undertake Online registration from any web enabled computer.

Details on completing it will be emailed to you and you will need to use the ID and Password details that have been sent to you (and hopefully updated).

You can complete Online registration once the system is open and you have received an email invitation.

During this process, you must confirm or amend the details on your university record (these will include your name, address, date of birth, qualifications and chosen programme).

To see when you can start registration and to ensure you are registered by our deadline, please visit gre.ac.uk/reg.

On the summary sheet of Online registration you will find further details on how to complete Face to Face checks, including which documents you must bring with you. Face to Face checks are completed on campus.

Online registration - Fee payment

Online Registration: - you will be given a summary of the tuition fees payable. In order to complete your registration, you will need to select from one of the three options:

- Tuition fee loan – Student Finance England or other
- Sponsorship – send your sponsorship letter to **studentfinance@gre.ac.uk**
- Self-funding – you can pay online or by bank transfer

In order to complete part one of your registration, all or part of your fees must be paid or we must receive evidence of your sponsorship. For full information visit **gre.ac.uk/finance**.

Postgraduate loan – students in receipt of a postgraduate loan will be required to pay an upfront fee contribution of at least 15%. You will not be able to complete your registration without paying the upfront fee.

Student Finance

The Student Finance team are here to help you. We offer a daily counter service, drop-ins and one-to-one appointments. We can also be contacted by telephone or email. We also provide information through our student finance webpages: **gre.ac.uk/finance**.

Tuition Fees

The amount of tuition fee you have to pay and how / when you pay will depend upon where you are from, what course you are studying and your year of entry.

How much are my tuition fees?

Our tuition fees can be found here: **gre.ac.uk/finance**

How do I pay my fees?

Tuition fees are payable upon registration, there are several options available to you:

- Tuition fee loan
- Sponsorship
- Self-funding

To find out how, when deposits are due, deadlines, installments options and discounts visit **gre.ac.uk/finance**

Tuition Fee Loan

If you are a home or EU student, you may be eligible for a tuition fee loan to pay your fees and maintenance loans and grants towards your living expenses. Once your application has been processed, you will be informed whether or not a tuition fee loan has been granted (the university will be notified at the same time). Once you have completed both parts of your registration, we will notify Student Finance England of your registration and your maintenance loans/grants will be paid into your nominated account.

If you have not received your student finance notification letter, don't worry. You may still be able to register. Further instructions on what you are expected to do next will be given during your online registration.

For more information on eligibility and how to apply visit: **www.gov.uk/student-finance**

Funding your studies

Bursaries and Scholarships

We aim to attract the brightest and best students to Greenwich which is why we have a wide range of bursaries and scholarships (too many to list here) on offer. The funding is non-repayable and to check the eligibility criteria please see each one individually for further information: gre.ac.uk/finance

Advice and Support

Money Management

Managing your money at university is not always easy. In addition to the bursaries and scholarships available, if you find yourself in unexpected financial difficulties you may be able to apply to the universities hardship fund: gre.ac.uk/finance

We also offer a range of online resources to help you plan, budget and manage your finances: gre.ac.uk/finance/money-advice

Advice and Guidance

We are here to help you plan, budget and manage your finances. To find out more about student support, bursaries and scholarships, vocational funding or you would like some advice and support visit: gre.ac.uk/finance/money-advice



PARTNER COLLEGE STUDENTS

Partner college students will be sent an additional information leaflet.

If you are studying at one of our partner colleges on a programme awarded by the University of Greenwich, your college will send you details about your first week of term and the start of your programme. If you have not received this information by the beginning of September (or December for January starters), please contact your college.

Contact information on page 31 for details.

Once teaching has started, arrangements will be made to register you as a student of the University of Greenwich. Your college will give you details of this procedure, which will take place at your college. Please see information on registration in this booklet and ensure that you have all the information you need to complete the process successfully.

Accommodation

If you are a September starter and have applied for a place in a hall of residence before 30th June and have met the conditions of the accommodation guarantee you will be sent an email on Friday 16th August 2019 advising you that a formal offer of university accommodation will be sent via email to you on Monday 19th August. The email will explain some of the steps you can take to ensure you are prepared to select your room starting from 19th August.

On the following Monday you will be sent a formal offer of a room via email. If you have not received an offer by 3pm that day, please contact the Accommodation Service at your campus of study via email. Please ensure you check your junk and spam email folders before doing so in case the offer has gone there.

If you are a September starter and have not met the deadlines contained in the accommodation guarantee, but have met all other conditions, a similar process to the

one outlined above will be followed at a later date. In most cases, offers to non-guaranteed students will be sent the week of **19th August** to students requesting rooms in Avery Hill and Medway and starting the week of **27th August** for students requesting rooms at the Greenwich Campus residences.

Room offers for those who do not meet the accommodation guarantee will be made in order of the date that applications are received. In the unlikely event that the halls are full and no rooms are available, you will be advised of how to put your name on a Waiting List and of other accommodation options.

If you are going through Clearing, you will be able to apply for accommodation as soon as you have firmly accepted your offer of study and this has been logged by the University.

If you are made an offer of a room in a hall of residence you must self-select a room, sign your on-line Accommodation Licence Agreement, and pay a deposit of £400 by the deadline date stated in the offer email.

Information about how to complete these steps will be provided in the offer email. Places in halls of residence are in high demand; if you have not successfully completed your application, signed your licence agreement and paid your deposit on time you may find that we cannot accommodate you. It is therefore very important that you check your emails on a daily basis to ensure that you do not miss your offer when it is sent to you. If you have any questions, please contact Accommodation Service. See Page 30 for contact details. Further information is also available on our website at gre.ac.uk/accommodation.

There are a limited number of places available in halls of residence for students starting their programmes in January. If you are a January starter you can apply and book your room (depending on availability) from mid-October

Moving in arrangements (September starters only)

Students with places in halls of residence are advised to move in between 10am and 5pm on Saturday 14th or Sunday 15th September 2019, although students are normally allowed to arrive any time within the first seven days of the contract period. Further information about moving in will be sent to all students who have confirmed places in halls.

It is sometimes possible for students with special circumstances to move in early, during the week of 9th September. However, we cannot guarantee that a room will be available for early arrival as places are very limited.

If you need to move in before the standard arrival weekend of 14 and 15th September, you must make a written request to Accommodation Services. You must ensure that you receive written confirmation from the university that a room will

be available before making travel plans or other arrangements. If your request is granted, you will be required to confirm your new arrival date by signing a new licence and agreeing to pay the additional fees.

Additionally, if the university is able to grant your request, it is likely to affect which room you are given, as only a limited number of rooms are available for early arrivals. There will be a charge for the extra nights.

Places to stay

Should a family member or friend accompany you and wish to stay overnight in Greenwich or Avery Hill, you can find a list of hotels on the Greenwich Council website, <https://www.royalgreenwich.gov.uk>. Alternatively, you can telephone Greenwich Tourist Information Centre on: **+44 (0)870 608 2000**

For guidance on where to stay in Medway, please visit the Medway Council website, www.medway.gov.uk, or telephone Medway Visitor Information Centre on: **+44 (0)1634 843666**

Your start of term

It is important that you attend all timetabled sessions from your start date onwards. Start dates will be available on the Portal at <https://portal.gre.ac.uk/web/student/home> and the applicant's portal by early August. You can find more information about your faculty, programme and First Week activities on your faculty pages on the applicant's portal. You may be given before you arrive. If you have any queries, please contact your faculty

International Students

Travelling to the university

You should plan your journey to the University before you leave home. London is a big place and transport to/from the airport can be confusing. Take time to prepare your journey at home, and you will be grateful when you step off the plane!

Avery Hill Campus and Medway Campus are further from Central London than Greenwich Campus; please ensure you know which

campus you will be based at and plan your journey to the correct campus. If you don't know where you will be studying, please email the International Office at international@gre.ac.uk.

For information on travelling to the university from within the UK, please visit <https://www.gre.ac.uk/travel>.

Preparing for departure

If you are an international student, please visit [gre.ac.uk/visa/when-you-arrive](https://www.gre.ac.uk/visa/when-you-arrive) for more information on the things you need to consider when you arrive in the UK.

TERM DATES

The start and end of each term may vary depending on your programme. For a detailed timetable, including public holidays, or for a provisional timetable for the following academic year, visit [gre.ac.uk/students/term-dates](https://www.gre.ac.uk/students/term-dates).

Immigration and passport control

When you first arrive in the UK, please make sure that you have the following with you in your hand luggage:

- Your passport with student visa for the University of Greenwich
- Your CAS
- Your offer letter
- Details of your accommodation, such as a tenancy agreement or confirmation of your place in our halls of residence.
- Recent bank statements
- If you are under 18 years old, a letter from your parent(s) or legal guardian(s) giving you permission to study in the UK

You are unlikely to have any difficulties at immigration if you have the correct documents.

However, if you do, contact the university on **020 8331 8136**.

Public transport from the airport

Travelling from the airport to the campus is easy. The university does not offer an airport pick up service so you need to plan your journey in advance. Public transport is the cheapest option; visit tfl.gov.uk for more details.

If you decide to take a taxi, please ensure this is fully licensed and agree the cost in advance. Details of other ways of getting to your campus by public transport can be found at gre.ac.uk/travel.

For further information, please email the International Office at international@gre.ac.uk

ACTION!

If you need a Tier 4 (General) student visa, check you have accepted your university place, fulfilled any academic conditions and paid the pre-registration deposit (if required). You should then email casrequests@gre.ac.uk for your Confirmation of Acceptance for Studies if you have not received this yet.





UNIVERSITY of
GREENWICH

Free Bus Service

Section 2

Getting a warm welcome and settling in

University life in your first few weeks

Checklist 2

Things to do in your first few weeks

- Complete registration (see page 6), and ensure that you have your Greenwich Gateway Card.
- Meet your personal tutor and programme leader and attend all your personal tutor meetings.
- Attend your First Week activities, which will give you the opportunity to get to know your fellow students and tutors.
- Familiarise yourself with your timetable and the location of the teaching rooms and computing, printing and photocopying facilities.
- Spend time in the library and find out where the books and journals for your programme are shelved.
- Log in to the university's computer system and student portal.
- Ensure that you know when your first assignments are due and how and where to submit them. Contact Student Finance & Financial Support on **020 8331 8272** if you have not received your student loan or if you are not sure if you are entitled to additional financial support (home students only).
- Register with the Student Wellbeing Service if you need special exam arrangements and/or have a disability, mental health condition, specific learning difficulty, long term health condition, visual impairment or hearing impairment. Contact **0208 331 7875** or **wellbeing@gre.ac.uk**
- Register with the student health service or a local doctor, and with a dentist.
- Find out the location of the Students' Union and have a look at its website: **www.greenwichsu.co.uk**
- Attend the Welcome Fair so you can sign up for societies or sports activities.
- Once you have completed your registration (both Online Registration and ID Checks), apply for an Oyster card from Transport for London at **https://oyster.tfl.gov.uk**.
- Find out about our range of study skills workshops and learning support on the student portal.
- Find out where to get help and advice on your finances or other support.
- Open a student bank account if you do not already have one.
- Register with the police if your Tier 4 visa or visa letter states 'Pol Reg' or 'report to police' etc. Ask in the Student Centre if you are not sure.
- Familiarise yourself with the university's equality and diversity policy.
- If you would like more information or help with any of the above, please talk to your personal tutor.
- Alternatively, speak to someone in the Students' Union or Student Centre. To find the location of these, please see the campus maps on pages 32–35.

ACTION!

Don't forget the basics: find out where to eat, buy food and get money. For a guide to this, please see 'Finding the essentials' on page 21.

ID Checks

You must complete the first part of registration before embarking on Face to Face Registration. For more information on Online Registration, see page 6.

ACTION!

Complete Online Registration and Face to Face checks.

Unless you study at one of our partner colleges or as a distance learner, ID Checks must be completed on campus. You can do this before the start of term as long as you have completed online registration, as per the opening times stated on the website at gre.ac.uk/reg.

Students moving into halls of residence at Avery Hill and Greenwich on Saturday 14th and Sunday 15th September are expected to register on the same day, with registration being open from 11:00–15:00.

Students moving into halls of residence at Medway are expected to register on Sunday 15th September, from 11:00–15:00. If you did not register early, your faculty will tell you when to do so. To complete your registration you will need to bring the following documents with you:

Proof of identity and nationality

Please provide the following:

- If born in the UK: a current passport or your birth certificate (original or certified copy) or current passport/driving licence.
- If born outside the UK: your current passport or EU identity card.
- If you cannot find your birth certificate or passport, get a certified copy as soon as possible.
- If you are not a national of the UK or the EEA, you will need to provide evidence of your right to live and study in the UK (usually a visa).

- If you have made a new visa application from within the UK, and this is still pending with UKVI, you will need to provide us with evidence of this.
- If you are studying a programme that requires a Disclosure and Barring Service (DBS) criminal record check certificate, please bring your certificate with you. If you have not completed the DBS application process prior to registration; this may delay your funding and bursary. Please go to gre.ac.uk/students/dbs for our DBS drop-in dates.

Special arrangements can be made for students with disabilities to complete ID checks. For more information, please contact the Student Centre on the campus where your programme is based. See contact information on page 30.

On completion of Face to Face registration you will be given your Greenwich Gateway Card, which will give you access to university facilities. For more information, please visit <https://www.gre.ac.uk/student-services/registration/your-greenwich-gateway-card>.

You must have your Greenwich Gateway Card with you each time you come on to campus as you cannot enter buildings without it and there may be occasions when you will be asked to prove that you are a fully registered student. If you lose the card, you are expected to pay for a replacement.

Late arrivals

If you are a late arrival, you will need to contact your faculty to request exceptional registration, which must be agreed by the faculty and Student & Academic Services. You will be notified by email if your request has been accepted by the faculty. If you arrive later than two weeks after the start date of your programme, you may not be permitted to register for this academic year. International students arriving late may experience problems at border control and should email international@gre.ac.uk for advice before travelling.

Academic and social activities

Meeting your programme leader, personal tutor and fellow students. Ensure that you have contact information for your personal tutor and programme leader, if this is a different person.

- Introductions to your programme of study and your faculty.
- The distribution of programme handbooks and timetables.
- Students' Union activities on and around campus, including the Welcome Fair (for more on the Students' Union, see page 24).
- Advice on using the libraries and computing facilities.
- Guidance on where to go for help and advice.
- Information about finance, accommodation and finding jobs.
- An opportunity to review your academic skills using the Skills 4 Study Campus e-learning software, available through the applicant's portal.
- Tips on making the most of your time at Greenwich.

Finding a doctor

You should register with a doctor as soon as possible after completing your university registration. This is particularly important for students new to the country.

For a short list of medical centres, see page 30. Students at Avery Hill Campus may alternatively register with the on-campus medical practice.

Important: it is free to register with a doctor and to make an appointment.

Please be aware that you will not be able to make an appointment or receive health care if you have not registered.

If you do not live in an area covered by one of the suggested medical practices, visit the NHS website at www.nhs.uk. Alternatively, telephone **111** with the postcode of your residence, and you will be given details of three medical centres local to you.

Your Greenwich Gateway Card

You will be provided with your Greenwich Gateway Card at the point of completing Face to Face checks. It functions as a form of identification on campus; you will be required to carry it at all times and must present it on request. It is also your key card for access to our building on Stockwell Street and to other buildings on the Greenwich, Avery Hill and Medway Campuses.

If you are studying by distance learning, you will be sent your card within 5–8 working days of completing registration, assuming that you have uploaded your photo to your student record. The card will be sent to your UK address.

If you are studying at one of the University's partner colleges your card will be sent to your College.

For more information, visit <https://www.gre.ac.uk/student-services/registration/your-greenwich-gateway-card>.

Your Greenwich Gateway card is not an NUS Extra/TOTUM card. You can buy an NUS Extra/TOTUM card from the National Union of Students (NUS) which will entitle you to hundreds of discounts on products and services from international brands and local retailers.

For more information, or to buy your card online, please visit www.nus.org.uk/nus-extra. You can also buy your card at Welcome Fairs, or from the Students' Union in the new Dreadnought Student Hub, Greenwich Campus or the Student Hub, Medway Campus. You also have the option to upgrade your card to the International Student Identity Card, which will provide you with additional discounts in more than 130 countries.

For more information on the Students' Union, please see page 24. For more information on the NUS, please visit www.nus.org.uk.

IT and library services are available across the university

We have three campus libraries:

- Stockwell Street Library in Greenwich
- Avery Hill Library on the Mansion Site, Avery Hill
- The Drill Hall Library in Medway

You will find a wealth of resources and support at all of our libraries and online, to help you get the most out of your time at university.

Library services

You can ask at any library about:

- Opening hours and service points
- Finding materials and borrowing rights
- Accessing online resources
- Placing and collecting reservations
- Information and study skills

New starters can have a 20-minute induction to find out about our library facilities and resources. Further information about our library services is available on our Library Guides: <https://libguides.gre.ac.uk>

Academic support

Our team of expert librarians and academic skills tutors can support you with your studies, especially when you are writing an assignment or at exam time. Enhance your information skills and academic skills by attending a workshop or get personalised help in a 1-2-1 tutorial. Book a session via your Moodle account, the Academic Skills Hub, or our Library Guides.

IT services

Our services include IT labs and open access computing areas with general and specialist software, online print credit, printing and scanning, and the eduroam wireless network.

How to get help

The IT Service Desk is available via email or telephone to all students needing IT help. Face to face help is also available in our libraries - ask any member of the team. Email itservicedesk@gre.ac.uk or phone **020 8331 7555**.

Our web pages contain information about all of our services and policies, and links to online guidance and tutorials, including videos: <https://www.gre.ac.uk/it-and-library/>

You can check the status of our IT services and systems at <https://servicestatus.gre.ac.uk/>

Your username and password

You receive your university username and password once you have accepted your offer. This account stays with you for the duration of your course at the university and expires 90 days after you have completed your studies. As part of our IT security policy, you are required to reset your password every 120 days

Sign up with our password reset tool as soon as you get your account <https://www.gre.ac.uk/it-and-library/password>

The Portal

Use your university account to log in to the Portal and access Moodle (our online learning environment which includes Panopto lecture capture), view courses and grades through Banner, access your library account, view your timetable, check your email, read university news and announcements, and find out about the range of services available to students: <https://portal.gre.ac.uk>

Lecture Capture

Most lectures are automatically recorded, and available within Moodle.

The recordings will be available to you throughout the year, giving you the opportunity to review and better understand difficult topics, improve your own notes, and to provide an invaluable tool in your revision prior to exams.

Our mobile app

You can use our app to view your timetable, access Moodle, check your courses and grades, find out about open access PC availability and get university information such as campus maps, news and bus timetables. <https://www.gre.ac.uk/it-and-library/mobile>

Tips for making the most of your first few weeks

- Participate fully in your First Week activities. This will help you get to know staff and other students, and to settle in as quickly as possible. Ask questions wherever you go.
- Attend all your personal tutor meetings, and ensure you have your tutor's contact details. Your personal tutor will be key to your success at university, providing academic and personal support and guidance.
- Make sure you know how many courses you need to take and what the assignments are.
- Find out how to hand in course work and hand it in on time – university deadlines are final. Pay attention to the feedback that you receive as it will help you to improve.
- Keep referring to your handbooks and information on the portal – they contain important advice.
- Take notes in classes, and reflect afterwards on what was said.
- Actively participate in seminars, tutorials and workshops. These will enhance your understanding and help you to get to know other students.
- Find out the bibliographical referencing system you need to use. Put in the effort to get to know it now – you will be glad you did later.
- Use reading lists and add to them. Find a recommended book and look at other books shelved close to it as they may also be relevant to your programme.
- Check your university emails daily. Most correspondence from Student & Academic Services and other areas of the university will be sent to your university email account, including those notifying you that you are entitled to a bursary or scholarship. If you are a partner or associate college student, you may find it helpful to set up a divert of your emails into one account.

- Find out where to go for the university's support services.
- Find out about workshops, including study skills workshops, and ask for help if you need it.
- Regularly check the Students' Union website, www.greenwichsu.co.uk, for upcoming social activities. If you are based at the Medway Campus, www.gkunions.co.uk is the website for Greenwich and Kent Students' Unions Together.
- Attend the Welcome Fair. Find out more about Sports Clubs and Societies that interest you. If in doubt, sign up - you can always change your mind later.
- These tips will help you to become an independent learner and make your time at university more enjoyable. If you need further information, talk to your personal tutor or to someone in your Student Centre or the Students' Union.

Finding the essentials

Where to eat

Avery Hill

The Dome, Southwood Site, The Village Shop, Southwood Site Greengages, Mansion Site, The Pantry, Mansion Site Starbucks Café, Mansion Site

Greenwich

University Café, Queen Mary Court Lower Deck, Dreadnought Building Change Coffee, Dreadnought Building Café, Stockwell Street

Medway

Pilkington Café, Pilkington Building
Pembroke Café, Pembroke Building, The Student Hub, The Archibald Hay Mess, Drill Hall Library

Where to buy food

Avery Hill

On campus

Student Village Shop, Southwood Site

Off campus

Sainsbury's, 1a Philipot Path, Eltham Iceland, 132–134 Eltham High Street
Costcutter, 15 Lingfield Crescent, Falconwood, The Co-op, 188a Halfway Street, Sidcup

Greenwich

Off campus

Iceland, 210–218 Trafalgar Road Tesco Express, 142–146 Trafalgar Road,

Sainsbury's, 231–235 Greenwich High Road

Medway

Off campus

The Co-op, Maritime Way, Chatham
Tesco Express, Pier Road, Gillingham

Where to get money

ATMs (cash dispensers) are located as follows:

Avery Hill

On campus

By the Dome

Off campus

Eltham High Street; Court Yard, Blackfen Road

Greenwich

On campus

Off campus

Creek Road; Greenwich Church Street; Greenwich High Road

Medway

On campus

North Street, Pilkington Building

Off campus

Dockside Outlet Centre

Student Wellbeing Service

Student Wellbeing provides holistic support to students in a number of areas including counselling, disability & dyslexia, and mental health support.

If, for example, you have a disability and you have not declared it on your UCAS application, please inform the university immediately – we cannot provide assistance if we are unaware of your requirements.

If you have a disability, such as a long term medical condition, mental health difficulty or specific learning difficulty, e.g. dyslexia, you may be eligible for Disabled Students' Allowances.

If you have a disability that affects your mobility, you should notify Student Wellbeing Service so arrangements can be made. Telephone 020 8331 7875 or email wellbeing@gre.ac.uk.

Counselling Team

We offer short-term counselling, and this is often solution focused with the aim of enabling you to activate your own inner resources. To book an initial assessment, you can make an appointment through our Student Wellbeing Service. Tel: **+44 (0)20 8331 9444**
Web: gre.ac.uk/study/support/counselling

Disability & Dyslexia Team

You can make an appointment through our Student Wellbeing Service or by email: wellbeing@gre.ac.uk

Mental Health Advice Team

We all have physical health and we all have mental health. Life is complex and we often need to access our natural resilience and resourcefulness. Even so, sometimes we can all experience challenges to our mental wellbeing. Appointments can be made through our Student Wellbeing Service to speak to a member of the Mental Health team. Tel: **+44 (0)20 8331 7875** or by email: wellbeing@gre.ac.uk

Employability & Careers Service

Our employability team offers one-to-one careers advice, interview tips and practice, CV and cover letter guidance and support in finding and applying for placement and internship opportunities. They will help you build a portfolio of the skills and experience employers are

looking for, to enable you to leave Greenwich with the knowledge you need to land your first graduate role.

Work experience and paid work

Many of our courses offer you the chance to take an internship or work placement as part of your studies.

As well as invaluable experience, you could end up with a graduate job offer. There are also part-time roles at the university that you can apply for through our the Student JobShop scheme. Students who develop their employability skills through internships and work experience whilst at university are better equipped to provide evidence of their transferable skills when they apply for graduate roles.

Careers Fairs

Throughout the year, we run a number of different careers fairs and employer-focused events to showcase some of the companies that want to employ Greenwich students and graduates. Attending a careers fair will provide you with the opportunity to learn more about the different companies, the roles

they offer and a fantastic chance to network with employers from a diverse range of organisations.

More information at www.gre.ac.uk/employability or call us at 020 8331 8810.

Travel

The university encourages the use of sustainable travel, i.e. public transport, car sharing, cycling and walking. For individual campus information, please visit gre.ac.uk/travel.

The university bus service is open to all students. You must purchase a ticket in advance to use the Medway service. Other services are free but ID may be required. Departure points are indicated on the campus maps on pages 32–35. For timetables, pricing and where to buy tickets, please visit gre.ac.uk/travel/bus.

Medway-based students who use Arriva public bus services in Medway, Kent and East Sussex could also benefit from a massive discount with the Arriva Student Saver bus ticket, please visit gre.ac.uk/about/travel/medway.



Parking

If you need to drive, parking is available on or near all of our campuses. Please note that different arrangements apply at each campus.

Avery Hill Campus

The car parks at Avery Hill Campus are pay and display. You must purchase a ticket from a machine and display it. If you live in one of the halls of residence on campus, you can obtain a student resident parking permit. For details, please visit gre.ac.uk/current/parking.

Greenwich Campus

Students cannot park at Greenwich Campus but there is a public car park opposite in Park Row, as well as other car parks in the town centre. There are also no parking facilities at our Greenwich halls of residence. For information on parking in Greenwich, please visit the Greenwich Council website at www.royalgreenwich.gov.uk.

Medway Campus

To park on site, including at the halls of residence, you will need either a

season ticket or a pay-on-the-day permit. Pay-on-the-day permits are free but you are required to buy a pay-and-display ticket from one of the on-site ticket machines. Details can be found at gre.ac.uk/current/parking.

Blue Badge holders

Disabled parking bays are provided at each campus. If you have a Blue Badge, you can obtain a free permit to park at any of our campuses.

Please note, however, that without this permit you will need to pay to park.

Students' Union

Union membership is free and automatic on registering at the university unless you opt out. Students at the university are represented by Greenwich Students' Union (Greenwich SU); students at Medway Campus are represented by both Greenwich SU and its partnership with Kent Union, Greenwich and Kent Students' Unions Together (GK Unions).

Greenwich SU represents students' views at all levels of the university and provides advice services as well as a range of social activities for its members. It also runs student events and facilities, including cafés and bars, and organises Sports clubs and Societies focusing on students' programmes, interests and culture. Union Clubs and Societies also organise activities all campuses, and we have volunteering opportunities available for you to get involved with throughout the year.

Students' Union activities at the start of term will help you to settle in and make new friends. These include the Welcome Fairs, which are great places to meet fellow students and elected Students' Union officers, and sign up for Clubs and Societies. Later in the year, you can enjoy events such as comedy and quiz nights, DJs, live music, and student-led theme events.

There are a couple of balls throughout the year, and awards ceremonies to honour and celebrate our volunteers.

For more information, visit www.greenwichsu.co.uk.

GK Unions is a partnership between GSU and Kent Union and delivers services and activities for students based at Medway Campus. GK Unions supports numerous sports clubs and societies at Medway as well having the Student Hub, the Deep End and their Advice Centre. More information is available at www.gkunions.co.uk.

Student Advice Services

Both Greenwich SU and GK Unions provide free and confidential advice services on academic, financial, housing and other welfare issues.

Please visit the Greenwich SU and GK Unions websites for more information.

Sports and recreation facilities

Avery Hill Campus

The gym at Avery Hill is part of the Dome complex in the Student

Village. It is equipped with state-of-the-art cardiovascular and resistance machines and a selection of free weights.

There is also a sports hall on campus providing a space for basketball, badminton, netball and five-a-side football. The facility at Sparrows Farm is run jointly by the University of Greenwich and GSU. Facilities include a dance studio.

Greenwich Campus

The campus is in the heart of Greenwich with many sports and leisure facilities nearby. For more information, please visit <https://www.royalgreenwich.gov.uk>.

Medway Campus

Medway Campus has a sports hall and a gym with cardiovascular and weights rooms.

Find out more

For more information about gym and sports facilities, visit gre.ac.uk/sports.

Your entitlement as a new student

The university is committed to supporting you before you get here, when you arrive and through your first year. The university's policy on new arrivals and transition is built around a statement of what you are entitled to, as a new student, whether you are an undergraduate or postgraduate student, or a direct entrant new to Level 5 or 6. This statement will help you know what to expect, and what the university sees as important to enable you to settle into university life and study successfully.

You can view the policy and full statement of entitlement at gre.ac.uk/about/policy (under the 'Academic' tab). The table opposite provides a useful summary.

After the First Week, you will be invited to participate in the university's New Arrivals Survey. Please take this opportunity to give us feedback about your experience as a new student. We want to hear your views, which are important and which help to shape our planning and policy.

New arrivals and transition policy summary

- Before arrival, you are entitled to clear, accessible and accurate information, including:
- Contact information for your faculty and programme team or equivalent partner college structure.
- On arrival, you are entitled to a welcome to the university, faculty and department, and to a range of information and activities, including:
- Meeting your personal tutor and being given his or her contact information
- Confirmation of your timetable, including personal tutor meetings
- Introductions to your programme of study
- Discussion about what is expected, including your rights and responsibilities
- Meeting other academic staff who will be teaching you and Opportunities to socialise with staff and other students in Academic activities
- Completion of registration (if you have not already done this)
- Orientation – introductions to the campus, university facilities and services
- Introduction to any procedures you need to know right away.
- As you begin your studies, you are entitled to ongoing support, information and orientation, including:
- Personal tutor meetings – for more information on your personal tutor entitlement and responsibilities, please visit gre.ac.uk/about/policy and download the university's personal tutoring policy (under the 'Academic' tab)
- Opportunities for social and sporting activities
- Ongoing introduction to university facilities and services (e.g. library and computing facilities)
- Health and safety briefings.





Useful information

If you require further information, please telephone **+44 (0)20 8331 8000** and ask to be put through to your faculty or department. You can contact the UK Recruitment Team on **020 8331 9000** or the International Office on **+44 (0)20 8331 8136**.

Faculties

Faculty of Liberal Arts & Sciences

School of Design

School of Humanities & Social Sciences

School of Computing
& Mathematical Sciences

School of Law

Business School

Department of Accounting & Finance

Department of Human Resources
& Organisational Behaviour

Department of International Business
& Economics

Department of Marketing, Events & Tourism

Department of Systems Management
& Strategy

Faculty of Education & Health

Department of Adult Nursing
& Paramedic Science

Department of Education
& Community Studies

Department of Family Care & Mental Health

Department of Primary Education

Department of Psychology,
Social Work & Counselling

Department of Secondary Education,
Lifelong Learning Teacher Education
& Physical Education and Sport

Faculty of Engineering & Science

School of Engineering

School of Science

Medway School of Pharmacy

Natural Resources Institute

University services

Accommodation Services

Avery Hill Campus

Aragon Court, Student Village,
Southwood Site

Tel: +44 (0)20 8331 8272

Email: ah.accommodation@gre.ac.uk

Greenwich Campus

Student Centre Dreadnought

Tel: +44 (0)20 8331 8272

Email: gr.accommodation@gre.ac.uk

Medway Campus

Ground floor, Blake Building

Tel: +44 (0)20 8331 8272

Email: me.accommodation@gre.ac.uk

Web: gre.ac.uk/accommodation

Chaplaincy

Avery Hill Campus

Tel: +44 (0)20 8331 9854

Email: chaplaincy@gre.ac.uk

Greenwich Campus

Tel: +44 (0)20 8331 8271

Email: chaplaincy@gre.ac.uk

Medway Campus

Tel: +44 (0)1634 883935

Email: medwaycampuschaplain@gre.ac.uk

Web: gre.ac.uk/chaplaincy

Counselling Team

You can contact the team through our
Student Centres or by email

Email: Counselling@gre.ac.uk

Tel +44(0)20 8331 9444

Web: gre.ac.uk/study/support/counselling

Disability & Dyslexia Team

You can book an appointment through
our Student Centres or by email.

Email: wellbeing@gre.ac.uk

Tel: +44 (0)20 8331 7875

Web: gre.ac.uk/study/support/disability

Mental Health Team

You can book an appointment through our Student Centres or by email.

Tel: +44 (0)20 8331 7875

E-mail: wellbeing@gre.ac.uk

Equality & Diversity

Tel: +44 (0)20 8331 9746

Email: equality@gre.ac.uk

Web: <https://www.gre.ac.uk/hr/edi>

Employability & Careers Service

Email: Employability@gre.ac.uk

Web: gre.ac.uk/employability

Information & Library Services

Web: <https://portal.gre.ac.uk/web/student/my-learning>

Student Finance

We can be contacted in the Student Centres, by telephone or email.

Tel: 0208 331 8272

(between 10-12 and 2-4)

Email: studentfinance@gre.ac.uk

Web: www.gre.ac.uk/finance

International Advice and Compliance

Information is available through our Student Centres.

Email: isas@gre.ac.uk

Web: <https://www.gre.ac.uk/visa>

International Office

You can contact the team by email or by visiting our enquiry desk in room 061, Queen Mary Court, Greenwich Campus.

Email: international@gre.ac.uk

Web: gre.ac.uk/students/new/international

Student Centres

You may need extra support and guidance while you study. Our Student Centres are one-stop shops for a variety of services. You can contact your Student Centre on +44 (0)20 8331 8272, 10am–4pm, selecting the relevant option for the required student support area; alternatively, email studentcentre@gre.ac.uk. You can also visit any of our three Student Centres. See our web pages for opening times.

Avery Hill Campus
Room 004, Southwood House

Greenwich Campus
Dreadnought

Medway Campus
Blake Building

Web: <https://www.gre.ac.uk/student-services/student-centres>

Study Skills Centres

These offer one-to-one or group training sessions and free online resources to aid study skills.

Email: study-skills@gre.ac.uk

Web: <https://www.gre.ac.uk/academicsskills>

Students' Union

Greenwich Students' Union

Avery Hill Campus
Student Village, Southwood Site
Tel: +44 (0)20 8331 9596

Greenwich Campus
Dreadnought building
Tel: +44 (0)20 8331 7629
Web: www.greenwichsu.co.uk

Greenwich and Kent Students' Union together (GK UNIONS)

Medway Campus
The Student Hub
Tel: +44 (0)1634 888989 or 888993
Web: www.gkunions.co.uk

Local councils

Greenwich Council

Web: www.royalgreenwich.gov.uk

Medway Council

Web: www.medway.gov.uk

Medical centres

On campus at Avery Hill

Avery Hill Campus
Medical Centre
25 Aragon Court, Southwood Site
Tel: +44 (0)20 8331 9680

Near Greenwich Campus

Burney Street Practice
48 Burney Street, Greenwich SE10 8EX

Tel: +44 (0)20 8858 0631

South Street Medical Centre
71a Greenwich South Street,
Greenwich SE10 8NT

Tel: +44 (0)20 8293 3330

Near Medway Campus

St Mary's Island Surgery Edgeway,
St Mary's Island, Chatham ME4 3EP

Tel: +44 (0)1634 890712

College Health Chatham Within Boots,
Pentagon Centre, Chatham ME4 4BB

Tel: +44 (0)1634 815160

Partner colleges

Bird College

Contact: Naomi Seal

Tel: +44 (0)20 8300 6004

Email: Naomi.seal@birdcollege.co.uk

Web: www.bird-college.com

Guildford College

Tel: +44(0)1483 44 85 00

Email: info@guildford.ac.uk

Web: www.guildford.ac.uk

University Centre Hadlow

Tel: +44 (0)1732 850 551

Email: enquiries@hadlow.ac.uk

Web: www.hadlow.ac.uk

International College of Oriental Medicine

Tel: +44 (0)1342 313106

Email: info@orientalmed.ac.uk

Web: <http://orientalmed.ac.uk>

Lewisham Southwark College

Tel: +44 (0)800 834 545

(Course Enquiries)

Tel: +44 (0)20 3757 3000

(General Enquiries)

Email: info@lesoco.ac.uk

Web: www.lesoco.ac.uk

London South East College

Tel: +44 (0)300 303 2554

(Course Enquiries)

Tel: +44 (0)300 303 2554

(General Enquiries)

Email: studenthub@llsec.ac.uk

Web: www.lsec.ac.uk

NESCOT

Tel: + 44 (0)20 8394 1731 (switchboard)

Tel: + 44 (0)20 8394 3038

(advice and guidance)

Web: www.nescot.ac.uk

University Centre West Kent

Email: Info@westkent.ac.uk

Web: <http://westkent.ac.uk>








Avery Hill Campus - Southwood Site

LONDON SE9 2UG

<https://www.gre.ac.uk/about-us/travel/avery-hill>

- 1 Southwood Lodge**
- 2 Southwood House**
 - Student Centre
 - Counselling Offices
 - Disability & Dyslexia Support
 - Prayer and Quiet Room
 - Chaplaincy
- 3 Bronte Building**
 - Faculty of Education and Health
- 4 Grey Building**
 - Post Room
- 5 David Fussey Building**
 - Changing Rooms
 - Lecture Theatre
 - Teaching Rooms
 - Madame Bergman Österberg Sports Hall
 - Faculty of Education & Health - Clinical Skills Labs
- 6 Fry Building**
 - Access Centre
 - Fry Computing Lab
- 7 Mary Seacole Building**
 - Meeting Rooms
 - Teaching Rooms
- 8 Jane Seymour Court**
 - Hall of Residence
 - Launderette
 - Students' Union Office
 - Students' Union Village Shop
- 9 Henry Tudor Court**
 - Hall of Residence
 - The Dome Catering Outlet
 - The Dome Gym
 - Sodexo Helpdesk

- 10 Catherine of Aragon Court**
 - Hall of Residence
 - Medical Centre
 - Village Reception and Accommodation Office
- 11 Anne Boleyn Court**
 - Hall of Residence
- 12 Catherine Howard Court**
 - Hall of Residence
- 13 Anne of Cleves Court**
 - Hall of Residence
- 14 Catherine Parr Court**
 - Hall of Residence

- 15 Gatehouse**
- 16 All-Weather Sports pitches**
-  **Public Bus Stop**
-  **University Bus Stop (to Medway)**
-  **University Bus Stop (to Avery Hill)**
-  **Parking**
-  **Disabled Parking**
-  **Restaurant/Café**
-  **ATM (cash machine)**



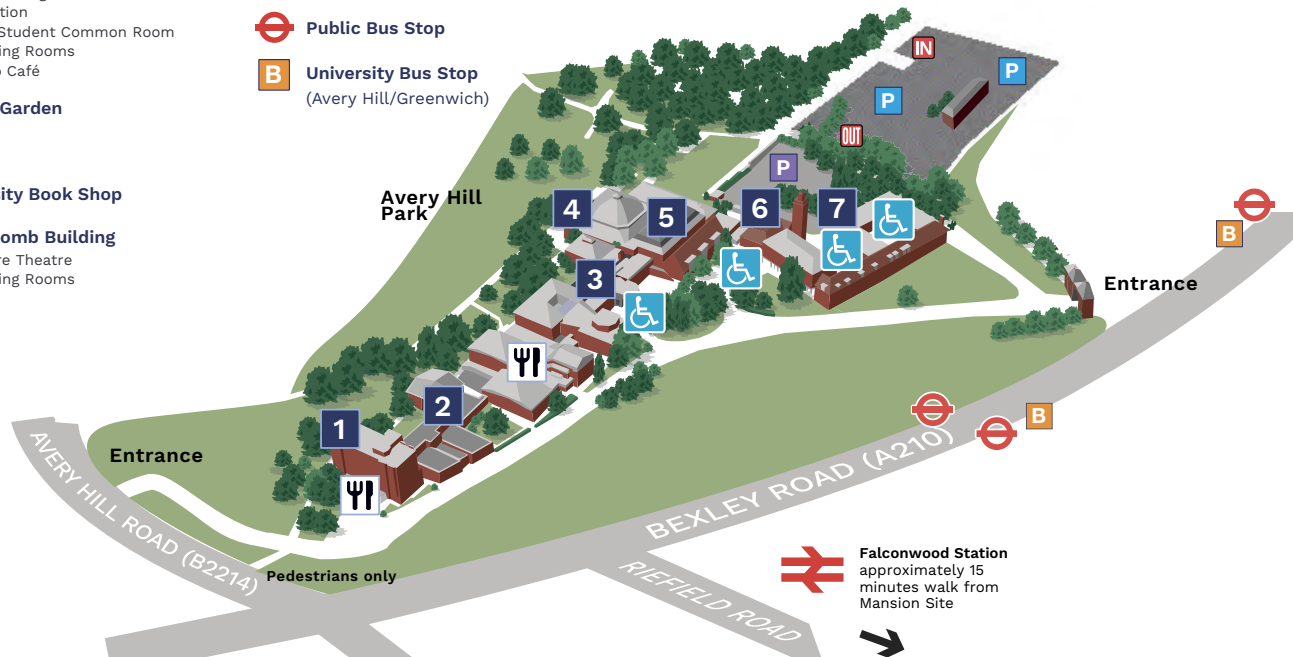
Avery Hill Campus - Mansion Site

LONDON SE9 2PQ

<https://www.gre.ac.uk/about-us/travel/avery-hill>

- 1 Tower Building**
 - Greengages Café
- 2 Bird Sanctuary Building**
- 3 Mansion Main Building**
 - Library Entrance
 - Mansion Computer Lab
 - Norbert Singer Lecture Theatre
 - Reception
 - Staff/Student Common Room
 - Teaching Rooms
 - Studio Café
- 4 Winter Garden**
- 5 Library**
- 6 University Book Shop**
- 7 Honeycomb Building**
 - Lecture Theatre
 - Teaching Rooms

- P** University of Greenwich Car Park
- P** Greenwich Council Car Park
- ♿** University of Greenwich Disabled Parking
- ☪** Restaurant/Café
- ⊘** Public Bus Stop
- B** University Bus Stop (Avery Hill/Greenwich)



Greenwich Campus

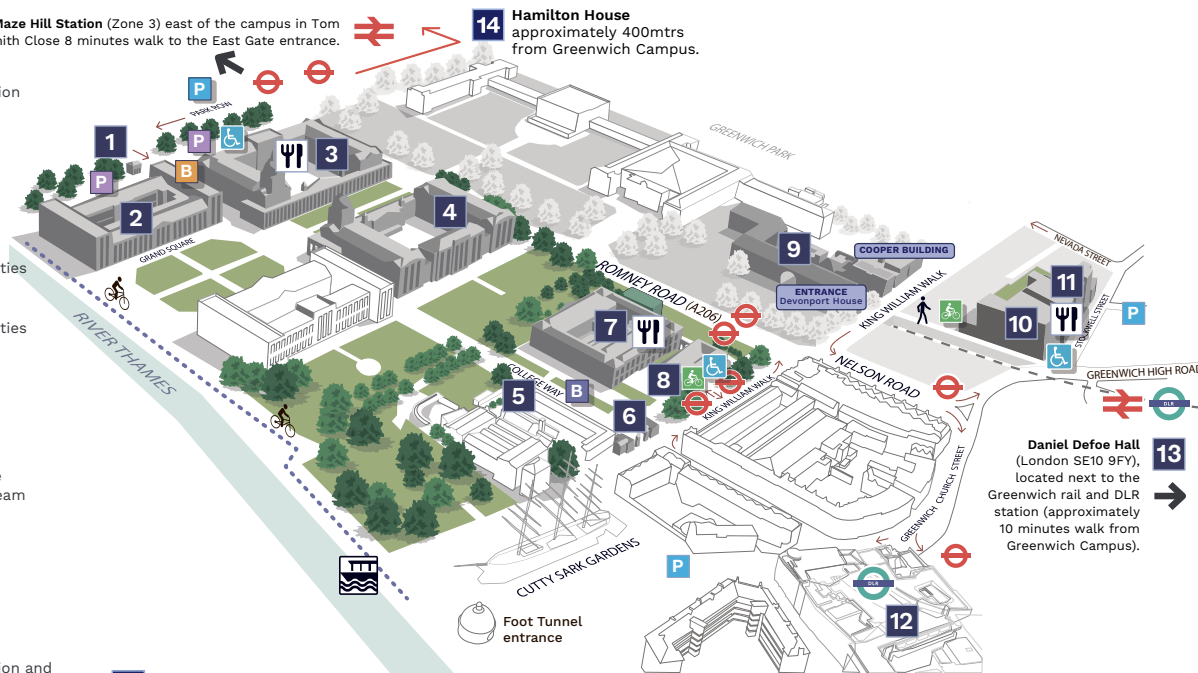
LONDON SE10 9LS

<https://www.gre.ac.uk/about-us/travel/greenwich>

Maze Hill Station (Zone 3) east of the campus in Tom Smith Close 8 minutes walk to the East Gate entrance.

14 Hamilton House
approximately 400mtrs from Greenwich Campus.

- 1 East Gate Entrance**
 - Security and Information
- 2 Queen Anne Court**
 - Open Computing Facilities
 - Heritage Gallery
- 3 Queen Mary Court**
 - Queen Mary Café
 - Open Computing Facilities
- 4 King William Court**
 - Open Computing Facilities
- 5 University Bookshop**
- 6 West Gate Entrance**
- 7 Dreadnought**
 - Accommodation Office
 - Disability & Dyslexia Team
 - Student Centre
 - Lower Deck - Bar
 - Sports Deck - Gym
 - Galley Café
 - Student Union
 - Change Coffee
 - Open Computing Facilities
 - Department of Education and Community Studies
 - Department of Psychology, Social Work and Counselling - Psychology Labs
 - Language Centre (Temporary Building 16)
- 8 Stephen Lawrence Building**
- 9 Devonport House**
 - Postgraduate and Mature Students' Accommodation
 - International College



13 Daniel Defoe Hall
(London SE10 9FY), located next to the Greenwich rail and DLR station (approximately 10 minutes walk from Greenwich Campus).

- 10 Stockwell Street**
(London SE10 9BD)
 - Stephen Lawrence Gallery
 - Library
 - Stockwell Street Café
- 12 Cutty Sark Hall**
(London SE10 9ED)
- 13 Daniel Defoe Hall**
(London SE10 9FY)
- 14 Hamilton House**
(15 Park Vista, SE10 9LZ)

- Riverboat Services
- Docklands Light Railway
- Public Bus Stop
- University Bus Stop (to Medway)
- University Bus Stop (to Avery Hill)
- University Permit Parking
- Public Parking
- Disabled Parking
- Bike Compound
- Restaurant/Café



Medway Campus

KENT ME4 4TB


<https://www.gre.ac.uk/about-us/travel/medway>

- 1 Gatehouse**
- 2 Pembroke Building**
 - Lecture Rooms
 - Pembroke Café
 - Post Room
 - Wardroom
- 3 Blake Building**
 - Accommodation Office
 - Short Course Centre
 - Student Centre
- 4 Nelson Building**
 - Computing
 - Print Room
 - Faculty of Education & Health
- 5 Anson Building**
- 6 Grenville Building**
- 7 Hawke Building**
- 8 Wolfson Centre**
- 9 Wolfe House**
 - Hall of Residence
- 10 Merlin House**
 - Hall of Residence
- 11 Manager's House**
- 12 Adelaide House**
 - Hall of Residence
- 13 Forte House**
 - Hall of Residence
- 14 Sunne House**
 - Hall of Residence

- 15 Sports Hall**
 - Gym
- 16 Drill Hall Library**
 - IT Helpdesk
 - LearnHigher Training Room
 - Open Access IT
 - Seminar Rooms
 - Study Skills Helpdesk
 - Teaching Rooms
 - Archibald Hay Mess
- 17 Pilkington Building**
 - Lecture Theatre
 - Pilkington Café
 - Teaching Rooms
 - Faith Space and Chaplaincy
- 18 Jellicoe Building**
 - Lecture Theatres
 - Teaching Rooms
 - Student lockers

- 19 Student Hub**
 - Students' Union
 - 'The Deep End'
-  **Bus Stops**
Bus Routes 116 & 191
- B** **University Bus Stop**
- P** **Permit holders only**
-  **Disabled Access**

-  **Restaurant/Café**
-  **ATM (cash machine)**
-  **Bike Compound**

 **Chatham station** 5-10 mins from Dock Road using the 116, 190 or 191 bus.





facebook.com/www.gre.ac.uk



@Uniofgreenwich



'University Of Greenwich'



'University of Greenwich'



uniofgreenwich



@Uniofgreenwich

University of Greenwich

Old Royal Naval College
Park Row
London SE10 9LS

For further information, please see the
'Useful information' section inside
or contact: <https://www.gre.ac.uk/contact>

UK students

Recruitment Team

Telephone: 020 8331 9000

Fax: 020 8331 8145

E-mail: courseinfo@gre.ac.uk

International/EU students

International Office

Telephone: +44 20 8331 8136

Fax: +44 20 8331 8625

E-mail: international@gre.ac.uk

Website: [gre.ac.uk/international-students](https://www.gre.ac.uk/international-students)

AVERY HILL
GREENWICH
MEDWAY



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