

The Ultimate Handbook of BCU Life

at the Faculty of Business, Law and Social Sciences







Contents

04	Welcome
06	Meet our team
13	Starting off advice from the buddies
14	Meet and greet
16	Enrolment & Visa
19	Have you registered?
23	Bank Account
24	iCity, Moodle and Email
26	How to submit your assignments
29	Extenuating Circumstances
30	iAsk
31	Library
36	Centre for Academic Success
37	Graduate Plus
38	IT Help
39	Students' Union
40	SU Advice Team
41	Accommodation
42	Jobs and Career Services
43	Things to do in Birmingham
45	Frequently asked questions



WELCOME

from the Associate Dean (International)

Dear
International
Student

A very warm welcome to the Faculty of Business, Law and Social Sciences!

The International Student Buddy Scheme is designed to help you become part of student life as quickly as possible, so that you can experience an enjoyable and fulfilling time at the University.

We have a team of hard-working, friendly and enthusiastic international students who are currently studying with us - our International Student Buddies. The buddies cover both undergraduate and postgraduate levels and represent a diverse range of backgrounds and nationalities, so one of them is sure to be able to support you!

The role of each International Student Buddy is to assist you with your journey at University. The responsibilities of each International Student Buddy include: new arrival support, help with getting involved in the mainstream activities of the University, supporting social networks, organising social events, and acting as 'signposts' to the many student support and advice services which are available to you.

The word 'buddy' means 'friend' - so our team of buddies want to be your friend!

The aim of all this is for you to experience a positive and fruitful time at the University in addition to your all-important academic success.

Each International Student Buddy has been allocated to an appropriate group of international students. However, please feel free to approach any of them for help and assistance whenever you need it.

I wish you an enjoyable time at your University and every success.

Professor Annie Lu
Associate Dean International
Faculty of Business, Law and Social Sciences

MEET OUR TEAM (BLSS International Student Buddies)

Be sure to email, message and follow us for regular updates !!

Email: blssintstudentbuddies@bcu.ac.uk

Facebook: [BCUInternationalStudentBuddies](#)

Instagram: [bcu_student_buddies](#)

Twitter: [BCUStudentBuddy](#)

Official WeChat ID: BCUIISC



We are so excited to have you on board! We are the International Student Buddies and we are here to assist you through your journey at BCU. Please do not hesitate to contact us when you are unsure about anything or have any questions. You can come to us! We are on most social media platforms and we are here to help!

In addition to helping you, we organise a number of events. Last year the team set up cultural fairs, dance routines, movie nights, language taster sessions and even trips to other cities in the UK! If you also have ideas for other activities, feel free to get in touch as we may be able to make it possible.





Qingqing Yang (Nicole)

With years of work experience as a fashion designer in Shanghai, I left China to study abroad. I successfully completed an MA degree in Fashion Promotion with distinction last year and I am now studying towards an MBA.

I really like vintage fashion and handmade jewellery in the UK as they don't really exist in China. There are lots of craft markets and vintage fairs in different UK cities that I have explored and I hope to have a brand/studio someday to create and sell jewellery. If you are interested in travelling around the UK, fashion or crafts, I can offer useful advice.

I also enjoy spending time with friends from different cultures and backgrounds as well as sharing experiences. Friends, eating good food and chocolate make me a very happy bunny!

If you wish to contact me directly, please email me on the following email address:

Qingqing.Yang@mail.bcu.ac.uk

Ambitious, passionate and determined, but most of all, I am a perfectionistic procrastinator: I procrastinate perfectly. Books are my treasured companions through cold rainy days while food is my favourite companion every other day (more like every single day, I just wanted that to rhyme). I think you've probably also figured out that I'm an economical individual (if you put it nicely) or stingy (the not so nice version). However, that means you can come to me for advice on saving loads of money and still live the high life (kind of)! My resolution this year is to enjoy my life abroad to the fullest: live, laugh and travel more.

What I've learned since moving from Malaysia to the UK? Studying abroad means freedom with responsibilities, extraordinary adventures and a remarkable endurance you never knew you had in yourself.

If you wish to contact me directly, please email me on the following email address:

Stephanie.Chua@mail.bcu.ac.uk



Yoke Ping Chua (Stephanie)



Hello, I am Arzu and I am from Azerbaijan, the country where the West meets the East. I am an international student, studying MSc Management and International Business with four years experience in banking.

I like travelling, reading psychology books, and meeting new people from different backgrounds and cultures.

Now I am one of your student buddies who is really enthusiastic about helping people. If you need any help, support and advice I am always here!

If you wish to contact me directly, please email me on the following email address:

Arzu.Ismayilova@mail.bcu.ac.uk

Arzu Ismayilova

Hi, I'm Cristiana and currently live in Walsall, but spend most of my time in Birmingham. I'm a Criminology PhD student and have previously completed an undergraduate and masters programmes in Criminology as well.

I love reading, going to the beach, traveling and getting to know different cultures. I also have a very sweet tooth, so I am always into trying different desserts and sweets from around the world either in restaurants or having a go at home.

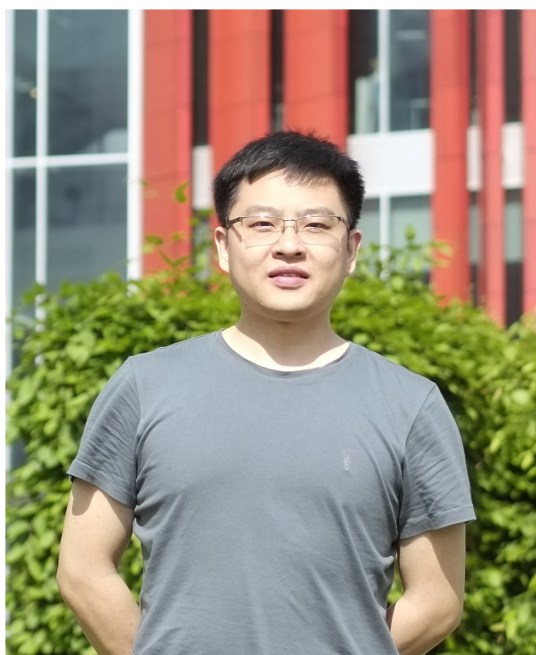
I speak Portuguese and English, though I can understand some Spanish and I am learning French. I came to England two years ago and I am planning to stay even after my course finishes. I am always available, just give me a call, text or email me if you cannot find me on the campus. I love meeting new people and look forward to hearing from you!

If you wish to contact me directly, please email me on the following email address:

Cristiana.Vianacardoso@bcu.ac.uk



Cristiana Cardoso



Hao Zeng

I am a PhD student in Business in my second year.

I enjoy meeting new people and finding ways to help them have an uplifting experience.

I love photography as well as football. I am a gadget geek and also love classical music.

I believe impossible is nothing so just do it and get in touch with me!

If you wish to contact me directly, please email me on the following email address:

Hao.Zeng@mail.bcu.ac.uk

My name is Hafsa Rajak and I am from a little town near Birmingham called Walsall, although I was born in Birmingham! I am of Bangladeshi origin as this is where my grandparents and parents were born.

I am currently in my third year studying BA (Hons) English and I am an aspiring teacher, which is why I thoroughly enjoy helping other people with their studies and taking part in events.

I have always had a huge love for reading and writing poetry and I'm always creative with my work. I find that being creative definitely makes studying and university a lot more fun!

I love taking part in new things and challenging myself. This summer I worked with international students on a pre-session course and we travelled to different places around England. It was great getting to know new people and exploring.

Now, I look forward to getting to know you!

If you wish to contact me directly, please email me on the following email address:

Hafsa.Rajak@mail.bcu.ac.uk



Hafsa Rajak



I am a Malaysian student currently studying in the second year of Psychology with Criminology. I am an adventurous person with many interests such as sports, traveling, food and animation. Feel free to share and discuss your own interests with me because I love learning new things.

Being in a foreign country can sometimes be scary and intimidating as I have experienced myself. Therefore, as an international student, I can relate to many of the struggles or difficulties you may face. Don't be afraid to say 'hi' and talk with me about anything. I am a good friend and a good listener.

If you wish to contact me directly, please email me on the following email address:

Josiah.Ng@mail.bcu.ac.uk

Josiah Cho Han Ng

Hello, I'm Momina and from Birmingham, the city where every possible form of entertainment you can imagine exists. I'm currently an undergraduate Psychology student enjoying my time at BCU.

Culture excites me so much, so I absolutely adore shopping for South Asian clothes, watching Japanese horror, reading international authors, one of my favourites being Elif Shafak, and eating as many cuisines as I can consume, which on some days may be never-ending, oops. I like to keep up to date with current affairs around the world so the more controversial you are, the more we'll get along.

I am always here to help you in any way you require, I'm only a click or a phone call away. I love learning new things so I know I will pick up interesting and insightful things from you so don't be shy and get in touch.

If you wish to contact me directly, please email me on the following email address:

Momina.Khan@mail.bcu.ac.uk



Momina Khan





Starting Off Advice from the Buddies

Congratulations to all the
international students joining
Birmingham City University!

Add your BCU email on your
smartphone to make sure
you keep in the loop with
important emails that may
arrive any time !

Get to know as many people
as possible. Talk to the
people you live and study
with. Don't be afraid!

The more you push yourself into doing activities in and out
of university, the easier it makes to adjust to your new life
here in the UK. Join a society! That's a fun and exciting way of
meeting people AND learning new skills.

The local people and people
at BCU are very friendly and
helpful so don't be afraid to
talk and ask questions.

Once you arrive, you will feel
anticipation and nervousness at the
same time which is okay. Everyone
feels that way. When I was a student,
I found this university open to their
students. Not only that, Birmingham is
such a vibrant and lively city that you'll
never feel isolated.

Studying here in the UK is an
opportunity that requires a right
balance between studying and
socialising. All you have to do is to
manage your time and prioritise your
work well; then you will be exposed to
an excellent education and wonderful
experience here.

Make sure you keep this
handbook safe as it will
answer most of your
questions in the future!

Good luck and I hope that you will take full
advantage of the extensive services offered to you at
the University and the city of Birmingham.

MEET AND GREET

BCU operate a free 'Meet and Greet' service on specific dates at Birmingham Airport for all of our new international and EU students starting a course at the University.

Our team will be available to welcome you at the Airport and will be happy to answer any questions that you may have. The team will then help with your transfer by coach to our University accommodation (halls of residence). This is a free and optional service!

For further information about what you need to do, here is a useful page for any general questions you may have:
www.bcu.ac.uk/international

If you arrive outside of the Meet and Greet dates and times or if you do not want to use the Meet and Greet Service there is an Airport Taxi Rank located directly outside the airport building. All of the taxis are Black Cabs licensed by Birmingham City Council and operate a 24-hour, 365 days service.

You can take one of these taxis to your accommodation. Birmingham Airport is approximately 15 miles from Birmingham City Centre and this journey will take around 25 minutes. The taxi from Birmingham Airport to your accommodation will cost approximately £30 - £40. All taxis from the Airport Taxi Rank accept major debit and credit cards or you can pay with UK Pounds Sterling. Alternatively, you can use UBER transport services by downloading their app and pay by card or PayPal.

TIP!

This service is only available from Birmingham Airport to our Halls of Residence on specified dates.

For more information please visit:

www.bcu.ac.uk/international/preparing-for-the-uk/meet-and-greet-service/arriving-in-the-uk

www.bcu.ac.uk/international/preparing-for-the-uk/meet-and-greet-service/overview
(all times shown are GMT)

The university may be able to reimburse your taxi costs between Birmingham Airport and the BCU accommodation halls.



All claims for airport transfer costs need to be made before a certain date (usually within the first couple weeks of the term). So please email meet.greet@bcu.ac.uk as soon as possible to claim back the cost of your airport transfer from Birmingham Airport. You must include the following information in the email: your student ID, full name and course of study at Birmingham City University.

They will reply to you within two working days with further instructions on how to claim back airport transfer costs.

Remember to ask the taxi driver for a receipt from the journey to your accommodation. The maximum amount they will refund you is £35.

PLEASE NOTE: No refunds to the cost of your taxi fare will be made without receipts.



CLAIM BACK AIRPORT TRANSFER COSTS



ENROLMENT AND VISA

The first and most important step you will need to take whether you are a prospective undergraduate or postgraduate student is to **ENROL** with the University. Without this you will not have a student card to access the University and its facilities.

The enrolment email will be sent to your email address which you used when applying to the university. If you applied through an agent, the enrolment email may be sent to the agent. If you have not received any email with regard to enrolment, please send an email to:
enrolment@bcu.ac.uk.

If you are required to hold a VISA to be in the UK, you will also need a Biometric Residence Permit card (BRP card). It is better to choose to collect your BRP card at the university so you will be informed through your university email that your card is ready for collecting. However, You will not be informed by email if you choose to collect it from the post office.

After collecting the BRP card, you will be able to proceed with the online enrolment

and book an appointment for the final steps of **on campus enrolment**. At the university on-campus enrolment you will need the following documents: CAS Letter, original certificates of all qualifications used to make you an offer (i.e. graduation and degree certificate), original valid passport, BRP card.

Preseasonal students need to provide language achievement (either paper transcripts or your email proof of your results) and students who are renewing their visas are required to provide proof of the visa application.

If you need more guidance please email the administrators of your course to find out more or drop us an email!

Make sure you are aware of all parameters of your VISA. Although this is obvious it is better to be sure and do a thorough check. For example, if you wish to work in the UK, you are only allowed to work a specific amount of hours as a student so make sure you know how many hours you are allowed to work. If you want to find out more, type in key words like “visa and

immigration” in the search bar from the iCity webpage.

The following are some links you can visit for further information:

VISA and immigration advice can be provided by the university

icity.bcu.ac.uk/internationaloffice/Visas-and-immigration/Index

Information on how to protect your student VISA

icity.bcu.ac.uk/internationaloffice/Visas-and-immigration/Visas-and-Immigration/Index



BCU Enrolment Process

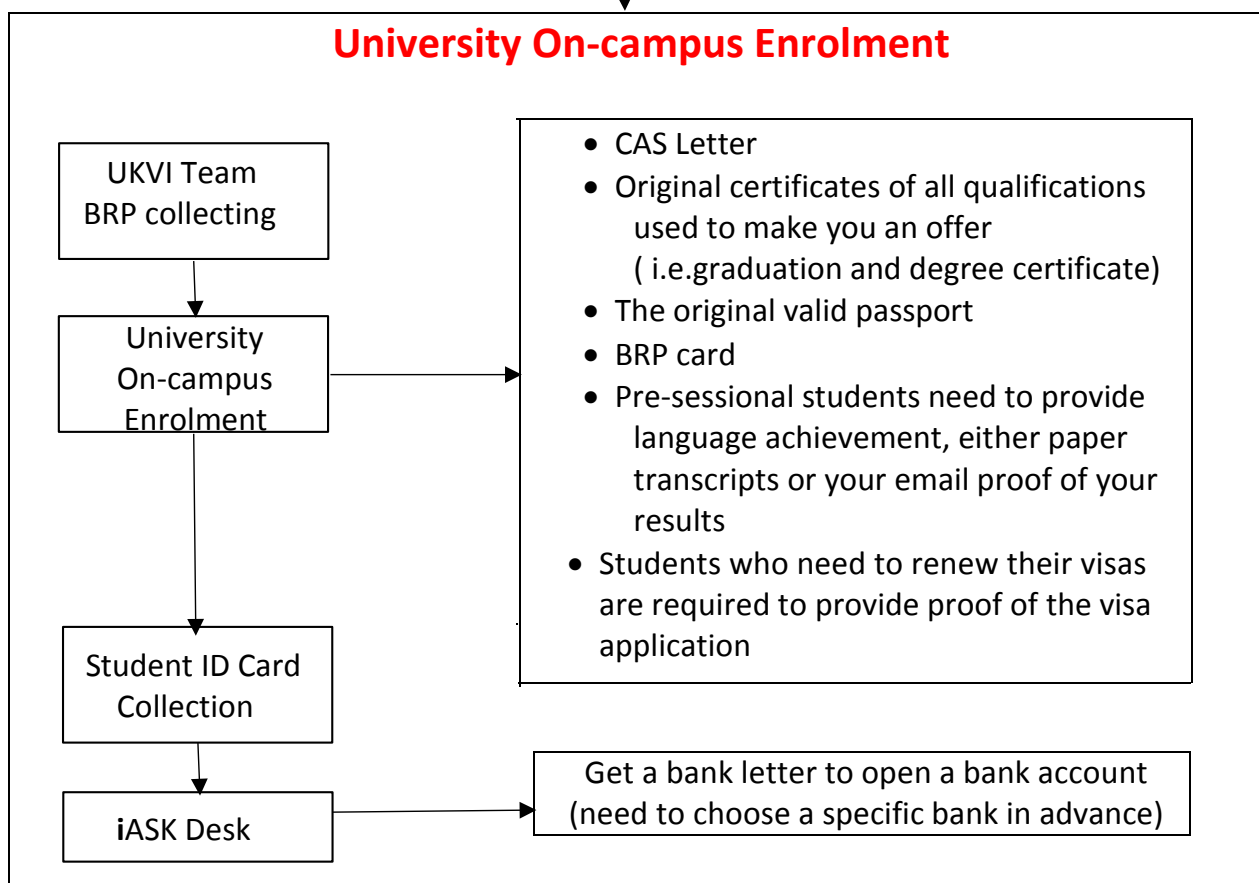
Online Enrolment

- It is better to choose collecting your BRP card at Uni as you will be informed by university email that your BRP card is ready for collecting.
- You will not be informed by email from post office.

After collecting BRP card, you should complete the online enrolment

so that you can make an appointment for on-campus enrolment.

University On-campus Enrolment



Police Registration

- 2 photos (passport size)
- £ 34 approximately
- Address: Digbeth Police Station, 113 Digbeth, Birmingham, B5 6DT
- Registration Hours: Every Monday - Thursday, 9: 00-15: 00
- No appointment required

Register with a Doctor

- Register with Handsworth Wood Medical Center:
<https://www.modalitypartnership.nhs.uk/modality-register/practice?practice=16>



How to extend your student VISA:

[icity.bcu.ac.uk/internationaloffice/
Visas-and-immigration/
Visas-and-Immigration/Extending-your-Student-Visa](http://icity.bcu.ac.uk/internationaloffice/Visas-and-immigration/Visas-and-Immigration/Extending-your-Student-Visa)

Frequently asked questions about VISA:

icity.bcu.ac.uk/Student-Services/Information-and-resources-for-staff/Visas-and-immigration

Other information about your visa:

www.bcu.ac.uk/international/preparing-for-the-uk/getting-your-visa

The UK Council for International Student Affairs (UKCISA) is the UK's national advisory body and have been supporting international students, universities, colleges and students' unions. For more information about them check their website:

www.ukcisa.org.uk/

PLEASE NOTE: As an International student, you have to attend the "UKVI Sign Up" session every month. You will be notified by an email to your BCU email account.

HAVE YOU REGISTERED?

During your stay in the UK and as an international student at BCU you are required to register with the the Police and doctor (NHS). But you can also register with other authorities: the dentist, sign up for a national insurance number (NI) and opening a bank account.

If you register with the ones that apply to you as soon as you arrive in the UK, your life will be a lot easier in the future in case something happens, especially if you get ill.

We know this may sound overwhelming but do not worry we are here to help and will break it down into manageable chunks of information so you know what to do.

DOCTOR (also called GP)

It is really quick and easy to register as soon as you have enrolled, before or after you arrive at university. The quickest and easiest way to register is online at The Modality Partnership's website: www.modalitypartnership.nhs.uk/modality-register/practice?practice=16

You may want to check out the opening hours, to see if these are convenient for you.

But if you have any specific queries about the service, you can call them on:
[0121 250 0375](tel:01212500375).

You will need these details before you start to register online:

- Your current mobile phone number and/or email address should they need to contact you;
- Full 'home' address - this will be where you live or will be living in Birmingham whilst studying during term-time, i.e., halls of residence or private accommodation, not your family home in your country,
- The date you arrived in the UK .

Further information can be found here:
icity.bcu.ac.uk/Student-Services/Health-and-Wellbeing/Healthcare/Registrar-with-university-doctor.

DENTIST

Dental treatment can be provided at a reduced cost by the NHS or at a private practice. Not all dental practices offer NHS subsidised treatment so please call the practices before visiting to check that they are currently accepting new NHS patients. For dentists in your area (preferably the closest one), please visit www.nhs.uk and search for a dentist by typing in your postcode.

To register, you only need to visit them and take your passport and a proof of your address. The two closest dentists to the University (if you live by the City Centre Campus) are:

Henderson Dental Practice
— 0121 204 4310
Address: Coleshill Street, Aston
University,
Birmingham, B4 7ET

College Road Dental Practice
— 0121 373 1471
Address: 354 College Road, Erdington,
Birmingham B44 0HH



POLICE

Nationals from the following countries are required to register with the police after you collect your BRP in the UK and also update your details as required:

Afghanistan, Algeria, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Bolivia, Brazil, China, Colombia, Cuba, Egypt, Georgia, Hong Kong, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Libya, Moldova, Morocco, North Korea, Oman, Palestine, Peru, Qatar, Russia, Saudi Arabia, Sudan, Syria, Tajikistan, Tunisia, Turkey, Turkmenistan, United Arab Emirates, Ukraine, Uzbekistan, Yemen, Stateless or travelling on a non-national document (i.e. Travel Document).

You will be told if you need to register with the police on one of the following documents so make sure you read them closely:

- Your entry visa vignette (sticker in your passport), if you are travelling to the UK;
- The Home Office letter that approved your application to leave.

To register, you only need to visit your local police station (Google Maps may help you to locate and show you how to get there).

The fee to register is around £34 and you can pay it at the police station. These are the documents you will need to provide:

- Two recent passport size colour photographs;
- Your passport with your entry visa vignette;
- Your BRP card, if you have one;
- The Home Office letter that approved your application to leave.

Please make sure you have a look at this website before applying as it has **all the information**: www.gov.uk/register-with-the-police

The nearest police station to the Curzon building (City Centre Campus) is the Digbeth Police Station:

113 Digbeth, Birmingham, B5 6DT

And registration hours are from every Monday until Thursday, 9:00-15:00. Appointment is required.



NATIONAL INSURANCE NUMBER



The National Insurance Number (NIN) number allows you to work in the UK. Employers may not accept you unless you have applied for one.

Depending on your circumstances, you may already have a National Insurance Number printed on the back of your biometric residence permit (BRP). In this case, you do not need to apply as you already have one.

If you would like to apply for a NI number then please visit their website for more information and give them a call to book an appointment.

Website: <https://www.gov.uk/apply-national-insurance-number>

Welsh language: 0345 602 1491
Monday to Friday, 8:30am to 5pm



National Insurance number application lines

Telephone: 0345 600 0643
Textphone: 0345 600 0644
Monday to Friday
8am to 6pm

BANK ACCOUNT

TIP!

For more information
about these banks
please visit:

www.hsbc.co.uk/1/2/
www.lloydsbank.com
www.halifax.co.uk

There are different banks and building societies in the UK. This is optional but you may need one if you are staying longer than 6 months or if you are planning to work in the UK. We advise you to choose a bank which has a branch close to where you will be living (unless it is an online bank only), as it will be easier for you to walk into the branch and create the account quickly.

You can get a "bank letter" from the iASK desk to facilitate the process of opening a bank account. However, you will need to choose a specific bank in advance. There are a variety of banks so make sure you do your research and choose the one that suits your needs! Also, the bank in your country might have a branch here too so have a look.

Below are a few suggestions:



LLOYDS BANK

HSBC 

HALIFAX

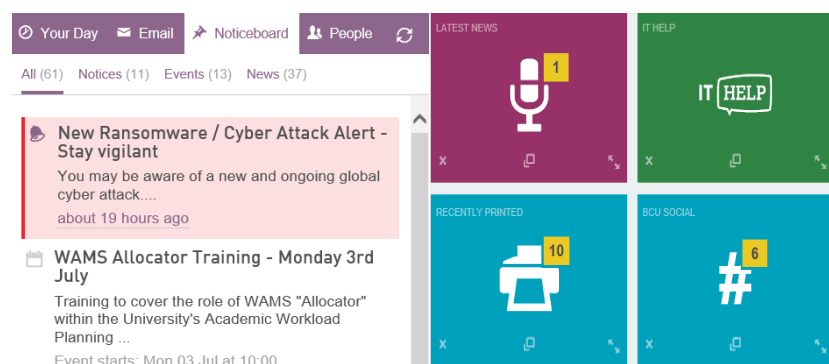
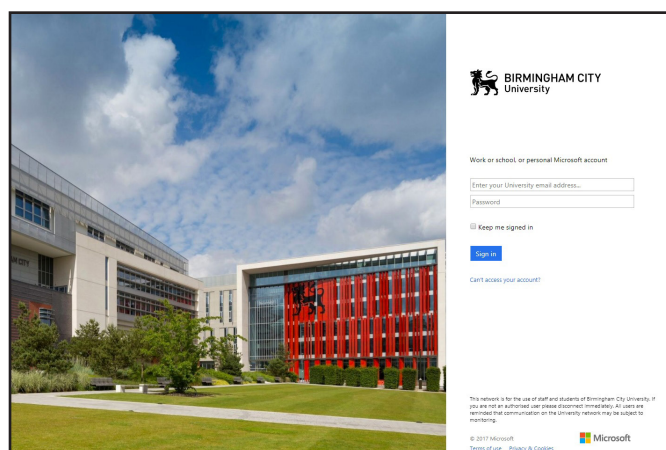


ICITY, MOODLE AND EMAIL

iCity and Moodle are where you will be accessing all of your course information, library information, iAsk team, printing, submit your assignments and lots of other information about the University and your course, so make sure you are comfortable using it! We can provide you with help and guidance if you wish, get in touch with us!

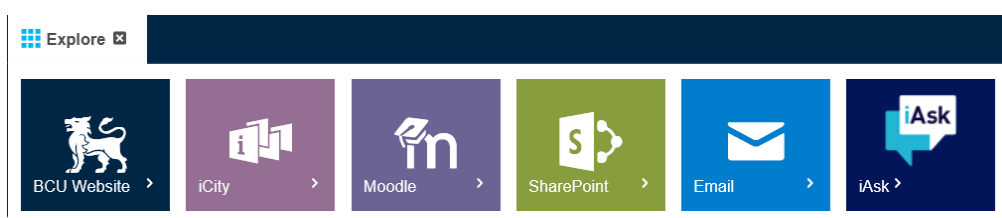
1. Firstly, you need know your BCU email address, which is usually like this: Forename.Surname@mail.bcu.ac.uk. You should have also received an email with your passport which cannot be changed.

Please note: If you forget your password you can click the “Can’t access your account?” option below or contact IT. Also, **NEVER SHARE YOUR PASSWORD WITH ANYONE!**

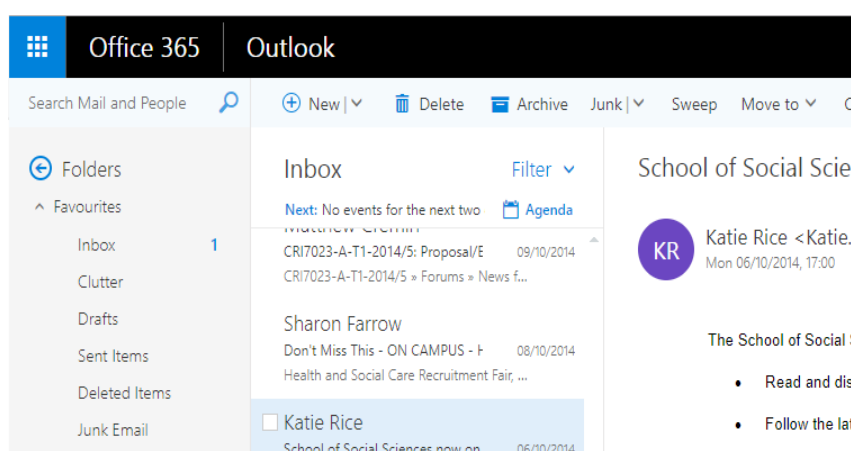
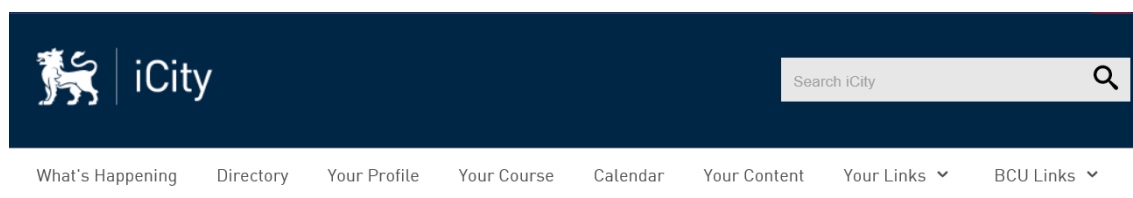


2. This is the page you will see once you have logged in. You can expand these blocks to see more information using the arrows at the bottom. Make sure you spend some time exploring each one so you understand everything. You can also change their order so you keep on top the ones you find more relevant to you.

3. Now that you have explored the blocks and know what each one does. You can even interchange between the different services provided. You can interchange between the BCU website, iCity, Moodle, Sharepoint, BCU Email and iAsk by clicking on the Explore grid at the top of the page. It is vital you explore this, because these will be crucial in assisting your journey at the university and is your first point of guidance to EVERYTHING!

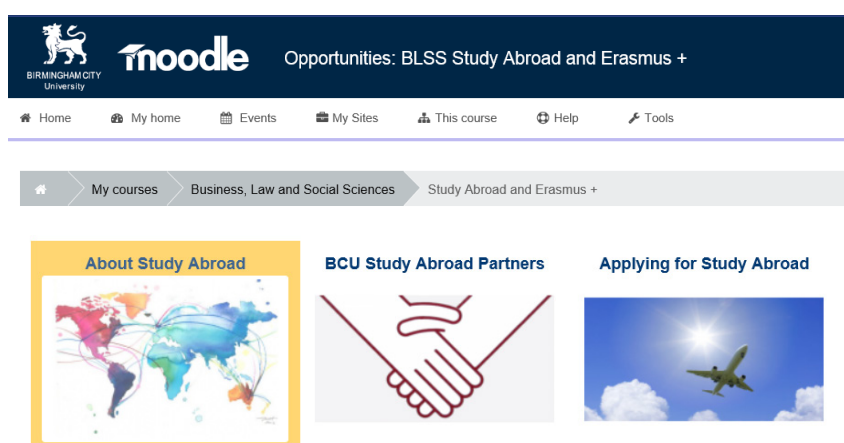
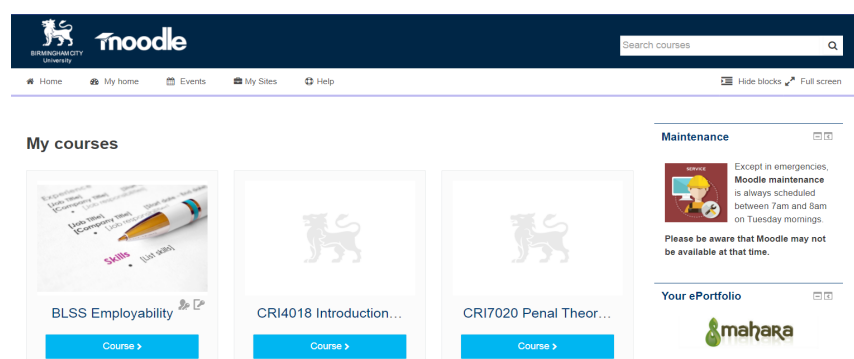


4. You can also explore the “What’s happening”, “Directory”, “Your Profile”, “Your Course” “Your Timetable”, “Your Links” and “BCU links” to find more information. They are located above the blocks we saw on the previous page. If you have any queries and need to find information quickly use the search at the top of the page, where it says “Search iCity”.



5. This is how your email inbox looks like. If you have been using Outlook website before, then this works similarly. Your BCU email account is the main communication method used by the University to send you programme and official information, so please **make sure you check it regularly**.

6. This is how your Moodle page looks like and each block should represent each module from your course year (the blocks will differ according to the course).



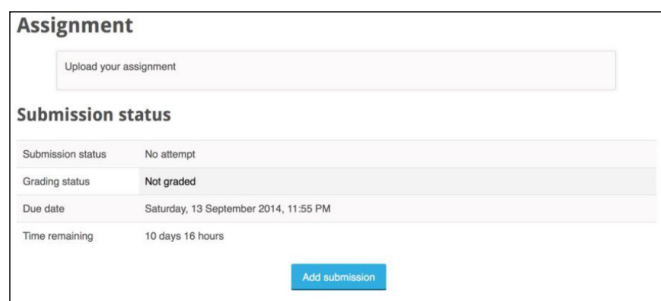
7. This is an example from a module page. You can click on each block to gain access to materials and more information about your lectures, seminars and assessments.

HOW TO SUBMIT YOUR ASSIGNMENTS

Each assignment will have a different procedure which depends on what your module leader chooses. These can be essays to hand in a paper copy at your faculty office, group presentations during one of your seminars, exams or others. Usually, if you are asked to write an essay or other format of assignment to be uploaded through Moodle this is what you will need to do:

1. Assessment Block

Click on the Assessment block, this is where the assessment submission point is located for this example but could also be in other blocks.

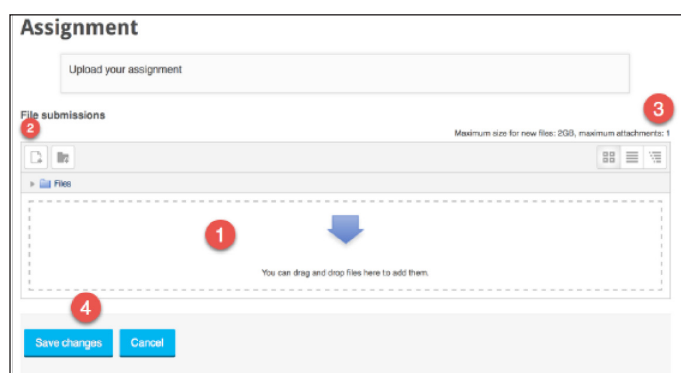


2. Uploading your Assignment

Click on the Assignment and then Add submission. This will take you into the submission area where you will see a File Submissions box. Make sure that your assignment is in the correct format (usually .doc or .docx if it is an essay) before you upload it and has a completed coversheet attached (the coversheet will be available to you on the module page and may be different for each module)

3. Drag and Drop a File

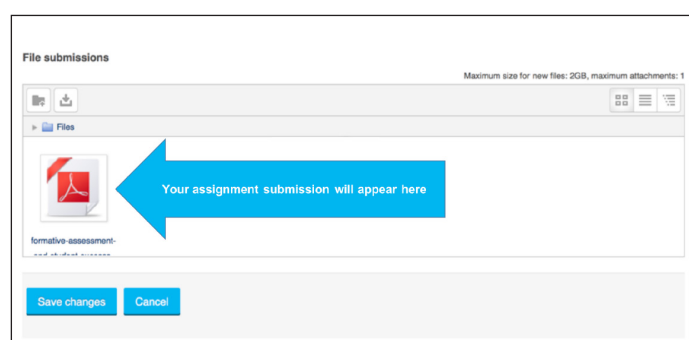
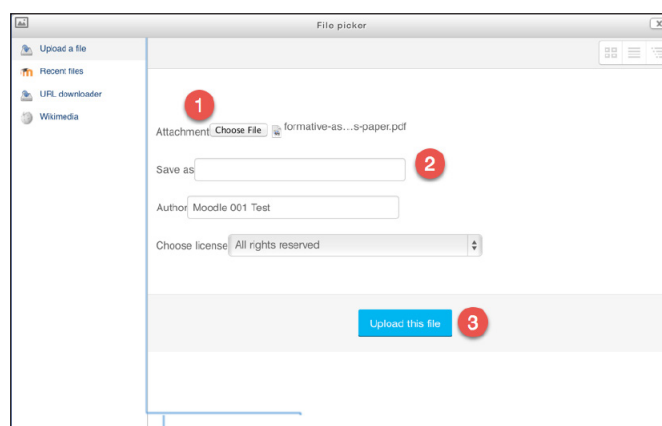
You can drag your assignment from your computer into the drag and drop area (1) or press the add file button (2). You'll see the maximum number of files that can be uploaded in this assignment (3). You should check with the assignment instructions on how many items are expected as this number may be larger than necessary. When you have finished adding the file(s), click Save Changes (4).



4. Add a File

If you have clicked on the Add a file button, you'll be taken to the Moodle file Picker. You need to click on Upload a file (1) in the left hand panel, if it has not already been selected. You'll see a screen that allows you to look for your file.

- Click on Browse [PC] or Choose File [Mac] (1) and find your file on your computer. When you have selected your file, return back to the previous screen.
- Your tutor may expect your file to be named in a particular format. If you haven't already done that, use the Save as box (2) to change the file name.
- Click on Upload this file (3). You'll see your file in the submissions box.
- Click on Save Changes



5. Submit your Assignment

Once you have saved the changes, the screen will display the submission status of your file. At this point it should say Draft (not submitted). This allows you to delete your file and upload a new copy, if, for example, you have uploaded the wrong file. You need to be aware that **at this point you have not submitted your assignment**. If you are happy that your assignment is ready for marking, you now need to submit it:

- Click on Submit assignment

6. Confirming your work

When submitting the work you will be required to accept the following statement. It is important you understand what you are agreeing to.

To do this:

- Tick the box
- Click Continue

Please note that you will no longer be able to make any changes to your assignment.

Submit assignment

☐ The work I am submitting in this assignment is my own work and has not been submitted for assessment in another/previous module. This submission complies with BCU policies regarding plagiarism, cheating and collusion. I acknowledge and agree that the assessor of this assignment may, for the purpose of assessing this assignment: reproduce this assignment and provide a copy to another academic staff member and retain a copy of this work for potential plagiarism checks. I have retained a copy of this assignment for my own records. I will retain a copy of the notification of receipt of this assignment.

Are you sure you want to submit your work for grading? You will not be able to make any more changes.

Continue
Cancel

There are required fields in this form marked *.

7. Confirmation of Successful Submission

This will take you back to the submission screen and the submission status will be changed to "Submitted for grading". You will receive an email to your BCU email address confirming that your work has been submitted. Usually, Moodle will issue this receipt within a few minutes but can take up to a few hours at busy times.

Submission status	
Submission status	Submitted for grading ←
Grading status	Not graded
Due date	Saturday, 13 September 2014, 11:55 PM

☑ DONE!

GOOD LUCK



EXTENUATING CIRCUMSTANCES

If you are unable to submit an assignment or attend an exam, recital or other forms of assessments for valid reasons beyond your control (for example: illness) you can apply for extenuating circumstances (previously called exceptional circumstances). For coursework with no practical elements (e.g. an essay) you can request a deferral or a coursework extension. For every other type of assessment (e.g. a recital) you can only request a deferral.

A deferral means that you will undertake the assessment (e.g. exam) or submit the coursework at the next available opportunity. For example, May coursework, when deferred, has to be submitted by the standard mid-August submission date.

A coursework extension gives you only a few extra working days (usually 10) to submit your work beyond the coursework deadline that applies to you. You should only apply for an extension if you are absolutely sure you will be able to submit within the extra 10 days. If you are in any doubt at all, apply for a deferral instead.

You must submit your request before the exam/assessment deadline, unless you have a very good reason to do otherwise and can prove that. If applying after the assessment you are expected to do so within 5 working days.

You are expected to submit your claim as soon as you know you will not be able to attend your assessment or submit your coursework. Do not wait to submit your claim form for any reason, including if you do not yet have all your evidence.

The Students' Union Advice Team can help you make your case and support you throughout the process. You can go to their website, visit their office or contact iASK to book an appointment.



You can find further details here:
icity.bcu.ac.uk/adm/Birmingham-Conservatoire-Assessment/Exceptional-Circumstances and here icity.bcu.ac.uk/Student-Services/Complaints-and-Appeals/Index



**Be careful!!
 If your assessment is submitted late,
 there are
 CONSEQUENCES!!**

iASK



If you have ANY queries or need more information, do not panic, as the University provides a confidential student enquiry service called 'iAsk' inside the University. They can deal with a variety of questions including: health and wellbeing, careers, finances, visas, your student record and much more. They work directly with various departments in the university, such as Students' Union, Academic Services, Finance and Student Affairs.

COURSE SPECIFIC QUERIES

If you have any queries regarding your course, you can still raise these with your Course Director, Module Leader and Faculty Office as appropriate.

HOW CAN I ACCESS iASK?

They are based in the Curzon building (City Centre Campus) first floor as well as in other campuses. However, you can access iAsk anywhere, even if you are not on campus (online or phone).

Visit bcu.ac.uk/askus and use your student ID and password to log in.

Or call them on
+44 (0) 121 331 7777

When in doubt,
iAsk!



LIBRARY

BCU has a library in each campus aiming to provide you with the resources you need for your course. There are computers and laptops, which you can borrow, and printing services. The Curzon library is open 24/7 in the term time but make sure you check the timetable here: libcal.bcu.ac.uk.

If you do not return your books on time or renew them you will be fined, for more information please check here:

icity.bcu.ac.uk/Library-and-Learning-Resources/Enquiry-Service/Accessing-Resources/Library-Charges

To renew your books go on to your account and you will see a renew button by the book title, just click and it will automatically renew. For further information about the rules and regulations please check here:

icity.bcu.ac.uk/Library-and-Learning-ResourcesRules-and-Regulations



HOW TO LOAN OUT A LAPTOP

To borrow a laptop, visit one of the Lapsafe lockers at:

- Parkside, second floor in the Bridge;
- Curzon, next to the Student Hub (by the iAsk desk) and near the first floor entrance to the Library;
- Millennium Point, third floor social area by the Centre for Academic Success;
- City South, inside the Mary Seacole Library;
- Vittoria St, adjacent to the Faculty Office;
- Margaret St, reception next to Security.

You will need your student ID card. You can loan a laptop for six hours initially but this can be extended for up to 12 hours if you need.

To find out more about the process please visit:

icity.bcu.ac.uk/IT/Students/Self-service-laptop-loans .

WHAT IS MYILIBRARY?

MyiLibrary is the largest collection of full text ebooks covering a broad range of subject areas that the University subscribes to. We also have smaller collections of ebooks from EBSCO as well as packages from other publishers.

HOW DO I ACCESS MYILIBRARY?

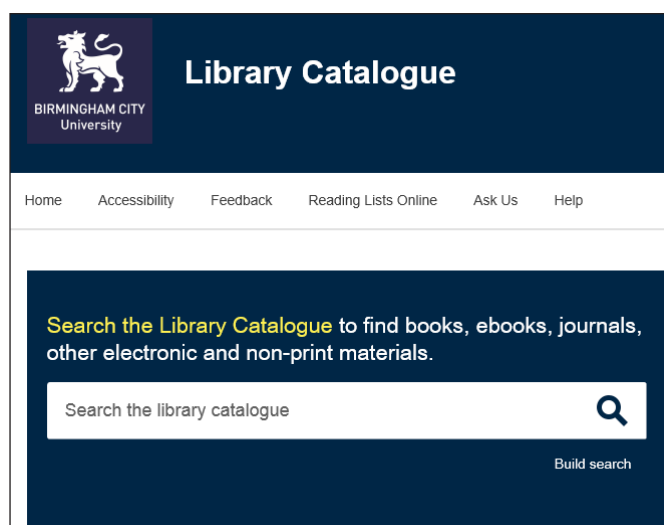
You can access ebooks on MyiLibrary in several ways, all starting from iCity. Firstly, log on to iCity and from the red Library tile, select the 'Links' tab then select Find Resources.

Through A-Z of Resources

1. Look down the list of resources, find the A-Z of Resources and select the link on the right of the screen (where it says 'Click Here').
2. Select MyiLibrary from the list (under 'M').
3. If you see a page with a link reading Go to the Birmingham City University login page, select that and continue to login.

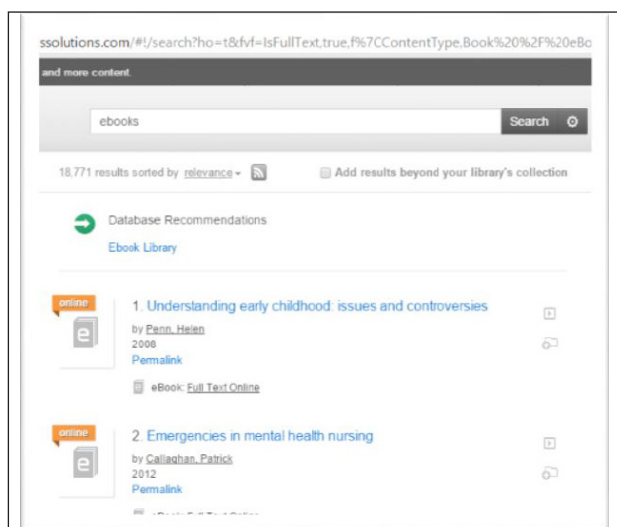
Through Library Catalogue

1. Look down the list of resources, find the Library Catalogue and select the link on the right of the screen (where it says 'Click Here').
2. On the catalogue, enter your search (e.g. author's surname and a word from the book title or a keyword).
3. Click on the title of the book you require. If an electronic version of the book exists, there will be a "Connect to e-book" link.



Through Summon

1. Look down the list of resources, find Summon and select the link on the right of the screen (where it says 'Click Here'.)
2. Select the 'FullText Online' and the 'Book/eBook' filter on the left.
3. Enter your search (e.g. author's surname and a word from the book title or a keyword).



You can also access through one of our subject Libguides where our librarians have selected some relevant ebooks to your topic.

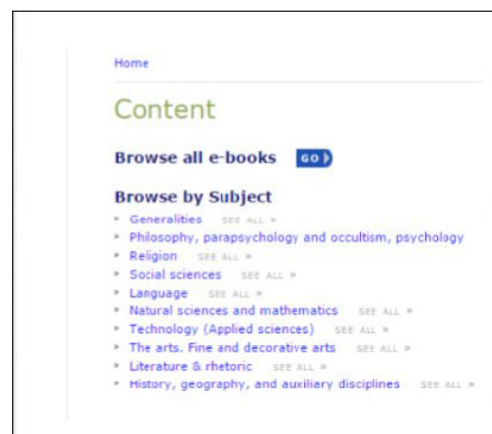
If you see at any point during these steps a page with a link reading Go to the Birmingham City University login page, select that and continue to login.

If you start without going via iCity first you may not be able to logon correctly. If you get stuck you can ask at any enquiry desk, chat to us online or go to our help site <http://libanswers.bcu.ac.uk/> and type in 'ebooks'.

BROWSING MYLIBRARY

MylLibrary allows you to browse all the ebooks in its collection either alphabetically, by subject or by publisher.

Click on the Browse all ebooks link to view the entire collection.

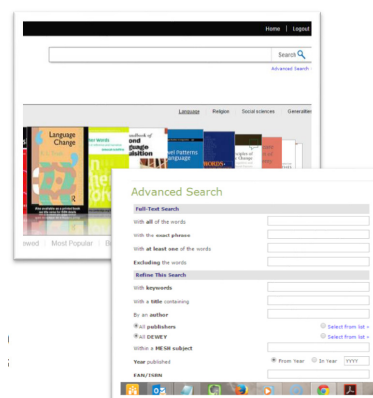


Quick Search

To run a quick search, enter search word(s) in the box at the top right of the screen and click Search. You can also choose to search by full text, keyword, title, ISBN or author from the dropdown menu,

Advanced Search

The Advanced Search option in MyLibrary allows you to construct a more detailed search enquiry. To do an advanced search, click on the Advanced Search link under the Quick Search box at the top left of the screen.



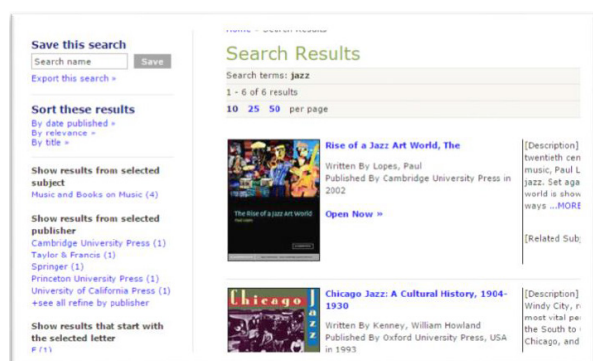
Advanced Search gives you more searching options, such as phrase searching, and you can also combine search terms, e.g.: author and keyword, author, date and thers.

WILDCARD AND TRUNCATION SEARCHING

Add an asterisk (*) to the end of a search term to look for different endings of the term. For example, *nurs** returns ebooks containing nurse, nurses, and nursing. You can also use an asterisk as a wildcard to replace a single character. For example, *wom*n* will find both women and woman.

SEARCH RESULTS

The menu to the left of the results list contains options to sort your results by relevance, by date published or by title.

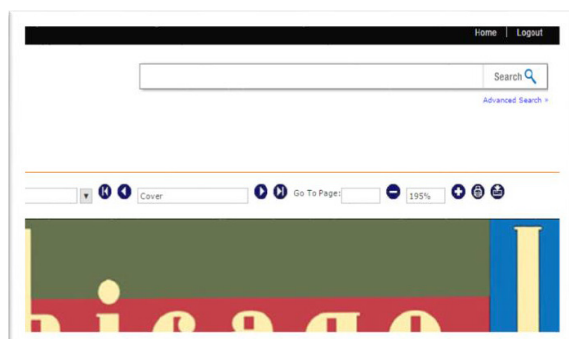


READING A MYILIBRARY EBOOK.

To read an e-Book online, click on **Open now** → → under the title in your results list.

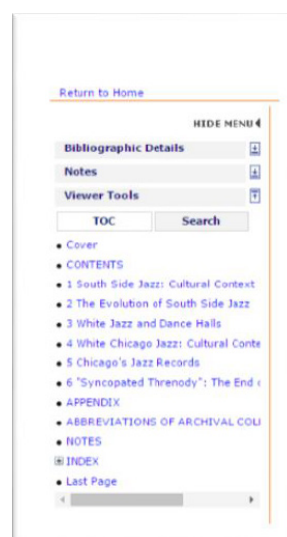
The screen is split into two sections. The right hand side contains the full text of the e-Book.

You can use the arrows at the top of the e-Book viewer to browse through the text.



Alternatively, you can use the left-hand menu section to navigate through the ebook. Clicking on the TOC tab displays the table of contents for the ebook you have chosen. Click on a chapter heading to go directly to that chapter.

Clicking in the Search tab opens up a search box in the left-hand menu section of the screen. This enables you to carry out a keyword search throughout the full text of the e-Book.



PRINTING AND DOWNLOADING

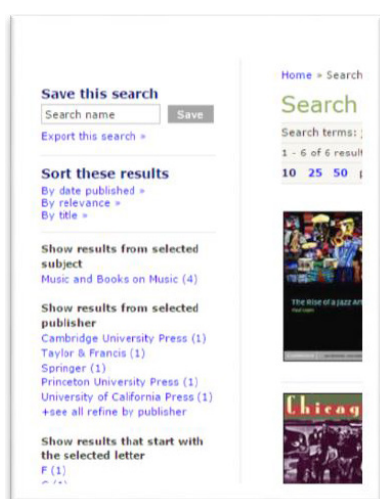
You are permitted to print 10% of the total pages contained in this title using **Print or Download** links on the menu at the top right of the screen. To protect the copyright of the authors and publishers, MyiLibrary is set up to detect and prevent excessive printing or copying so you will not be able to print or copy a whole work. If the system detects excessive activity you will be issued with a warning on screen. If the activity continues you will be locked out of the e-book for 12 hours.

SOME BOOKS ARE LIMITED TO ONE USER AT A TIME.

Some of the ebooks allow multiple users, however, some content is limited to just one user at a time. Any restrictions to the number of users is enforced by the publisher and not the library. If you are trying to access an ebook and you see a message indicating that it is being used by another user then you will need to try and access it at a later time.

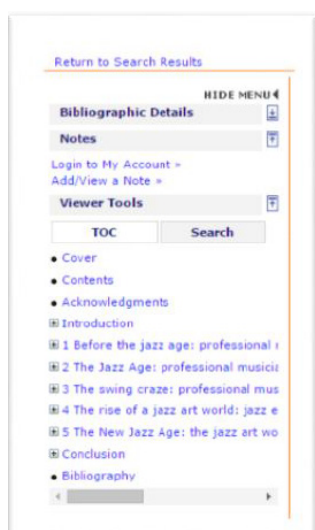
SAVING SEARCHES

Once you have run a search you are able to save it to run again at a later date. This is particularly useful if you have constructed a complex search within the Advanced search option. To save a search, click on save after entering a search name in the Save this search box on the left hand side of the search results screen. To rerun a saved search, select Saved Searches from the My account option on the MyLibrary home page toolbar.



MAKING NOTES

You can add notes to individual pages from an e-Book for later reference. To add a note, select the Notes tab from the left hand menu section of the ebook viewer when you are viewing an individual ebook. Click on the Create/edit notes link to add new notes, or view or edit existing ones.

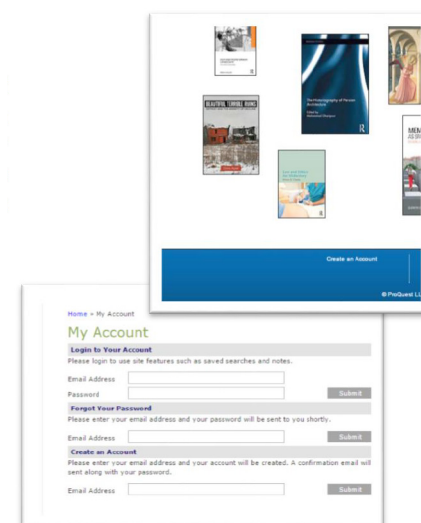


PERSONALISING MYILIBRARY

In order to use the personalisation features in MyLibrary you need to create an individual account. Once you have logged in, you can save searches, make notes in individual e-Book titles, and customise your account preferences.

To create an account, click on the **Create an account now** link on the bottom left of the MyLibrary homepage. Enter your email address in the **Create an Account** section and click on **Create Account**. A confirmation email will be sent to you along with your password.

To log into your account, click on **Login** from the **My Account** menu on the toolbar at the top of the MyLibrary homepage.



HELP

You will find detailed information on using MyLibrary by selecting the Help tab at the top of the screen.

Remember if you get stuck you can ask at any enquiry desk, go to our help site: libanswers.bcu.ac.uk and type in 'ebooks' or chat to us online.

If you are having problems logging in, please contact elibrary@bcu.ac.uk.

CENTRE FOR ACADEMIC SUCCESS

The University cares about your success in academia and so provides a service to all students, regardless of which course you are studying. The Centre for Academic Success is the University's central learner development service. They offer a range of services providing academic support for Birmingham City University students. Tutorials are held on most week days at the City Centre campus but are also available in some days at other campuses. Make sure to always ask for help when you need it!

WHAT CAN THEY ASSIST ME WITH?

They can help with workshops, one-to-one and small group tutorials and online resources on a variety of subjects including academic writing, study skills, report writing, dissertations, referencing, mathematics, statistics, networking, programming, project management, Microsoft Office (Word, Excel, PowerPoint, Access) and other technical subjects and software.

BOOK ONLINE

Firstly, you need to be logged into your iCity page. All sessions are booked online. You can search by typing in "Centre for Academic Success". Or alternatively, you can find more information on: icity.bcu.ac.uk/celt/centre-for-academic-success.

If you click where it says "Tutorial need to be booked online" it will automatically take you to your "insight page". Spaces and times are limited, so make sure you book well in advance, especially during busier times (December, January, April and May)

WHERE CAN YOU FIND THEM?

Millennium Point Level 3 (front desk in the social learning space).

Tel: 0121 331 7685

Email: success@bcu.ac.uk.



GRADUATE PLUS



Whether you are an undergraduate or postgraduate student, you can benefit from the Graduate + Programme. Degrees take a lot of work but you could always go the extra mile to make you stand out from the crowd and bag that job you have been studying so hard for. Graduate+ is a new scheme where the work you do alongside your degree amounts to an award that can boost your journey to your dream career.

WHAT IS IN IT FOR ME?

The activities and events are designed to reflect what makes you stand out to employers. Be it a part time job, setting up a LinkedIn account or even winning an award for your work, you can log it towards your Graduate+ award. Volunteering, placement activities and part-time work can all be included within your award. For example, you can learn/improve a language with the online language learning portal via Rosetta Stone, whilst also registering against their Bronze award:

1. Go to www.bcu.ac.uk/graduateplus and log into your Graduate+ account using your student ID username and password

2. Click on 'My account' - click on 'see my progress'
3. Click on a plus which links with appropriate attribute (Creative, Enterprising, Professional, Global) under the Bronze column
4. Click on Rosetta Stone from drop-down list
5. Click 'Add this activity' - Rosetta registration will follow.

BRONZE



Get to know what you like and discover what you can develop for this award.

SILVER



Testing and building on your skills is a step up for the silver award.

GOLD



Extending your skills and challenging yourself will help you finish off your Graduate+ award to the highest standard.

IT HELP



At University most things are done online, including research, writing assignments and submitting assignments. During your time as a student here you may find some of the software confusing or experience IT technical difficulties. If you encounter a problem, IT Help will rescue you.

Check the webpage here: icity.bcu.ac.uk/IT/Students

Give them a call:  0121 331 6543

Email them:  ithelp@bcu.ac.uk

Tweet them:  [@bcu_it_helpw](https://twitter.com/bcu_it_helpw)

Visit them:  City Centre Curzon building C173 (1st floor) or 2nd floor at the Parkside Bridge.

Internet access: look for a Wi-Fi connection named 'Eduroam' and type your email as the username and your normal password as the password. "BCU Guest" connection will not require password but it is not as good either.

For information on how to print please visit:
icity.bcu.ac.uk/IT/Students/Printing-Copying-and-Scanning

Software: the university provides a range of free software that you can download and use on your personal laptop/computer. You can find that on iCity or through the email webpage. IT will also help you if you have any issue with installing them.



STUDENTS' UNION

The Birmingham City University Students' Union (BCUSU) is led by BCU students looks at ensuring that you and all of our 24,000 students can have a say about your experiences at Birmingham City University. They have a student voice, advice centre, sports, societies, get involved programmes, housing, bars, shops, merchandise and ticket shop at the Curzon building or on their website: www.bcusu.com. You do not need to register separately with BCUSU as you are automatically a member when you finish the enrolment process with BCU.

NUS CARD WITH FREE ISIC CARD

This is optional. The National Union of Students (NUS) provides students with a discount card which comes with an ISIC (for international discounts outside of the UK). The card can only be used for certain retailers included on this list: www.nus.org.uk/en/nus-extra/discounts/. The card costs £12 per year (cheaper if you buy for two or three years) and can be ordered online or at the iAsk desk from the Curzon building (first floor).



BCUSU

JOIN SPORTS TEAMS, SOCIETIES AND VOLUNTEERING GROUPS

Your time at BCU does not have to be filled only with academia. You can also continue to pursue your hobbies and meet new people who have a similar interest as you. Societies and sports teams can range from football teams, debating society, Malaysian society, Bangladeshi society, Korean culture, dance, Dr Who and so on. You can view the full list of societies on their website as well as keep in the loop about volunteering and job opportunities.

EAGLE AND BALL BY BCUSU

Fancy a drink? A place for nights out with mates? Well then, Eagle and Ball is your solution. Eagle and Ball is the University's on-campus Victorian pub in the heart of Birmingham, Eastside. It has food and fun activities like pub quizzes, karaoke, and special offers. You will not be disappointed! Find them at the City Centre Campus on the first floor through the double doors next to the canteen or Eagle & Ball, Gopsal Street, Birmingham, B4 7RJ. You can check their website to see their menu and what's on: eagleandball.co.uk.



SU ADVICE TEAM



The Students' Union (SU) has an advice team which can provide support for a variety of issues including academic information and advice about university procedures and regulations, financial advice and all you need to know about grants, loans, budgeting and more. Housing help and advice with accommodation, landlord issues, advice on health and wellbeing with sources of information on physical and mental health are available too. There is also specific help aimed at international students, which you can find more information on here: www.bcsu.com/advice/international.

If you have questions, any problems or just want to double check anything, please seek advice! The facilities are provided, it is your responsibility to utilise the services. If you feel like there is a service lacking, you can speak to the person responsible and BCU will try to help as much as possible. You do not have to suffer in silence, please speak when you need assistance.

Call them on
0121 331 7777
(to book an appointment through iAsk desk)

Email them on
union.advice-centre@bcu.ac.uk

Find their offices on the 1st floor from the
Curzon Building



ACCOMMODATION



Finding a home can be hard, especially when you have never lived in the city before, but do not despair as the Students' Union and the University provide lots of support. For further information:

Visit their website

www.bcsu.com/homes

Call them: 0121 202 4696

Or pop in their office

Birmingham City Student Homes
Curzon building, ground floor
4 Cardigan St
Birmingham B4 7BD

You can also check the BCU portal:

www.bcu.ac.uk/student-info/accommodation/apply

Some of the alternative websites, independent from the university, that you can potentially use to find the right price or place for you:

www.rightmove.co.uk/student-accommodation/Birmingham-City-Centre.html

www.mystudenthalls.com/student-halls-and-accommodation-directory/birmingham

www.crm-students.com/crm-accommodation/birmingham



JOBS AND CAREER SERVICES

OPPORTUNITY STUDENT JOBS ON CAMPUS



Did you know that the University offers jobs and career support? This allows you to work while you study with BCU, fitting a job around your course. Please visit: www.bcu.ac.uk/about-us/celt/student-engagement/student-employment-opportunity or www.manpower.co.uk/minisites/birmingham-city-university to see the current vacancies.

You can also find their office on the first floor at the Curzon Building.

Unitemps is another company based in Millenium Point (third floor) that provides jobs on campus: www.unitemps.com
You can also search other opportunities independently from the university, for example on:

- www.indeed.co.uk
- www.monster.co.uk
- jobs.bcu.ac.uk
- jobs.ac.uk

iAsk can also help you book free appointments for specialist one-to-one advice, careers management sessions and employment activities covering: reviewing CVs, covering letters and application forms, career planning and decision making, options with a subject/degree, preparing for interviews and assessment centres, networking with employers, further study and much more.

Give them a visit for more information or check the website:

[www.bcu.ac.uk/
student-info/
student-services/ca-
reers-and-job-prospects](http://www.bcu.ac.uk/student-info/student-services/careers-and-job-prospects)



www.unitemps.co.uk



MONSTER



Great jobs for bright people

THINGS TO DO IN BIRMINGHAM

CINEMAS

There is an ODEON cinema close to the Curzon campus at 139 New Street, New Street, Birmingham B2 4NU. You can check the website for movies, times and accessibility:

www.odeon.co.uk

Slightly further, you can find Cineworld which tends to provide the same movies but with different rooms.

Their address is 181 Broad St, Birmingham B15 1DA and you can also check their website:

www.cineworld.co.uk



LIBRARY OF BIRMINGHAM

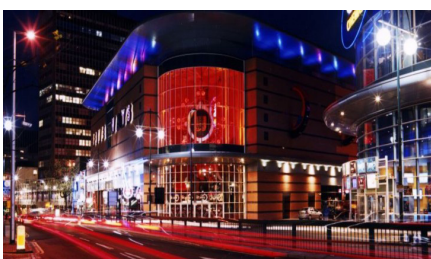
The infamous Library of Birmingham is a place to borrow books, study as well as relax and watch movies. Check their website to view all their facilities: libraryofbirmingham.com.



CLUBS AND BARS

Birmingham is a great place to go clubbing and meet new people. Broad street is the place to be for clubbing and restaurants, and its close to Curzon! Check here to find the right place for you:

www.designmynight.com/birmingham/clubs/clubs-in-broad-street.



BULLRING

The bullring is located in the city centre, and is very close to the Curzon Campus. It is Birmingham's biggest shopping mall. You'll see all the famous retail shops, with delicious places to eat! Visit their website to see discounts and what more they have to offer: www.bullring.co.uk



For maps and how to travel around campuses please check this link:

www.bcu.ac.uk/about-us/maps-and-campuses.



The Glee



Brindley Place



Victoria Square



Bullring Open Market



Selfridges



Symphony Hall



Cadbury Chocolate World

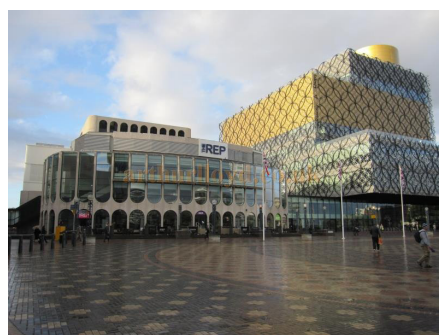


China Town

THE BIRMINGHAM REPERTORY THEATRE

If you love musicals and going to the theatre then you will love the theatres in Birmingham! As well as going to enjoy a show, don't forget you can get involved too! Have a look at their website to see what's on and how you can get involved:

www.birmingham-rep.co.uk



BIRMINGHAM MUSEUM AND ART GALLERY

If you are a lover of culture, art and history then the Birmingham museum and art gallery is a must! After exploring through the historic building, enjoy tea in the Edwardian Tearoom. What's more you can even volunteer too, to find out more please visit their website:

www.birminghammuseums.org.uk/bmag



BIRMINGHAM ALSO HAS MANY OTHER EXCELLENT ATTRACTIONS

- Escape Live
- Anne Hathaway's Cottage
- National Sea Life Birmingham
- Think Tank
- Black Country Living Museum
- Birmingham Wildlife Conservation Park
- Akamba Heritage Centre

For other suggestions, please check:

visitbirmingham.com

FREQUENTLY ASKED QUESTIONS

I HAVE SOME QUESTIONS WITH REGARD TO ORIENTATION WEEK, WHERE CAN I FIND FURTHER INFORMATION?

Most information for International and EU Orientation can be found here:
icity.bcu.ac.uk/Student-Services/International-Orientation-FAQ

HOW DO I TRAVEL IN BIRMINGHAM?

You can travel by bus, train or metro. You are eligible for student tickets which are cheaper than normal adult priced one. For more information visit:
www.networkwestmidlands.com/tickets-and-passes/students

I HAVE CONCERNS ABOUT MY HEALTH AND WELLBEING, WHO SHOULD I TURN TO?

If you are registered with a GP you can visit your GP and discuss any concerns with them. Furthermore, the university provides advice and care, please visit here to find out more:
icity.bcu.ac.uk/Student-Services/Health-and-Wellbeing/Index

WHAT FACILITIES ARE PROVIDED SO I CAN PRACTICE MY RELIGION?

There are places to worship in Birmingham and prayer rooms at the University, you can check them here: icity.bcu.ac.uk/student-services/health-and-wellbeing/Chaplaincy/Places-of-Worship. Click on your campus or religion to find your place of worship in the city.

WHERE CAN I GO IF I NEED HELP MANAGING MY TIME FOR ASSESSMENTS?

My Assignment Planner can guide you through a series of steps and timings towards a submission. Visit here to get your personalised planner,
library.bcu.ac.uk/MAP2/freecalc-mail

HOW CAN I GET MORE FROM MY LECTURES?

Read this: icity.bcu.ac.uk/celt/centre-for-academic-success/Workshops-and-Resources/Richard-workshops/How-to-get-more-from-lectures

IS THERE ANY SUPPORT FOR LGBT TRANS-PEOPLE?

Of course there is! Everyone is respected and here to be supported and not judged. Please check here for more information: blgbt.org. Students' Union has also a representative.

I AM HAVING ISSUES WITH MY HOUSEMATES, WHO CAN HELP ME?

The Students' Union advisers can help you with that. You will only need to book an appointment by calling them, online or at the iAsk desk on the 1st floor of Curzon building.

CAN I GET EXTRA FINANCIAL SUPPORT?

It will depend on your situation. The best thing would be to visit the iAsk desk and explain your situation further as they will be able to see if you qualify.

I AM STRUGGLING WITH MY COURSE, WHAT SHOULD I DO?

Ask for help! There are a number of people who can help you, such as your lecturer, seminar tutor, personal tutor, Centre for Academic Success or even us!

I MISS HOME AND I AM STRUGGLING TO BE AWAY FROM MY FAMILY. CAN YOU HELP ME?

Yes! We all feel that at some point, get in touch with us to cheer you up!

I AM A MUSLIN WOMAN AND I WANT TO MEET OTHER WOMAN THAT SHARE MY RELIGION, HOW CAN I DO THAT?

There are societies from the Students' Union that you can check.

I AM A MUSLIN WOMAN AND I WANT TO MEET OTHER WOMAN THAT SHARE MY RELIGION, HOW CAN I DO THAT?

There are societies from the Students' Union that you can check. Alternatively, there is 'Untold Stories: Muslim Women Stepping Up' that you can join and attend a series of workshops providing a platform and safe space for the voices of female Muslim students. To book or for further information: Haleema. Saghawat@bcu.ac.uk

WHAT IF I WANT TO CHANGE OR LEAVE MY PROGRAMME?

If you think you want to leave your programme, it's a good idea to talk it through with your personal tutor or programme leader before making any final decisions. They can discuss your options with you, which could include transferring to a more suitable programme within the University. You can also get support from the Students' Union Advice Centre and Student Affairs.

WHAT IF I WANT TO TAKE SOME TIME OUT FROM THE PROGRAMME?

Taking time out is called 'an interruption of study', which is an approved leave of absence from all study and may be taken for a number of reasons e.g. health, financial, academic or personal. If you're thinking about interrupting, you should talk to your programme leader before completing the necessary paperwork. It is also vital that you let funding bodies, such as the Student Loans Company know you're interrupting your studies. Have a chat with Student Affairs for more advice.

I'M STRUGGLING WITH MY WORK AND THINK I MAY HAVE DYSLEXIA. WHERE CAN I FIND OUT MORE INFORMATION?

You can contact Student Affairs, who will arrange an assessment for you and if necessary, discuss the provision of any support you may need. You should do this as soon as possible if you think you will need this type of support. You should also contact Student Affairs if you have any other type of disability, mental health difficulty or long-term health condition.

HOW DO I VOICE MY CONCERNS OR MAKE A COMPLAINT?

If you're unhappy about any aspects of your experience at BCU, we want to know. You can talk to your personal tutor or programme leader. In many cases, they will be the best person to help you but if they are unable to resolve matters for you, you may need to refer to the University's formal complaints procedure (contact Student Affairs for more information). You should also seek advice from the Students' Union Advice Centre who can discuss your case with you and advise you on the processes involved in making a complaint.

WHERE CAN I SMOKE ON MY CAMPUS?

All University buildings, including student bedrooms, are smoke-free areas. Some campuses have covered designated smoking areas – if in doubt contact Security Services or Campus Services. Smokers are required to respect the need for staff and students to be able to work in a smoke-free environment and therefore, must smoke well away from office and classroom windows. Anyone who smokes in a designated smoke-free area is liable to be fined up to £200 by the Local Authority and could also face disciplinary action from the University. Please always be respectful of non-smokers around you.

WHAT SHOULD I DO IF I CHANGE MY NAME DURING MY TIME AT UNIVERSITY?

If you change your name during your studies and would like your new name to be used on your university records and award certificates, you must make a formal request to your Faculty. You must make the request before you finish your programme. No changes can be made to your student record after the final examination board.

You must provide evidence of your change of name. Acceptable forms of evidence are:

- Passport
- Marriage certificate
- Birth certificate (original birth certificate issued within 12 months of birth)
- Divorce decree absolute



If you have any suggestions to improve this handbook, please contact us (BLSS International Student Buddies) as we are constantly updating it to include the relevant information.

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